



The effect of work discipline and work motivation on employee performance at the Ros Hotel in Yogyakarta

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ABSTRACT

This study aims to determine: (1) the level of work discipline, work motivation, and employee performance at the Ros In Hotel Yogyakarta, (2) the effect of work discipline on the performance of the Ros In Hotel Yogyakarta employees, (3) the effect of work motivation on the performance of the Ros In Hotel employees Yogyakarta, and (4) the effect of work discipline and work motivation on the performance of Hotel Ros In Yogyakarta employees. This research includes causal associative research using a quantitative approach. The population in the study were 115 employees of Hotel Ros In Yogyakarta. The sample technique used was purposive sampling so that a sample of 115 people was obtained. Data was collected using a questionnaire that had been tested for validity and reliability. The data analysis technique used is multiple regression. The results of the study at a significance level of 5% show that: (1) The work discipline level of Hotel Ros In Yogyakarta employees is in the moderate category (62.4%), the work motivation of Hotel Ros In Yogyakarta employees is in the moderate category (78.8%), and the performance Ros In Hotel Yogyakarta employees in the moderate category (62.4%); (2) Work Discipline has a positive and significant effect on the performance of Hotel Ros In Yogyakarta employees. This is evidenced by the results of the regression calculation, which obtained a value of $(\beta) 0.340$ (** $p < 0.05$; $p = 0.000$).

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1. INTRODUCTION

In a company's operating system, the potential of Human Resources is essentially one of the assets and plays the most important role in achieving company goals. Therefore companies need to manage Human Resources as well as possible. Likewise, to face the current competition, hotels must be able to have qualified human resources. Human Resources is a crucial aspect to support the productivity of a hotel in order to be able to survive in today's intense hotel competition. Therefore, a company must be able to manage its Human Resources properly in order to increase productivity in the company.

Companies must be able to have good productivity to meet company targets that have been set. Good employee performance with a high work ethic will help the company to be able to meet the company's targets and help the company gain profits, whereas if employee performance decreases and

is bad it will harm the company. Therefore, the company must be able to manage employees well so that employee performance can be maximized, there is no conflict between employees, and employee job satisfaction is achieved.

Running a hotel company is required to continue to make improvements in various aspects, especially in the field of human resources. One of the companies in the form of a hotel is Hotel Ros In, which is located at Jalan Lingkar Selatan No. 110, Kotagede, Yogyakarta. This company was founded in 2009 with a strategic location, namely on the southern ring road where it is the right location to stop over and spend the night. Hotel Ros In has 83 rooms and 115 employees. Hotel Ros In Yogyakarta with the concept of elegance combined with classic divides its room classes into 4 classes namely President, Superior, Exclusive and Deluxe. Employees at this hotel are also divided into several departments, namely the house keeping department, spa and massage department, food and beverage, and front office department.

Based on the pre-survey activities conducted by the author using the interview method with HRD Hotel Ros In, information was obtained that there were indications of a decline in Ros In's employee performance in the last three months at the end of 2014, namely in October and November. Employee performance is seen to have decreased which continued to increase from October to November as evidenced by the high level of consumer complaints to hotels in October and increased until November. Indications of decreased employee performance are also evidenced by the inaccuracy of work completion by employees. There are still some employees who find it difficult to meet all the wishes of the guests and to be able to finish work on time.

Table 1. Survey Results Concerning the Causes of Declining Employee Performance at the Ros In Hotel Yogyakarta

No	Factors Causing Decreased Performance	Number of Answers	Percentage
1	Inaccuracy task completion	7	35%
2	incompatibility working hours	6	30%
3	Level decreased attendance	4	20%
4	Lack of cooperation between employees	3	15%
	Total	20	100%

The results of the survey showed that as many as 7 people (35%) decreased employee performance due to inaccuracy in completing tasks, as many as 6 people (30%) said that decreased employee performance was due to non-compliance with working hours, where violations of working hours often occur. Meanwhile, as many as 4 people (20%) said that the decreased employee performance was due to decreased attendance rates, and as many as 3 people (15%) said that the decreased employee performance was because Hotel Ros In Yogyakarta employees did not cooperate with other employees in completing work or something, tasks determined by the company.

Based on the results of interviews with HRD Hotel Ros In in the pre-survey, information was obtained that middle-level managers of the supervisor class were seen as lacking in closeness to the employees they lead and also lacking in intensity in providing motivation to their subordinate employees, resulting in low employee morale, because they felt they were not being cared for and result in employee performance being not optimal. In addition, low employee motivation also occurs because it is seen that the closeness between employees is also low so that the work environment formed is not conducive.

Table 2. Pre-survey results regarding the causes of low employee motivation at the Ros In Hotel, Yogyakarta

No	Factors Causing Low Discipline	Number of Answers	Percentage
1	There is no need for achievement	6	30%
2	There is no need for affiliation	5	25%
3	There is no need for power	9	45%
	Total	20	100%

The results of the survey showed that as many as 6 people (30%) said that the decrease in employee motivation was due to the absence of the need for achievement within the employee, as many as 5 people (25%) said that the decrease in employee motivation was due to the absence of the need for affiliation within the employee. Meanwhile, as many as 9 people (45%) said that the decrease in employee motivation was due to the absence of the need for power in employees.

The level of employee discipline and employee motivation will greatly affect employee performance and affect the productivity of a company. Companies cannot run well if the management of employees in the discipline and motivation of employees is not managed as well as possible. So that the researcher is interested in further examining the effect of the variables on employee performance, work discipline, and work motivation on the employees of Hotel Ros In Yogyakarta. Referring to this description, the authors raised the title of the research on "The Influence of Work Discipline and Work Motivation on Employee Performance at Hotel Ros In Yogyakarta.

2. RESEARCH METHOD

Population is a generalization area consisting of: objects/subjects that have certain quantities and characteristics that are applied by researchers to be studied and then conclusions are drawn. The population in this study amounted to 115 employees and the entire population was used as the research sample. Thus this research is classified as a population study. The data collection method in this study used a questionnaire to obtain data on performance, work discipline, and work motivation. The results of the research are in accordance with the research objectives so that they are suitable, the correct data analysis method is needed. Testing was carried out using SPSS 19 software. SPSS (Statistical Package for the Social Sciences) is a computer program used to analyze statistics.

3. RESULTS AND DISCUSSIONS

Research result

This research is a causal associative research using a quantitative approach. Causal associative research is research that aims to determine the effect of two or more variables (Umar, 2005). This study analyzes the effect of work discipline and work motivation on employee performance. This research was conducted at Hotel Ros In Yogyakarta. This research was conducted in December 2014 until completion. This study used a simple random sampling technique, because researchers took sample subjects from the population at random, so that all subjects were considered the same regardless of the strata in the population.

1. Descriptive Analysis

Descriptive analysis in this study included: analysis of the characteristics of the employees of Hotel Ros In Yogyakarta, analysis of descriptive statistics consisting of: maximum, minimum, mean, and standard deviation values, as well as categorizing the answers of Hotel Ros In Yogyakarta employees.

a. Characteristics of Hotel Ros In Yogyakarta Employees

Characteristics of the employees of Hotel Ros In Yogyakarta, which were observed in this study include: gender, age, education, experience and length of service.

Table 3. Characteristics of Hotel Ros In Yogyakarta Employees by Gender

Gender	Frequency	Percentage (%)
Man	47	40,9
Woman	68	59,1
Amount	115	100.0

The table above shows that the employees of Hotel Ros In Yogyakarta. with male gender as many as 47 people (40.9%) and Hotel Ros In Yogyakarta employees with female gender as many as 68 people (59.1%). This shows that the majority of the employees of Hotel Ros In Yogyakarta are female as many as 68 people or 59.1%.

Table 4. Characteristics of Hotel Ros In Yogyakarta Employees by Age

Age	Frequency	Percentage (%)
20-25 years	11	9,6
26-30 years	37	32,2
31-35 years	29	25,2
36-40 years	25	21,7
>40 years	13	11,3
Amount	115	100.0

The table above shows that there are 11 employees of Hotel Ros In Yogyakarta aged 20-25 years (9.6%), Hotel Ros In Yogyakarta employees aged 26-30 years as many as 37 people (32.2%), Hotel Ros In Yogyakarta employees 29 people aged 31-35 years (25.2%), Hotel Ros In Yogyakarta employees aged 36-40 years 25 people (21.7%), and Hotel Ros In Yogyakarta employees aged >40 years 13 people (11.3%). This shows that the majority of those who become employees of Hotel Ros In Yogyakarta are aged 26-30 years (32.2%).

Table 5. Characteristics of Hotel Ros In Yogyakarta Employees Based on Education

Last education	Frequency	Percentage (%)
JUNIOR HIGH SCHOOL	33	28,7
SENIOR HIGH SCHOOL	59	51,3
Diploma	12	10,4
Bachelor	11	9,6
Amount	115	100.0

The table above shows that 33 employees of Hotel Ros In Yogyakarta have junior high school education (28.7%), 59 employees of Hotel Ros In Yogyakarta have high school education (51.3%), and 12 employees of Hotel Ros In Yogyakarta have Diploma education (10.4%), 11 employees of Hotel Ros In Yogyakarta have Bachelor's degrees (9.6%). This shows that the majority of Ros In Hotel Yogyakarta employees have high school education (51.3%).

Table 6. Characteristics of Hotel Ros In Yogyakarta Employees Based on Experience and Years of Service

Experience and Time Work	Frequency	Percentage (%)
< 1 year	19	16,5
1-2 years	40	34,8
3-4 years	44	38,3
5-6 years	12	10,4
Amount	115	100.0

The table above shows that there are 19 employees (16.5%) of Hotel Ros In Yogyakarta who are experienced and have a working period of <1 year (16.5%), employees of Hotel Ros In Yogyakarta who are experienced and have a working period of 1-2 years are 40 people (34.8%), employees of Hotel Ros In Yogyakarta are experienced and have worked for 3-4 years as many as 44 people (38.3%), employees of Hotel Ros In Yogyakarta who are experienced and have working tenure of 5-6 years are 12 people (10.4%). This shows that the majority of those who are employees of Hotel Ros In Yogyakarta are experienced and have worked for 3-4 years (38.3%).

Discussion result

1. The Influence of Work Discipline on Employee Performance at Hotel Ros In Yogyakarta

The results showed that the work discipline variable had a positive effect on the performance of the employees of Hotel Ros in Yogyakarta. This is evidenced by the results of the regression calculation,

which obtained a value of $(\beta) 0.340$ (** $p < 0.05$; $p = 0.000$). The contribution of work discipline to the performance of Hotel Ros in Yogyakarta employees is $(\Delta R^2) 0.081$; it can be concluded that the research succeeded in proving the first hypothesis.

Work discipline is influenced by employee morale, the level of compensation provided, and employee job satisfaction. Where employees with high morale tend to work better, be on time, and never skip classes. Employees will be excited to go to work so that their work discipline is high. Based on the above aspects, work discipline will have a major effect on company performance. When the level of work discipline in a company is high, it is expected that employees will work better, so that the company's productivity increases. In addition, good work discipline will increase work efficiency as much as possible.

discipline, stricter supervision in an effort to improve or improve employee performance. These things prove that work discipline is an important factor in improving employee performance. With good work discipline from employees such as arriving on time, carrying out work in accordance with what has been set by the company, complying with company regulations, it will be able to improve the performance of these employees so that the company's targets will be achieved.

2. The Effect of Work Motivation on Employee Performance at Hotel Ros In Yogyakarta

The results showed that the variable work motivation has a positive effect on the performance of employees at Hotel Ros in Yogyakarta. This is evidenced by the statistical results of the regression test, which obtained a value of $(\beta) 0.363$ (** $p < 0.05$; $p = 0.000$). The contribution of the influence of Work Motivation on employee performance is $(\Delta R^2) 0.097$; then this study succeeded in proving the second hypothesis.

Work motivation is very influential on employee performance. In terms of performance, so that a person can work more optimally and well, it is necessary to have good work motivation at work. Good employee motivation causes employees to work more enthusiastically and maximally. Work motivation can be influenced by the work environment of the company, if the employee's work environment is conducive then employees will be motivated to work well so that employee performance will increase. The attention from superiors to subordinates can also motivate employees to work. The closer and more often the boss pays attention and approaches subordinates, the more employee morale will increase and the job satisfaction of employees will also be obtained.

3. The Effect of Work Discipline and Work Motivation on Employee Performance at Hotel Ros In Yogyakarta

The results showed that the variables of Work Discipline and Work Motivation had a positive and simultaneous effect on the performance of the employees of Hotel Ros in Yogyakarta. This was evidenced by the statistical results of the regression test, the value of Work Discipline (β) was 0.269 (** $p < 0.05$; $p = 0.000$) and motivation work $(\beta) 0.303$ ($*p < 0.05$; $p = 0.000$) has a positive and simultaneous effect on the performance of Hotel Ros in Yogyakarta employees. The contribution of the influence of Work Discipline and Work Motivation variables on employee performance is $(\Delta R^2) 0.144$, so this study succeeded in proving the third hypothesis.

In research Moch Rizki Fitrah (2014) states that work discipline and work motivation have a significant influence together (simultaneously) on employee performance. This indicates that work discipline and work motivation, these two variables can have an impact or cause an increase in employee performance. A company does not only need good enough work discipline, but good or even very good work discipline so that it can produce good employee performance as well as help the company to be able to achieve company goals and be able to advance the company. Good employee

motivation will encourage employees to be able to work more enthusiastically and better so that the results achieved will also be good. With good work discipline and optimal work motivation by the hotel, the performance of hotel employees will be maximized. Optimal employee performance will be able to bring the Hotel to be able to compete with other Hotels and become a better and more advanced hotel in the following years.

This research is also very relevant to research conducted by Moch Rizki Fitrah (2014) entitled *The Effect of Work Discipline and Work Motivation on Employee Performance at the Bintang Mulia Hotel Jember*. The results of this study indicate that work discipline and work motivation have a significant effect simultaneously on employee performance.

4. CONCLUSION

Based on the results of research and discussion, several conclusions can be drawn, Work Discipline has a positive effect on the performance of Hotel Ros in Yogyakarta employees. This is evidenced by the results of the regression calculation, which obtained a value of (β) 0.340 (** $p < 0.05$; $p = 0.000$). The contribution of the effect of work discipline on the performance of Hotel Ros in Yogyakarta employees is (ΔR^2) 0.081, Work motivation has a positive effect on the performance of Hotel Ros in Yogyakarta employees. This is evidenced by the statistical results of the regression test, which obtained a value of (β) 0.363 (** $p < 0.05$; $p = 0.000$). The contribution of the effect of work motivation on employee performance is (ΔR^2) 0.097, Work Discipline and Work Motivation have a positive and simultaneous effect on employee performance at Hotel Ros in Yogyakarta. This is evidenced by the statistical results of the regression test, the value of Work Discipline (β) is 0.269 (** $p < 0.05$; $p = 0.000$) and work motivation (β) is 0.303 (* $p < 0.05$; $p = 0.000$) has a positive and simultaneous effect on the performance of Hotel Ros in Yogyakarta employees. The contribution of work discipline and work motivation variables to employee performance is (ΔR^2) 0.144.

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