



**EFFECT OF WORK DISCIPLINE AND COMMUNICATION ON EMPLOYEE PERFORMANCE AT SANTIKA PREMIERE HOTEL SEMARANG**

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**ABSTRACT**

*This research was conducted at the Santika Premiere Hotel Semarang which aims to analyze and explain the effect of work discipline and communication on housekeeping performance at the Santika Premiere hotel where the communication dimension has the lowest score. This shows that in reality there are still criticisms and suggestions. This condition is always improved even though the communication is quite good, in order to improve house keeping performance in the future.*

*The research data was obtained through questionnaires and interviews. The sample used in the study was 98 respondents. The results of the study are expected to provide useful information for the manager and guest satisfaction. The data obtained is processed using descriptive analysis and quantitative statistical analysis. Quantitative analysis uses multiple regression analysis to determine the effect of independent variables on the dependent variable, model test, hypothesis test, and yet before the test is done, test the validity and reliability test first.*

*The results of the regression analysis showed that there was an influence of work discipline and communication on housekeeping performance at the Santika Premiere hotel. Then the results of the multiple regression analysis test showed a significant  $F$  value, with an adjusted  $R^2$  square determination correlation value of 0.486. This shows that the influence of work discipline and significantly influence communication on housekeeping performance in Santika Premiere Hotels together with a close relationship of 48.6%.*

*Keyword: Work Discipline, Communication and Employee Performance.*

**1.1 Background of the problem**

Currently, tourism is one of the mainstay sectors of the Indonesian economy. This is indicated by the ability of this sector to earn foreign exchange for the country, the provision of increasing employment opportunities and income for the region and the country in general . In this era of globalization, business competition is becoming increasingly fierce, and requires business people to be able to create a competitive advantage compared to other business actors so that their companies can *survive* .

Hotel Santika Premier Semarang as one of the five star hotels located on Jl. Pandanaran No. 116-120.

**1.2 Identification of problems**

- 1 The presence of employees who are not available when guests need them indicates a work discipline problem.
- 2 There are still complaints because orders from guests are not completed quickly, indicating a lack of work discipline.

- 3 There was a misunderstanding between staff and other departments which was not immediately resolved.
- 4 Lack of coordination between staff employees.
- 5 Lack of staff so that the work becomes more.
- 6 The information is not immediately synchronized so the task is not executed.

### **1.3 Formulation of the problem**

- 1 How does work discipline affect employee performance at Hotel Santika Premier Semarang?
- 2 How does communication affect employee performance at Hotel Santika Premier Semarang?
- 3 How do work discipline and communication affect employee performance at Hotel Santika Premier Semarang?
- 4 Which variable has the most influence between work discipline and communication on employee performance at Hotel Santika Premier Semarang?

### **1.4 Research purposes**

- 1 To prove the effect of work discipline on employee performance at Hotel Santika Premier Semarang.
- 2 To prove the influence of communication on employee performance at Hotel Santika Premier Semarang.
- 3 To prove the influence of work discipline and communication on employee performance at Hotel Santika Premier Semarang.
- 4 To find out the most influential variables on employee performance at Hotel Santika Premier Semarang .

### **1.5 Benefits of research**

- 1 Theoretical Benefits  
Enriching the treasures of scientific studies in tourism and hospitality , especially those developing with hotel management .
- 2 Practical Benefits  
It can be used as a consideration for the management of Hotel Santika Premier Semarang in an effort to improve the performance of its employees.

## **2.1 Theoretical Review**

### **2.1.1 Hotel**

The word hotel has been used since the 18th century in London. Currently, what is called a hotel is a *garni*, a large house equipped with accommodation facilities or accommodation for rental on a daily, weekly, or monthly basis. The word hotel itself is a development of the French, *hostel* , derived from the Latin word: *hospes*, and was introduced to the general public in 1997 (Perwani, 1993: 2).

### **2.1.2 Definition of Work Discipline**

Discipline is more precisely defined as behavior and actions that are in accordance with company regulations, whether written or not. In practice it is difficult to ensure that all regulations are adhered to for every employee. With discipline, it is hoped that the work will be carried out effectively and efficiently.

### **Types of Work Discipline**

- 1) Preventive Discipline  
Is an activity carried out to encourage employees to follow various standards and rules, so that irregularities can be prevented.
- 2) Corrective Discipline  
Are activities taken to deal with violations of the rules and try to avoid further violations.
- 3) Progressive Discipline  
Is to give more severe penalties for repeated violations.

### **2.1.3 Overview of Communication**

Understanding of meaning to others in the form of certain symbols , symbols, or languages so that people who receive information understand the meaning of the information . In its specific definition regarding communication itself according to Hovland is "the process of changing the behavior of others" (*communication is the process of modifying the behavior of other individuals*).

### **2.1.4 Overview About Performance**

According to Hasibuan (2003), employee performance is a work achieved by a person in carrying out the tasks assigned to him on his skills, experience and sincerity of time. According to Dessler (2000) performance is a comparison between real work results with the work standards set. Performance is an action, not an event. The performance action itself is made up of many components and is not an instantaneous result.

Ways to improve performance based on the statement according to Timple (1993) ways to improve performance include:

#### **1. Diagnosis**

A useful diagnosis can be made informally by any individual interested in improving his or her ability to evaluate and improve performance.

#### **2. Training**

Once attributional styles are recognized and understood, training can help management that this knowledge is used appropriately.

#### **3. Action**

No program and training can achieve full results without encouragement to use it

## **2.2 Theoretical Thinking Framework**

Study this conducted for knowing to what extent influence discipline work and communication to performance employees at Hotel Santika Premier Semarang.

### **2.3 Submission of Hypotheses**

A hypothesis is a statement about something that must be tested for truth ( Djarwanto and Subagyo , 1998). then the hypothesis can be taken as

1. There is a positive and significant influence of work discipline on employee performance at Hotel Santika Premier Semarang.
2. There is a positive and significant influence of communication on the performance of the employee performance department at Hotel Santika Premier Semarang.
3. There is a positive and significant influence of work discipline and communication on employee performance at Hotel Santika Premier Semarang.
4. Work discipline is the most influential variable because employees who have high work discipline will work according to the standards set by the company, so that the resulting performance will be maximal.

## **3.1 Fields of Research**

The field under study is tourism, especially in the field of hospitality, which is related to human resource management, with a research focus on the influence of work discipline and communication on employee performance at Hotel Santika Premier Semarang.

### **3.2 Research sites**

#### **1. Research sites**

This research was conducted at Hotel Santika Premier Semarang which is located on Jl. Pandanaran No. 116-120, Central Semarang pekunden.

### **3.3 Research methods**

The research method used is a quantitative method which intends to obtain a systematic, actual and accurate description of the research by making a questionnaire to the respondents who will answer statements about work discipline, communication and performance.

### **3.4 Data source**

The sources of data in this study include:

1. Primary data  
Data obtained directly and collected by researchers through questionnaires.
2. Secondary Data  
Data obtained by a no straight away . Data this used as supporting data for supports primary data, so that in take conclusion can be done with accurate and careful. Data this obtained through interview , observation and document other suitable . \_

### 3.5 Population and Research Sample

1. Population  
Population is the sum of all objects (units or individuals) whose characteristics are to be estimated. The units or individuals unit of analysis may be people, households, farms, companies, and others in a form that can be used in the survey (Djarwanto & Subagyo, 1998:45).
2. Sample  
The sample is part of the population whose characteristics are to be investigated and considered to be representative of the entire population, Djarwanto (1996: 108).

### 3.6 Variables and Operational Definitions

Variable is an attribute or nature of a person, object or activity that has variations about what is applied by researchers to study and draw conclusions. The independent variable in this study is work discipline and communication on performance.

### 3.7 Data collection technique

The data collection techniques used are as follows:

1. Questionnaire  
This method is done by giving questions to the guests who were selected as research samples by sending a questionnaire containing questions related to the problems studied.
2. Observation  
In obtaining data, the authors made direct observations to obtain accurate data.  
supporting quantitative data collector
3. Interview  
This technique is used as a quantitative data collection tool that supports primary data.
4. Literature review  
Data collection techniques by utilizing documents and references that have to do with the object of research.

### 3.8 Validity and Reliability Test

Validity and reliability are two things that play a very important role in determining the quality of a measuring instrument. Because a measuring instrument must be valid and reliable before being used.

#### 3.8.1 Validity test

There is an analysis used to test the indicators in measuring the accuracy in making the questionnaire, then the indicators that will be used are tested for validity. The testing here uses the product moment correlation whose formula is as follows: (Hadi, 2001:28)

$$r_{xy} = \frac{n(\sum xy) - (\sum x) \cdot (\sum y)}{\sqrt{[n(\sum x^2) - (\sum x)^2][n(\sum y^2) - (\sum Y)^2]}}$$

#### 3.8.2 Reliability Test

Reliability test shows in one sense that an instrument is reliable enough to be used as a data collection tool because the instrument is good. Instruments trustworthy, reliable will produce reliable data too

Meanwhile, in this study, the author uses the *Cronbach Alpha formula* (Suharsimi Arikunto, 1998:236) because the score in the instrument has a scale of 1-4.

$$r_{11} = \left[ \frac{k}{k-1} \right] \cdot \left[ 1 - \frac{\sum \sigma_b^2}{\sigma_1^2} \right]$$

### 3.9 Data analysis technique

#### 3.9.1 Multiple Linear Regression Analysis

In this analysis technique, multiple regression is used either partially or simultaneously with the following model (Arikunto, 1998:236):

$$Y = \beta_1 X_1 + \beta_2 X_2 + e$$

### 3.10 Model Test

#### 3.10.1 F Uji test

The F test is used to determine the effect of work discipline, and simultaneous communication on the employee performance variable at Hotel Santika Premier Semarang.

Testing the hypothesis using the F test with the formula :

$$F = \frac{R^2/k-1}{(1-R^2)/(N-k)}$$

#### 3.10.2 Coefficient of Determination

The coefficient of determination is the ratio between Y explained by  $X_1, X_2$  together compared to the total variation of y. if other than  $X_1, X_2$  all variables outside the model that are included in the model are included in the model, then the value of  $R^2$  will be 1.

#### 3.11 Hypothesis testing

##### 1) T test (Partial Test)

The t-test was used to determine the effect of work discipline variables, and direct communication

partial to employee performance variables.

with the formula :

$$t = \frac{bi}{sbi}$$

##### 2) F Test (Test Together)

The F test is used to determine the effect of work discipline, and communication together on the employee performance variable at Hotel Santika Premier Semarang.

Testing the hypothesis using the F test with the formula :

$$F = \frac{R^2/k-1}{(1-R^2)/(N-k)}$$

##### 3) Standard Beta Coefficient Test

The standard beta coefficient is used to determine the effect of the independent variables (work discipline and communication) on the dependent variable (employee performance).

#### **4.1.1 Description of Research Object**

##### **History of Hotel Santika Premier Semarang**

PT. Graha Santika to manage the hotel business under the Kompas Gramedia group on August 22, 1981. Hotel Soeti was the first hotel to be purchased by its owner, Mrs. Soetiyah Pudjosuwarno. Initially, Hotel Santika was on Jalan Sumatra No. 52-54, Bandung. In 1988, this simple hotel with 33 rooms built on an area of 3,200 square meters was renovated into 70 rooms.

##### **Location of Hotel Santika Premier Semarang**

Hotel Santika Premier Semarang which is located at Jl. Pandanaran No. 116-120, Pekunden, Kec. Central Semarang, Semarang City, Central Java 50241.

##### **Hotel Santika Premier Semarang Facilities**

. Hotel Santika Premier Semarang has 80 uniquely themed rooms and is equipped with 32" LED TV with satellite channels, high speed Wi-Fi internet access, coffee-tea maker, writing desk with universal power outlets, and bathroom amenities.

##### **Work Discipline Variable (X<sub>1</sub>)**

, the respondents' responses to the Work Discipline variable with an average of 4.28 % with the majority of answers agreeing. This shows that every employee has a positive response and agrees to the work discipline variable that exists at Hotel Santika Premier Semarang.

##### **Communication Variable (X<sub>2</sub>)**

In general, the respondents' responses to the Communication variable with an average variable of 4.23 % with the majority of answers agree. This shows that communication has a positive response and agrees on guest satisfaction at Hotel Santika Premier Semarang.

##### **Housekeeping Performance Variables (Y)**

In general, the respondents' responses to the *Housekeeping* performance variable with an average of 3.91 with the majority of answers agreeing. This shows that every employee has a positive response and agrees to the Guarantee variable that exists at Hotel Santika Premier Semarang.

#### **4.2. Test Appropriateness Instrument**

##### **Validity Test**

This study uses a significance level ( $\alpha$ ) of 5%, while the critical value for testing with a sample  $(n-2) = 100 - 2 = 98$  if the significance value is  $<0.05$ , it can be concluded that the statement used in the study is valid.

##### **Reliability Test**

Techniques used to determine reliability study this tool the gauge is technique *alpha cronbach*, where index ks reliability declared reliable if the value of obtained is at least 0.60. Existing values entered into the formula, and produce value.

##### **Multiple Linear Regression**

analysis was conducted to determine the effect of the independent variables of work discipline (X<sub>1</sub>), and communication (X<sub>2</sub>) on the dependent variable of Housekeeping performance (Y) partially and simultaneously.

##### **Multiple Linear Regression**

Multiple regression analysis was conducted to determine the effect of the independent variable work discipline (X<sub>1</sub>), and communication (X<sub>2</sub>) on the dependent variable of Housekeeping performance (Y) partially and simultaneously.

##### **The Effect of Work Discipline at Hotel Santika Premier Semarang**

The test was carried out using the t test. The calculation results show that the regression coefficient value of work discipline is 0.464 with t count of 5.430 > 1.660 with a significance level of 0.000 < 0.05, this means that there is a positive and significant effect of

work discipline on performance at Hotel Santika Premier Semarang. This means that **the first hypothesis is accepted.**

### **The influence of communication at Hotel Santika Premier Semarang**

The test was carried out using the t test. The calculation results show that the communication regression coefficient is 0.332 with a t count of  $3.888 > 1.660$  with a significance level of  $0.000 < 0.05$ , this means that there is a positive and significant influence on communication at Hotel Santika Premier Semarang. This means that **the second hypothesis is accepted.**

### **The Effect of Housekeeping Performance at Hotel Santika Premier Semarang**

The F test is used to determine the effect of the independent variable work discipline ( $X_1$ ), and communication ( $X_2$ ), on the dependent variable of *Housekeeping performance* (Y) simultaneously (together),

### **Discussion**

The results showed that there was a significant influence between the variables of work discipline ( $X_1$ ), communication ( $X_2$ ), on performance (Y) at Hotel Santika Premiere Semarang, so that the proposed hypothesis was accepted.

### **The Effect of Work Discipline and Communication Together on Housekeeping Performance at Hotel Santika Premier Semarang**

Hypothesis test 3 The results show that work discipline and communication together on *Housekeeping* performance at Hotel Santika Premier Semarang. This is reinforced by the <sup>calculated</sup> F value  $45.908 > F_{table} 3.09$ . The conclusion is  $H_a$  is accepted and  $H_o$  is rejected, meaning that there is a positive and significant effect of work discipline and communication variables together on *Housekeeping* performance. Thus, the better the work discipline provided by the employees

### **The Most Influential Variables on Performance at Hotel Santika Premier Semarang**

most influential variable on guest satisfaction at Hotel Santika Premier Semarang is the Work Discipline Variable. This means that the hypothesis which states that the work discipline variable has the greatest influence on the performance of *Housekeeping* employees at the Hotel Santika Premier Semarang is accepted. This is indicated by the regression coefficient value of the work discipline variable of 0.464 > compared to communication of 0.332.

### **Conclusion**

Based on the results of research and analysis on the effect of work discipline and communication on employees of Hotel Santika Premier Semarang, the following conclusions can be drawn:

1. Work discipline variables affect employee performance at Hotel Santika Premier Semarang.
2. The communication variable has an effect on employee performance at Hotel Santika Premier Semarang.
3. Work discipline and communication together affect the performance of employees at Hotel Santika Premier Semarang.
4. The most influential variable is the work discipline variable

### **Suggestions**

Based on the results of the study, the author provides suggestions:

1. For Hotel management
  - a) The results also prove that communication has a positive and significant effect on employee performance and will affect work discipline, therefore communication at work needs to be improved. Based on the results of respondents' responses about communication, it is necessary to get attention
2. For employees, the results of respondents' responses indicate that employee performance is good, therefore it needs to be maintained so that it does not decrease. High performance is needed so that guests who stay feel at home and will recommend to others, so that the hotel can survive in competition with other hotels.

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