

ANALYSIS OF EMPLOYEE DISCIPLINE AT FAVEHOTEL PGC CILILITAN

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Abstract

This study aims to analyze the level of employee discipline at Favehotel PGC Cililitan, especially related to employee attendance. This research uses a qualitative descriptive method with a case study approach. Data was collected through interviews with four participants from various divisions, direct observation, and related documentation. The results showed that Favehotel PGC Cililitan has implemented an effective fingerprint attendance system, but sometimes experiences technical problems. Employees of Favehotel PGC Cililitan show a good level of work discipline, especially in terms of punctuality, utilization of facilities, and adherence to work standards. Factors such as sudden meetings, health conditions, traffic congestion, and public transportation constraints can be obstacles in maintaining punctuality. Favehotel PGC Cililitan applies graduated sanctions, ranging from verbal reprimands to written warnings to address lateness issues and encourage positive behavioral changes. This research provides valuable insights into the factors that influence employee work discipline in the company and provides recommendations for further improvement including improved communication between employees and management, as well as training and development to improve employee competencies.

Keyword : Work Discipline; Employee Attendance

1. Introduction

In every company, work discipline plays a crucial role in creating an efficient and productive work environment. Good discipline in the workplace reflects employees' commitment to complying with company policies and procedures, as well as maintaining a high level of professionalism. Maintaining a consistent level of discipline not only provides a basis for smooth operations but also has a positive impact on productivity, employee morale, and the overall image of the company (Akbar and Slamet 2019).

Discipline is a very important function and is the key to achieving company goals because without good discipline it is difficult to achieve maximum goals. Discipline is an attitude of obedience and adherence to the values that are believed to be their responsibility, such as tasks in the office and the presence of employees at the time of entry to work that has been adjusted in the company. The higher the discipline, the better the performance of employees, so employees will sincerely work as well as possible to achieve the goals of a company. (Diah Pranitasari and Khusnul Khotimah 2021)

This research was conducted at Favehotel PGC Cililitan, which is a 3-star hotel company. Initially, Archipelago International presented Favehotel PGC Cililitan with its distinctive magenta color in East Jakarta, the 8th Favehotel from Archipelago International, Favehotel PGC Cililitan was opened in November 2013. Located in the "Pusat Grosir Cililitan" shopping center on Jalan Mayjen Sutoyo, close to toll road access, also close to Halim Perdanakusuma Airport and the famous Taman Mini Indonesia Indah (TMII) national cultural center.

Favehotel PGC Cililitan is a company engaged in accommodation services that serve rooms, restaurants, and meeting rooms. Related to this, Favehotel PGC Cililitan provides facilities and services that support productivity for customers, making this hotel ideal for business travelers, corporate event organizers, and vacationers on a limited budget (Favehotel PGC Cililitan).

The reason the researcher chose Favehotel PGC Cililitan as a place to conduct observations was because the researcher had carried out field work practice activities for six months. Based on the results of observations made by researchers while carrying out Field Work Practices (PKL) in the Favehotel PGC Cililitan environment, researchers found a problem regarding work discipline related to employee attendance. Favehotel PGC Cililitan has three shifts in working hours, namely the morning shift at 09.00-18.00, the afternoon shift at 13.00-22.00, and the night shift at 23.00-07.00.

2. Literature Review

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2.1 Work Dicipline

The concept of work discipline is multifaceted and encompasses various definitions. It is fundamentally understood as an individual's willingness to adhere to established norms, rules, and procedures within their work environment (Purba & Barus, 2021). This adherence is not solely limited to written regulations but also extends to unwritten values and ethics that contribute to the organizational culture (Sutrisno, 2021). A disciplined employee demonstrates a proactive attitude by willingly complying with these norms and regulations.

Work discipline is not merely about following rules; it is a reflection of an employee's respect for the company's decisions and regulations. It is a crucial factor in achieving organizational

goals, as a lack of discipline can hinder progress and create obstacles (Windarti & Ket, 2022). To foster discipline, companies often implement disciplinary actions, including penalties, to guide employees toward compliance. These actions are essential in maintaining order and ensuring that all employees adhere to the established rules.

2.2 Types of Work Discipline

Work discipline can be categorized into different types, each serving a distinct purpose in maintaining order and productivity within an organization.

1. **Preventive Discipline:** This type of discipline focuses on encouraging employees to follow work guidelines and adhere to established rules and regulations (Akbar & Slamet, 2019). It aims to instill self-discipline in employees, preventing them from engaging in actions that violate company policies. By promoting a proactive approach to compliance, preventive discipline helps maintain a disciplined workforce.
2. **Corrective Discipline:** In contrast to preventive discipline, corrective discipline deals with addressing and taking action against employees who have violated company rules (Akbar & Slamet, 2019). Its purpose is to rectify misconduct and ensure that employees understand the consequences of their actions. Corrective discipline is essential in maintaining a fair and just work environment where violations are addressed promptly.

In addition to these two main types, other forms of work discipline exist, such as self-discipline, group discipline, and progressive discipline. Self-discipline refers to an individual's internal motivation to adhere to organizational values and goals. Group discipline emphasizes the importance of collective adherence to rules for the overall success of the organization. Progressive discipline involves escalating disciplinary actions for repeated offenses, ranging from verbal warnings to termination, to deter further violations.

2.3 Factors Influencing Work Discipline

Several factors influence work discipline, and understanding these factors is crucial for organizations seeking to improve employee behavior and performance.

1. **Motivation:** Motivated employees are more likely to be disciplined as they have a clear understanding of their career goals and the skills required for their jobs (Diah Pralitasari & Khusnul Khotimah, 2021). When employees feel valued and see a purpose in their work, they are more inclined to adhere to company rules and regulations.
2. **Leadership:** The leadership style within an organization significantly impacts work discipline. Leaders who set a good example by being punctual and completing tasks diligently inspire their employees to do the same (Diah Pralitasari & Khusnul Khotimah, 2021). Effective leadership fosters a culture of discipline and accountability.
3. **Compensation and Rewards:** Fair compensation and rewards systems play a crucial role in motivating employees to be disciplined. When employees feel that their efforts are recognized and rewarded appropriately, they are more likely to follow company rules and strive for excellence (Hendra, Tri Palupi, & Sujana, 2020).
4. **Rules and Regulations:** Clear and well-defined rules and regulations provide employees with a framework for acceptable behavior. The presence of a transparent

disciplinary system, including penalties for violations, acts as a deterrent and encourages adherence to company policies (Hendra, Tri Palupi, & Sujana, 2020).

5. **Supervision and Monitoring:** Effective supervision and monitoring mechanisms help ensure that employees are working in accordance with established rules and procedures. Regular feedback and performance evaluations contribute to maintaining discipline and addressing any deviations promptly (Hendra, Tri Palupi, & Sujana, 2020).

2.4 Indicators of Work Discipline

To assess the level of work discipline within an organization, several key indicators can be considered.

1. **Punctuality:** This indicator measures an employee's adherence to work schedules, including timely arrival and departure (Punawati & Kusumayadi, 2022). It reflects an individual's commitment to their responsibilities and respect for company time.
2. **Utilization of Resources:** How employees use company resources, such as equipment and facilities, can indicate their level of discipline. Proper care and maintenance of these resources demonstrate a sense of responsibility and adherence to company policies (Punawati & Kusumayadi, 2022).
3. **Adherence to Work Standards:** Employees who consistently complete tasks according to established procedures and take ownership of their work outcomes exhibit a high degree of work discipline (Punawati & Kusumayadi, 2022). This indicator reflects an individual's commitment to quality and efficiency.

By examining these indicators, organizations can gain valuable insights into the overall level of work discipline among their employees and identify areas that may require improvement.

3. Material and Method

This research employed a descriptive qualitative approach with a case study design to delve into the intricacies of employee work discipline at Favehotel PGC Cililitan. The primary focus was on attendance or presence-related issues. Data collection involved:

1. **Interviews:** In-depth interviews were conducted with four participants representing various divisions within the hotel. These interviews aimed to gather qualitative insights into the employees' perspectives on work discipline, attendance systems, and the factors influencing their adherence to company policies.
2. **Direct Observation:** Researchers directly observed employees in their natural work setting to gain firsthand knowledge of their behaviors, interactions, and adherence to attendance procedures. This observational data complemented the information obtained through interviews.
3. **Documentation:** Relevant documents, such as attendance records, company policies, and internal memos, were collected and analyzed to provide a comprehensive understanding of the formal aspects of work discipline at Favehotel PGC Cililitan.

To ensure the credibility and validity of the data, triangulation techniques were employed. These techniques involved cross-referencing information from different sources, using multiple data collection methods, and conducting observations at various times. This rigorous approach aimed to enhance the reliability and trustworthiness of the research findings.

Data analysis followed a systematic process of data reduction, data display, and conclusion drawing/verification. Data reduction involved filtering and organizing the collected data to identify key themes and patterns related to work discipline. Data display involved presenting the findings in a clear and meaningful way, often through narrative descriptions and visual representations. Finally, conclusions were drawn and verified by comparing the findings with existing literature and theoretical frameworks.

3.1 Design Study

This study employed a descriptive qualitative research design with a case study approach to examine employee work discipline at Favehotel PGC Cililitan. The study specifically targeted employees across different divisions within the hotel who utilize the fingerprint attendance system. These employees were selected based on their direct involvement in the attendance process and their potential to provide valuable insights into the factors influencing work discipline.

3.2 Data Analysis

The data analysis process in this study involved several key steps:

1. **Data Collection:** Data was collected through various methods, including interviews, direct observation, and document analysis. Interviews provided qualitative insights from employees, while observations offered firsthand information about their behaviors and adherence to attendance procedures. Document analysis helped understand the formal aspects of work discipline at Favehotel PGC Cililitan.
2. **Data Reduction:** The collected data, which included interview transcripts, observation notes, and documents, was carefully reviewed and organized. Key themes and patterns related to work discipline and attendance were identified during this process.
3. **Data Display:** The findings from the data reduction stage were presented in a clear and informative manner. This involved creating narrative descriptions that summarized the key themes and patterns, as well as using visual representations, such as diagrams or charts, to illustrate the relationships between different aspects of work discipline.
4. **Conclusion Drawing/Verification:** The final stage involved drawing conclusions based on the analyzed data. These conclusions were then verified by comparing them with existing literature and theoretical frameworks on work discipline. This step ensured that the findings were grounded in established knowledge and contributed to the broader understanding of employee discipline in the hospitality industry.

4. Result

The results of this study are presented in three main sections, aligning with the research questions:

1. **Implementation of Employee Attendance System at Favehotel PGC Cililitan:** The hotel has implemented a fingerprint attendance system, utilizing fingerprint scanning technology and software to record employee attendance. This system has proven effective in enhancing discipline and accuracy in attendance tracking. However, occasional technical issues, such as fingerprint recognition errors, have been reported.

2. **Level of Employee Work Discipline at Favehotel PGC Cililitan:** Employees at Favehotel PGC Cililitan generally exhibit a good level of work discipline, particularly in terms of punctuality, utilization of the fingerprint system, and adherence to work standards. They understand the importance of timely attendance and strive to comply with company policies regarding tardiness. However, internal factors like unexpected meetings and health conditions, as well as external factors like traffic congestion and public transportation challenges, can sometimes hinder punctuality.
3. **Factors Influencing Employee Work Discipline at Favehotel PGC Cililitan:** Work discipline at the hotel is influenced by both internal and external factors. Internal factors include individual goals and capabilities, leadership styles, compensation, and supervision. External factors encompass unexpected meetings, health issues, traffic congestion, and transportation difficulties. To address tardiness, the hotel has implemented a tiered sanction system, ranging from verbal warnings to written warnings, aimed at encouraging behavioral change and improving employee discipline.

5. Discussion

This study demonstrates that the enhancement of employee work discipline through the implementation of a fingerprint attendance system is shaped by various factors, particularly the perception of ease of use and system effectiveness. The employees generally found the fingerprint system user-friendly and efficient, contributing to their willingness to use it regularly. This aligns with previous research (Rahmawati & Purwadhi, 2020) that has shown the positive impact of fingerprint attendance systems on employee discipline by reducing absenteeism and tardiness.

However, the study also highlights the importance of addressing technical issues that may arise with the fingerprint system. Occasional errors during fingerprint scanning were reported, which could potentially undermine the system's effectiveness if not promptly resolved. This underscores the need for regular maintenance and troubleshooting to ensure the system's reliability and accuracy.

Furthermore, the study reveals that while the fingerprint system is a valuable tool for enhancing discipline, it is not the sole determinant. Internal factors such as unexpected meetings and health conditions, as well as external factors like traffic congestion and transportation challenges, can still affect employee punctuality. This suggests that a comprehensive approach to improving work discipline should consider both technological solutions and strategies to address these internal and external factors.

In conclusion, this study contributes to the existing body of knowledge on work discipline by highlighting the role of technology, specifically fingerprint attendance systems, in promoting punctuality and adherence to work standards. It also emphasizes the importance of addressing technical issues and considering the broader context of factors that can influence employee behavior. These findings have practical implications for organizations seeking to improve work discipline and create a more productive work environment.

6. Conclusion, Implication, and Recommendation

Conclusion

This study makes a significant contribution to the understanding of employee work discipline in the hospitality industry. The findings highlight the effectiveness of fingerprint attendance systems in enhancing discipline and accuracy in attendance tracking. However, it also emphasizes the importance of addressing technical issues and considering the broader context of factors that can influence employee behavior.

Implication

The implications of this study are twofold. First, it provides practical insights for Favehotel PGC Cililitan to further improve its work discipline practices. By addressing the technical issues with the fingerprint system and implementing strategies to mitigate the impact of internal and external factors on punctuality, the hotel can create a more disciplined and productive work environment. Second, this study contributes to the broader knowledge base on work discipline in the hospitality industry. The findings can be used by other hotels and organizations to develop effective strategies for managing employee attendance and improving overall work discipline.

Recommendation

Based on the findings of this study, several recommendations are proposed:

1. **Technical Improvements:** Favehotel PGC Cililitan should prioritize regular maintenance and prompt troubleshooting of the fingerprint attendance system to minimize errors and ensure its continued effectiveness.
2. **Holistic Approach:** The hotel should adopt a holistic approach to improving work discipline that addresses both technological solutions and the underlying factors influencing employee behavior. This may involve providing training and support to employees to manage internal and external challenges to punctuality.
3. **Communication and Feedback:** Open communication channels between management and employees should be established to facilitate discussions about attendance issues and gather feedback on the effectiveness of the fingerprint system.
4. **Further Research:** Future research could explore the long-term impact of fingerprint attendance systems on employee morale and job satisfaction. Additionally, studies could investigate the effectiveness of different disciplinary measures in improving attendance and overall work discipline.

By implementing these recommendations, Favehotel PGC Cililitan can further enhance its work discipline practices and create a more positive and productive work environment for its employees.

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