



FACTORS INFLUENCING WORKS DISCIPLINE OF EMPLOYEES AT MERCURE HOTEL BENGKULU CITY

Deby Elsa Tiopani¹⁾; Rina Trisna Yanti²⁾; Yanto Effendi^{*3)}

^{1,2,3)}Department of Management, Faculty of Economic, Universitas Dehasen Bengkulu

*Correspondent Author: yantoeffendi357@gmail.com

How to Cite :

Tiopani, D. E.; Yanti, R. T.; Effendi, Y., (2025). Factors Influencing Works Discipline of Employees at Mercure Hotel Bengkulu City. *Bima Journal : Business, Management and Accounting Journal*, 6 (1). DOI: <https://doi.org/10.37638/bima.6.1.129-134>

ARTICLE HISTORY

Received [08 February 2025]

Revised [13 May 2025]

Accepted [22 May 2025]

KEYWORDS

Factor influencing employee work, discipline, Mercure hotel

ABSTRACT

Purpose: The study examines factors influencing employee work discipline at Mercure Hotel, Bengkulu City. **Methodology:** Quantitative research using a census sampling method, with data collected via questionnaires and analyzed using a rating scale. **Findings & Results:** This study examines the key factors influencing work discipline among employees at Mercure Hotel, Bengkulu City. Using a quantitative approach with a census sampling method, data were collected through structured questionnaires and analyzed using a rating scale. Findings indicate that motivation, education and training, leadership, and welfare significantly impact work discipline. Among these, leadership emerged as the most influential factor, while education and training had the least impact. This research offers valuable insights for HR practitioners aiming to enhance employee discipline and performance." Key factors influencing work discipline include motivation, education & training, leadership, and welfare, with leadership as the most dominant factor and education & training as the weakest. **Novelty & Originality:** This research contributes to improving HR management strategies for organizational performance. **Conclusions:** Work discipline is influenced by multiple factors, with leadership playing a crucial role. **Type of Paper:** Empirical research.

This is an open access article under the [CC-BY-SA](https://creativecommons.org/licenses/by-sa/4.0/) license



INTRODUCTION

Achieving company goals can be done by utilizing human resources, which are the driving force for all company activities. Effective and directed resource management is the key to improving the performance of employees consisting of a variety of different backgrounds who are able and willing to work optimally through the application of discipline within an organization. For this reason, what factors are needed that influence work discipline for employees, so that they can create high work morale and motivate employees at work (Suthayana, 2021). Effective and directed resource management is the key to improving the performance of employees who consist of a variety of

different backgrounds, starting from ethnic, national, religious, educational backgrounds that shape the behavior and talents of each employee, so that company goals can be achieved if the performance of employees in the organization is able and willing to work optimally and is controlled by a leader in influencing, motivating, loyal, committed, job satisfaction and welfare (Kasmir, 2020). The formulation of the problem in this research is what factors influence the work discipline of employees at the Mercure Hotel, Bengkulu City. Some employees' performance is not optimal, this occurs because employees do not properly understand the description of their respective duties, authority and responsibilities, such as overlap and conflict, between one employee and another often doing the same work even though they are in different fields. This condition can result in misunderstandings or conflicts, especially in matters of responsibility for work. If one job does not understand where the work is going, this condition can cause the process to stop at other jobs.

With the existence of firm and clear discipline, it can create high work enthusiasm and motivate employees in working, so that employees have a sense of awareness to carry out their work. The regulations in work discipline are very necessary to provide guidance for employees in creating good order in an agency. Madunignthias (2020) said that: Motivation is a desire that arises from within a person or individual because they are inspired, encouraged, and encouraged to carry out activities with sincerity, pleasure and earnestness so that the results of the activities they do get good and quality results

So far, there have been several employee performances that have not been maximized, this occurs because employees do not properly understand the description of their respective duties, authorities and responsibilities, such as overlapping and conflict, between employees who often do the same job even though they are in different fields. This condition can result in misunderstandings or conflicts, especially in terms of responsibility for the work. If one job does not understand where the work is forwarded, this condition can result in the process being stopped in other jobs. Nasution et al (2021) which stated that work discipline has a positive and significant effect on work productivity. The results of the research of Sukardi (2021) conclude that work discipline has a positive and significant effect on employee work productivity.

METHOD

This type of research is descriptive analysis. The population in this study were 30 employees of the Mercure Hotel, Bengkulu City. The sampling method uses the census method, where part of the population is sampled. The data collection method in this research uses a quantitative method which is carried out by distributing questionnaires. The sampling method used in this study is the census method, where the entire population is used as a sample, because the population elements are relatively few and the variability of each element is relatively high, so the census method is more appropriate to use. The method of data collection in this study is to use a quantitative method carried out by distributing questionnaires. Questionnaires are data collection techniques carried out by giving a set of written questions or statements to respondents.. The statements on the questionnaire for each answer choice are given a score of 1-5, to measure the attitudes, opinions and perceptions given by respondents using a Likert scale. The data obtained from the questionnaire is quantitative data in the form of scoring. The statements in the questionnaire for each answer choice are given a score of 1-5, to measure the attitudes, opinions and perceptions given by respondents using a Likert scale. The data obtained from the questionnaire is quantitative data in the form of scoring. The analytical method used is rating scale analysis, namely processing raw data in the form of numbers and then interpreting it in a qualitative sense, so measurements using this rating scale in processing change quantitative data into qualitative, the advantage of the rating scale is that it is more flexible.

The analysis method used is rating scale analysis, namely processing raw data in the form of numbers which are then interpreted in a qualitative sense, so that measurements using this rating scale in its processing change quantitative data into qualitative data, the advantage of the rating scale is that it is more flexible. Before being analyzed, the results of the questionnaire were tabulated to facilitate calculations. The scores obtained from the data collection results were added up from number one to the last number. Meanwhile, there is a criterion score, namely the highest score multiplied by the number of questions and the number of respondents, then the lowest score multiplied by the number of questions and the number of respondents. The interpretation scale is made by subtracting the highest criterion score from the lowest and divided by the number of classes. The results of the criterion score are criteria score maximum : $5 \times 5 \times 30 = 750$ and criteria score : $1 \times 5 \times 30 = 150$.

RESULTS AND DISCUSSION

Hotel Mercure Bengkulu is a subsidiary of the Accor Group which houses several other hotels such as Ibis, Novotel, Pullman and Sofitel. Accor Group was founded by Paul Dubrule and Gerard Pelisson in 1967 in France. Currently, the Accor Group operates 5,100 hotels on an international scale spread across 5 continents in the world (<https://all.accor.com/>, 2022). In Indonesia alone, Accor Group already operates 129 hotels. Each hotel is operated by a certain company, but remains under the management of Accor (Destryawan, 2022). Mercure Bengkulu Hotel is the first 4 star hotel in Bengkulu. The Mercure Hotel started laying the first stone for its construction on Monday 29 January 2018 by Rohidin Mersyah. This hotel was established on December 21 2019. The Mercure Bengkulu Hotel is currently equipped with 240 rooms consisting of superior rooms, deluxe rooms, executive rooms and suit rooms. meeting rooms, all-day dining restaurant, bar, swimming pool, gym, spa and lounge. Apart from that, the magnificent facilities are a super capacity indoor meeting room which can accommodate 2,000 people. The hotel also provides live music facilities, national and international food menus, gym facilities, swimming pools and shopping malls. This hotel is part of the Accor Hotel Group. Accor hotel is the largest French multinational company, participating with CAC 40 and operating in 105 countries. This hotel is strategically located in the Bengkulu business district. Enjoy your stay at our comfortable hotel. Relax with friends in our restaurants, lounges and bars. Our team at Mercure Bengkulu is ready to serve you. The accommodation serves continental breakfast every morning. The hotel invites guests to the lounge bar to relax with a drink. Offering a wide choice of dishes, Fort Marlborough and the Jamik Mosque are approximately 25 minutes' walk away. Mercure Bengkulu Hotel, located 3.5 km from Fort Marlborough, offers a swimming pool. Parking is also available on site.

The results of distributing questionnaires to 30 employees of the Mercure Hotel, Bengkulu City, 13 of whom were male (43.%) and 17 of them female (57.%), showed that more employees of the Mercure Hotel, Bengkulu City were female than male. Characteristics of Respondents Based on Age 20 years-25 years there were 8 people (27.%), ages 26 years-30 years there were 12 people (40.%), ages 31 years-35 years there were 6 people (20.%), ages 36 years-40 years there were 4 people (13.%), This shows that the most employees at the Mercure Hotel in Bengkulu city were aged 26 years-30 years. Characteristics of Respondents Based on Recent Education at the Mercure Hotel, Bengkulu City, 8 people (27.%), 12 people (40.%), 12 people (40.%) of D3 High School, 10 people of S-1 (33%), this shows that there are still many graduates whose D3 education is the most dominant, especially D3 Hospitality. Characteristics of Respondents Based on the length of time they have worked at the Mercure Hotel in Bengkulu City, they are < 5 years as many as 23 people (77%), 6-10 years as many as 7 people (23.%), and 11-15 years not yet. This means that the most dominant employees at the Mercure Hotel in Bengkulu City have worked for less than 5 years, namely 23 people.

The perception of Mercure Hotel employees regarding motivation factors is 626. The score is in the score interval 513 - 633 with the Agree assessment criteria, meaning that motivation factors

are factors that influence the level of work discipline of Mercure Hotel Bengkulu employees. The highest score for respondents' responses regarding motivation factors was the statement "Supervisors always provide work motivation" with a total score of 132. This illustrates that there is a high level of motivation from the support provided by supervisors to Mercure Hotel employees. The lowest score is "Comfortable working environment" with a total score of 120. This is because not all hotel employees think that discipline can be fostered because of a comfortable working environment. Even though the work environment is comfortable, there is a lack of motivation for employees to improve work discipline, so these employees will still not have high work discipline. The motivation factor is a factor that influences the level of work discipline of employees at the Mercure Hotel, because the research results prove that the respondents' assessment of the motivation factor is worth 626 points on a scale of 512 - 633 with the Agree assessment criteria.

The perception of Mercure Hotel employees regarding the Education and Training factor is 560, the value is in the score interval 513 - 633 with the Agree assessment criteria, meaning that the Education and Training factor is a factor that influences the level of work discipline of Mercure Hotel Bengkulu employees. The highest score for respondents' responses regarding the Education and Training factor was the statement "There is Training on Work Discipline" with a total score of 134. This illustrates that there is a high level of training and support provided by Management to Mercure Hotel employees. The lowest score is "Training is held on an ongoing basis" with a total score of 100. This is because the training will not always discuss work discipline because there are many more training and education programs that must be carried out. On a continuum, the Education and Training factor is a factor that influences the level of work discipline of employees at the Mercure Hotel, because the research results prove that the respondents' assessment of the Education and Training factor is 560. This value is on a scale of 512 - 633 with the Agree assessment criteria.

The perception of Mercure Hotel employees regarding the leadership factor is 664. The score is in the score interval 633 - 750 with the assessment criteria of Strongly Agree, meaning that the Leadership factor is a factor that influences the level of work discipline of Mercure Hotel Bengkulu employees. The highest score for respondents' responses regarding the Leadership factor is the statement "Leaders/Supervisors provide a good example of discipline" with a total score of 138 and Leaders/supervisors give bonuses for those with high discipline, a score of 138. This illustrates that there is a level of leadership that has a high level of responsibility in providing an example to its subordinates who are employees of the Mercure Hotel. The lowest score is "Always obey the rules that have been set" with a total score of 126. This is due to being too rigid in implementing the rules that have been set. On a continuum, the Leadership factor is the Leadership factor as a factor that influences the level of work discipline of employees at the Mercure Hotel, because the research results prove that the respondents' assessment of the Leadership factor is worth 664, this value is on a scale of 633 - 750 with the Strongly Agree assessment criteria.

The perception of Mercure Hotel employees regarding the Welfare factor is 643, this value is in the score interval 633 - 750 with the assessment criteria of Strongly Agree, meaning that the Welfare factor is a factor that influences the level of work discipline of Mercure Hotel Bengkulu employees. The highest score for respondents' responses regarding the Welfare factor is the statement "Rewards are given for employee achievements" with a total score of 137. This illustrates that there is attention to employees who excel for Mercure Hotel employees. The lowest score is "There are sports facilities for employees" with a total score of 120. This is because sport is not an encouragement for work discipline. On a continuum, the Welfare factor is a factor that influences the level of work discipline of employees at the Mercure Hotel, because the research results prove that the respondents' assessment of the Welfare factor is 643, this value is on a scale of 633 - 750 with the Strongly Agree assessment criteria.

The results of research on factors that influence employee work discipline at the Mercure Hotel, Bengkulu City with indicators of Motivation, Education and Training, Leadership and Welfare,

mean the average value of respondents' responses to factors that influence employee work discipline, among others.

Table 1 . The results of the summary of the total score rating of respondents' responses to the factors that influence the work discipline of Mercure Hotel Bengkulu City

Indicator work discipline	Scor	Criteria
Motivation	664	Don't Agree
Education and training	643	Don't Agree
Leadership	626	Agree
Welfare	560	Agree
Average Scor	623	Agree

Source: Processed primary data, 2024

In the table above, the average of respondents' responses to factors that influence employee work discipline, seen from the indicators of motivation, education and training, leadership and welfare for Mercure Hotel employees in Bengkulu city, is 623, this value is in the interval between 512 - 633, which means Agree. This means that as many as 30 respondents agreed that the four indicator factors proposed (Motivation, Education and training, Leadership and Welfare) were factors that influenced the work discipline of employees at the Mercure Hotel, Bengkulu City. Provide a detailed interpretation of why leadership is the most dominant factor, This also illustrates that good leadership is a leader who is able to provide a good example to his subordinates. the importance of developing leadership programs that focus on increasing employee motivation as a strategy to achieve optimal and sustainable organizational performance (Fitria et al, 2024) The important role of leadership style and crisis management in shaping hotel performance, especially during times of crisis.

The findings underscore the positive impact of servant, transformational, and transactional leadership styles on effective crisis management and overall organizational success in the hospitality industry. These leadership styles promote employee engagement, guest satisfaction, and organizational effectiveness. In addition, the study emphasizes the importance of effective crisis management practices, including rapid decision-making and clear communication, in mitigating damage, minimizing disruption, and accelerating recovery. These practices safeguard the hotel's reputation and enhance guest satisfaction. On the other hand, the absence of proactive crisis management can hamper performance and magnify the impact of a crisis.

Therefore, it is critical for hotels to adopt the right leadership style and implement effective crisis management strategies to successfully navigate challenges, maintain high performance, and ensure long-term success in the dynamic hospitality industry (Kesuma et al, 2023). This illustrates that there is still a lack of education and training for Mercure Hotel employees, although training and education is often carried out, it is not solely to improve employee work discipline. Singodiemodjo in Darliana dan Wibowo (2022) suggests that discipline is an attitude of a person's willingness and willingness to obey and obey the norms of the regulations that apply around him. Discipline is a tool that managers use to communicate with their employees so that they are willing to change a behavior in an effort to increase one's awareness and willingness to obey all applicable organizational rules and norms. Good work discipline is the expectation In the hospitality industry, where delivering an exceptional guest experience is paramount, Transformational Leadership can have a profound impact. By fostering a shared vision of excellence and motivating employees to embrace change and innovation, transformational leaders can inspire their teams to go the extra mile in delivering exceptional service (Sundari, et al., 2022).

CONCLUSION

The average of respondents' responses to factors that influence employee work discipline from indicators of motivation, education and training, leadership and welfare at the Mercure Bengkulu Hotel is 623, this value is in the interval 512-633 with the Agree criteria. This means that all respondents agree with the four factors proposed, namely motivation, education and training, leadership and welfare, which are factors that influence employee work discipline at the Mercure Hotel, Bengkulu city. The leadership factor is the most dominant factor influencing employee work discipline at the Mercure Bengkulu Hotel with a score of 664 located in the interval 633-750 with the Strongly Agree criteria. The lowest factor is education and training with a total score of 560 in the score interval 512-633 with the Agree assessment criteria. It would be better if the management of Mercure Bengkulu Hotel could provide discipline training for employees in order to improve their performance and the management could provide positive sanctions for employees who violate discipline so as not to affect the company's performance in providing services to consumers.

REFERENCES

- Darlina and Wibowo.2022. The Influence of Discipline and Motivation on Work Productivity. *International Journal of Economic, Business and Accounting Research (IJEBAR)*, Vol. 6 Issue 4. 2022
- Kasmir. 2020. *Manajemen Sumber Daya Manusia*. Jakarta:Rajagrafindo Persada
- Kesuma, et al. 2023. Kepemimpinan Efektif dalam Industri Perhotelan. *Jurnal Ekonomi, Manajemen a akuntansi (MUFAKAT)*, Vol 2 No. 2 Tahun 2023
- Maduningtias, L. (2020). The Effect of Motivation and Work Discipline on Employee Productivity at Pt. Mediaindo Sejahtera in Jakarta. *E-Mabis: Journal of Management and Business Economics*, 21(1), 21–30. <https://doi.org/10.29103/emabis.v21i1.475>
- Nasution, H., Rahmawati, E., Bakti, T.I., Adarian, A., & . A. (2021). The Effect of Discipline, Job Satisfaction and Motivation on the Work Productivity of Employees of the Tanjungbalai City Regional Secretariat. *JMB (Journal of Management and Business)*, 3(1), 69–77. <https://doi.org/10.30743/jmb.v3i1.3631>
- Sundari, A., Rozi, A. F., & Syaikhudin, A. Y. (2022). Kepemimpinan. Academia Publication.
- Sukardi. (2021a). The Effect of Motivation and Work Discipline on Employee Productivity at PT Capital Life Indonesia in Jakarta. *Journal of Economic, Management, Accounting and Technology*,4(1), 29–42. <https://doi.org/10.32500/jematech.v4i1.1445>
- Suthanaya, I. Putu Bagus. 2021. "Pengaruh Motivasi Dan Disiplin Terhadap Kinerja Pegawai Negeri Sipil Pada Dinas Pendidikan Provinsi Bali (Studi Empiris Pada Kantor Dinas Pendidikan Provinsi Bali). *Journal Research of Management (JARMA)*, Vol. 2 No. 2 (2021)