

***The Impact of Work Discipline and Work- life Balance on Work Productivity at  
Mercure Hotel, Jakarta***

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**ABSTRACT**

*This research aims to identify the impact of work discipline and work-life balance on work productivity at the Mercure Hotel, Jakarta. Data was collected through the use of a questionnaire filled in by 70 respondents and then analyzed using correlation coefficients and regression analysis. From the research results, it was revealed that work productivity at the Mercure Hotel, Jakarta is influenced positively and significantly by work discipline and work-life balance. The recommendation from this research is that companies continue to facilitate employees in efforts to improve work discipline and work-life balance, so as to increase overall work productivity.*

**Keywords :** *Work Discipline, Work-life Balance, Work Productivity*

**Introduction**

In essence, the main role in determining the development of an organization or company is held by human resources (HR). Humans are the only resource in a company that has rights and knowledge that will influence the company's efforts to achieve its goals. The key to a company's sustainability and prosperity is the efficient use of human resources. A disciplined attitude in carrying out duties is the most important thing that must be considered for the smooth running of the company, as described by Singodimedjo (2002) as a situation when an employee is willing and willing to obey and comply with applicable norms and regulations.

In order for the sustainability of the company and company goals to be achieved, employee responsibilities are required to be carried out with discipline, such as arriving on time, obeying company regulations, and carrying out their work in accordance with what has been determined by the company. However, there are times when someone becomes undisciplined because he prioritizes his other interests over his work. Every employee is required to be able to balance work demands with personal needs.

Work life balance is the ability in which a person is able to balance his responsibilities for work with things that are not related to work. Noor (2011) describes work-life balance as the ability to effectively manage work and other important activities, such as family, community activities, personal development, travel and recreation. This concept contains the understanding that a person's life outside of work is as important as life at work, where time spent must be balanced between work and life outside of work.

Some activities such as spending time with family, getting enough sleep, as well as pursuing hobbies and exercising are things that are not related to work. However, these things increase employee productivity levels. Hasibuan (2009) said that productivity is a way of thinking that always holds the belief that one's present life should surpass the previous day, and the upcoming day should surpass the current one. With this mindset, efforts to achieve the

goals and targets set by the company can be carried out more easily, and the company's growth remains guaranteed.

Employees who have a high level of work productivity can help the company increase its growth, while having unproductive employees can be an obstacle and make it difficult for the company to achieve its targets. Although the level of work productivity is often measured through knowledge and skills, work discipline and work-life balance are also important factors that influence the level of work productivity.

Mercure Hotel, Jakarta has established policies that all employees must comply with. If employees violate this policy, they must be prepared to accept consequences such as sanctions and reprimands. However, employees are still found who arrive late and do not enter either alpha or permit for various reasons, affecting work productivity at the hotel. Employee tardiness or absence is usually caused by other activities not related to work, such as family responsibilities and other responsibilities. Therefore, every employee must be able to divide their time and balance responsibilities at work with responsibilities outside of work. To improve work discipline and implement work-life balance in the company, the participation of both company leaders and employees themselves is needed.

The hotel industry, especially in metropolitan cities like Jakarta, is known for its dynamic and competitive work environment. High pressure and work demands can have a direct impact on employee productivity. Mercure Hotel, Jakarta, operates in a context of intense competition with other hotels. Employee productivity plays a vital role in providing a superior customer experience, which can be a competitive advantage for hotels. In the hospitality industry which often involves long hours and high demands, balance between work and personal life is important. This imbalance can potentially reduce employee motivation and well-being, which in turn can affect productivity.

Work discipline is a critical factor in achieving optimal levels of productivity. Implementing strong discipline can improve operational efficiency and service quality at Mercure Hotel, Jakarta. Employee productivity is directly related to the quality of service provided to guests. In the hospitality industry, where high-quality service is key to retaining and attracting customers, understanding the factors that influence productivity is essential.

The hotel industry is known for its high employee turnover rate. Good working conditions, including discipline and work-life balance, can be a key factor in retaining employees and reducing turnover costs. Through a deeper understanding of the relationship between work discipline, work-life balance, and employee productivity at the Mercure Hotel, Jakarta, this research is expected to provide a strategic view for hotel management and contribute to improving operational performance and business sustainability.

Based on the background that has been explained, the formulation of the problem in this research is whether work discipline, work-life balance have an impact on work productivity at Mercure Hotel, Jakarta. The aim of the research is to determine the influence of work discipline and work-life balance on work productivity at Mercure Hotel, Jakarta.

## **Literature Review**

### **Productivity**

Based on Herjanto (2007), "productivity is a measurement of how well human resources are managed and used to achieve the best results." Indicators for work productivity in this research consist of punctuality, job satisfaction, and quality and quantity of work. In a company, workforce productivity is very important in efforts to improve the company's business results. Employees who are productive and work hard are the key to the company's success, while unproductive employees will create difficulty for the company's achievement goal. Humans as a resource have a very important role in increasing productivity, this is because other resources such as technology are the result of the role of humans.

### **Disciplined Work**

According to Hasibuan (2009), "Disciplined work is employees who are aware and willing to follow and comply with all company regulations and applicable social norms." Disciplinary performance indicators in this research consist of punctuality, compliance with regulations, and responsibility in carrying out tasks. According to Singodimedjo (2000), several factors are influenced by employees' disciplined work, including: (1) How much compensation is there; (2) role model leadership within the company; (3) Clarify the rules to rely on; (4) Leaders dare to action; (5) There is supervision; (6) Leaders have attention to employees; and (7) Enforcing discipline.

#### Work Life Balance

According to Greenhaus (2003), "Work-life balance is the extent to which a person is satisfied with work life and life outside work and is able to divide time between work and non-work demands." There are 3 indicators of work-life balance, namely time balance, engagement balance, and satisfaction balance. According to Lazar (2007), there are several benefits of work-life balance for companies, such as: (1) Reduced absenteeism and tardiness; (2) Productivity development; (3) Achieving work performance and employee loyalty; (4) Increased customer satisfaction; and (5) Reducing employee turnover. Meanwhile, benefits for employees include: (1) Increased job satisfaction; (2) Job security increases; (3) Control over the work life environment increases; (4) Work stress levels are reduced; and (5) Maintaining the physical and mental health of employees.

#### Research Methods

This research applies quantitative correlation research methods with the aim of identifying whether or not there is a relationship between variables, making it easier to determine and predict the values of other variables. The research will be carried out in November 2022 at Mercure Hotel, Jakarta. All 85 employees who work at Mercure Hotel, Jakarta are the population in this study. By applying a simple random sampling technique at a confidence level of 95% and an error rate of 5%, a sample of 70 respondents was obtained.

Data collection was carried out through the use of a questionnaire with measurements using a Likert scale. The analytical tools used in this research are parametric statistics, namely Correlation and Regression. Data analysis involves validity tests, reliability tests, classical assumption analysis, correlation coefficient analysis, regression analysis, coefficient of determination, t test (partial), and f test (simultaneous).

#### Results and Discussions

##### Regression Analysis

**Table 1 Regression Analysis**

Coefficients					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	14.366	5.104		2.887	.005
Work Discipline	.293	.106	.269	2.467	.016
Work-life Balance	.425	.105	.350	3.207	.002

Source: SPSS, 2023

Based on the output results above, the constant (a) value was recorded at 14.366 with a work discipline coefficient of 0.293 and work-life balance of 0.425. Thus, the regression equation can be formulated as follows:

$$Y = 14,366 + 0,293X_1 + 0,425X_2 + e$$

This means that every 1% increase in Work Discipline value will cause an increase of 0.293 (29.3%) in Work Productivity. Meanwhile, every 1% increase in the Work-life Balance value will result in an increase of 0.425 (42.5%) in Work Productivity. The regression coefficient value obtained is positive, indicating that the direction of influence of variables X1 and X2 on Y is positive.

Table 2 Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.783 <sup>a</sup>	.778	.743	3.444
a. Predictors: (Constant), Work-life Balance, Work Discipline				

Source: SPSS, 2023

From the output results shown, there is an adjusted R Square coefficient of determination of 0.743 (74.3%), which implies that the influence of the independent variables (Work Discipline and Work-life Balance) on the dependent variable (Work Productivity) is 74.3%. and the remaining 25.7% is influenced by other factors which are not the focus of this research.

### T Test Analysis

Table 3 T Test Analysis

Coefficients					
Model		Unstandardized Coefficients		Standardized Coefficients	
		B	Std. Error	Beta	
1	(Constant)	14.733	5.104		2.887
	Work Discipline	.261	.106	.269	2.467
	Work-life Balance	.335	.105	.350	3.207

Source: SPSS, 2023

The formula used to find the t table value is:  $t(\alpha/2; n-k-1)$ , where  $\alpha$  is the level of confidence,  $n$  is the number of samples, and  $k$  is the number of variables  $X$ . The  $\alpha / 2$  value used is  $0.05 / 2$ , yields 0.025. The degrees of freedom (df) are calculated as  $n - 2 - 1$ , which in this case is  $70 - 2 - 1$ , resulting in 67. Next, based on the value of 0.025 in the t table distribution table with 67 degrees of freedom, we get a t table value of 1.998.

By referring to the table and data that have been presented, for variable  $X_1$  the calculated t value is 2.467, which is greater than the t table value of 1.998. Meanwhile, for variable  $X_2$ , t value is 3.207, which also exceeds the t table value of 1.998. This indicates that there is an impact of the independent variable on the dependent variable. Therefore, it will be concluded that the hypothesis is accepted.

#### Analysis Uji Anova (Uji F)

Tabel 4 Uji Anova

ANOVA <sup>a</sup>					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	202.785	2	101.392	8.645	.000 <sup>*</sup>
Residual	785.801	67	11.728		
Total	988.586	69			

Source: SPSS, 2023

The formula used to get the F table value is  $(k; n-k)$ , where  $n$  is the number of samples and  $k$  is the number of variables  $X$ . The F table is calculated using the formula  $(2; 70-2) = (2; 68)$ , so the F value table at the 0.05 significance level is 3.13. By referring to the table, the calculated F value was found to be 8.645, which exceeds the table F value of 3.13. This shows that variables  $X_1$  and Therefore, it can be concluded that the hypothesis is accepted.

This research shows that work productivity is influenced by the level of work discipline. In general, employees at Mercure Hotel, Jakarta have demonstrated a high level of work discipline, which can be achieved through firm action by the company against disciplinary violations. When rules are violated, employees are subject to sanctions according to the type of violation that occurred. Apart from that, the company's leadership also shows a high level of work discipline, providing an example for employees to show discipline at work.

This research also concludes that work productivity is influenced by work-life balance. Mercure Hotel, Jakarta manages employee work schedules in 3 shifts, allowing them to more easily balance their time between work and life outside of work. When employees are able to manage responsibilities at work and outside work in a balanced manner, the work atmosphere becomes more enjoyable. This encourages employees to work more productively and make innovative contributions, which ultimately increases work productivity.

The results of this research are in line with previous findings by Sumajow, Tewal, and Lumintang (2018) in the research "The Influence of Job Characteristics, Work Environment, and Work Discipline on Employee Work Productivity at the Regional Education Office of North Sulawesi Province". They concluded that Work Discipline has a significant effect on employee Work Productivity. Apart from that, this research is also consistent with the findings of Safitri and Frianto (2021) in "The Influence of Work Life Balance and Burnout on the Work Productivity of PT. Indomarco Adi Prima Surabaya Employees," which shows that Work-life

Balance plays an important role in increasing work productivity. A high work-life balance has a positive and direct impact on increasing work productivity, indicating that the more balanced the work life is, the higher the work productivity achieved.

### Conclusion

The results of this research indicate that work productivity is influenced by work discipline. In general, the level of work discipline among Mercure Hotel Jakarta employees is considered good, and this can be achieved when the company implements firm action against employees who violate disciplinary rules. Sanctions given to employees are in accordance with the type of violation committed when company rules are violated.

Apart from that, a high level of work discipline is also demonstrated by the company leadership, who is an example for employees to remain disciplined in carrying out their duties.

In terms of work-life balance, this research reveals that this variable has an impact on work productivity. Synthesis Mercure Hotel, Jakarta, for example, divides employee work schedules into 3 shifts, making it easier for employees to balance their time between work and activities outside of work. An employee's ability to achieve a balance between work responsibilities and personal life tends to create a pleasant work environment. This then encourages employees to work more productively and contribute innovations that can improve overall performance.

The results of this research are in line with previous research findings by Sumajow, Tewal, and Lumintang (2018) in "The Influence of Job Characteristics, Work Environment, and Work Discipline on Employee Work Productivity at the Regional Education Office of North Sulawesi Province". These findings conclude that work discipline has a significant influence on employee work productivity.

This research also supports the research results of Safitri and Frianto (2021) in "The Influence of Work Life Balance and Burnout on the Work Productivity of PT. Indomarco Adi Prima Surabaya Employees". These findings state that work-life balance plays an important role in work productivity, with the balance between work life and personal life providing a positive and significant impact on work productivity.

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