

The Impact of Position Levels on Time Discipline Among Kitchen Department Employees at The Westin Hotel Jakarta

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ABSTRACT

Purpose: This study aims to examine the relationship between job levels and time discipline among employees in the kitchen department at The Westin Jakarta Hotel.

Research method: A Quantitative-Descriptive approach was employed, utilizing a questionnaire to gather data. The collected data was analyzed using SPSS software.

Results and discussion: The findings reveal that time discipline issues persist, particularly among employees at the Sous Chef level, who accumulated approximately 1,004 minutes of tardiness in a single month.

Implications: The study concludes that job level does not significantly influence time discipline, highlighting that punctuality issues are prevalent across various job positions.

Keywords: Job Level, Discipline, Kitchen Department, The Westin Jakarta Hotel.

INTRODUCTION

Hotels are companies that offer services to guests, such as selling accommodations or rooms, providing various kinds of facilities that guests can use, and providing food and drinks. According to the book "Introduction to Hotels and Restaurants" by Ida Ayu Werdika Damayanti, Solihin, and Made Suardani, Hotel comes from the Latin word livingroom. Hotels consist of several organizations and/or departments side by side to be able to operate well, and Human Resources (Employees) are needed for professional work, especially in 5-star hotels.

The definition of HR is a formal system that aims to ensure the effective and efficient use of human talent to achieve organizational goals. (Tinangon, Kojo and Tawas, 2019). Human Resources are needed in a hotel to reach its goals. It requires excellent and quality human resources in their performance and behavior. The performance of employees in a company is sometimes not always good; many employees also engage in wrong behavior or actions; therefore, discipline is needed at work.

Discipline is a part of the order that regulates a person's life. Discipline in the work environment is needed, starting from discipline within individuals and

groups. Discipline can be seen in various forms, such as discipline with time, discipline with standard work regulations, and so on. Discipline can arise because of a sense of awareness and a gift from the work environment. Therefore, one example of a disciplinary problem at The Westin Jakarta Hotel is that employees who have not arrived on time often come to the department kitchen, so it can be feared that this will reduce the employees' performance.

Employee performance is the ability and results of the employee's work after carrying out all responsibilities and tasks at work. Employee performance is one of the critical factors that helps a company run its business well, so good employee performance is also needed. With this form of discipline, employee performance in a company or place of work is expected to improve and stabilize, thereby minimizing unwanted incidents.

RESEARCH METHODS

In this study, the research method used was quantitative-descriptive. Several experts understand quantitative methods. The learning method used to study populations and samples uses specific research data collection tools and statistical data analysis and aims to test existing hypotheses. This research will look at the behavioral symptoms of a group or individual. Data collection can be done through questionnaires and interviews. The unit of study in this research is Parastaff, who works at the *department kitchen* hotel The Westin Jakarta.

The population is the sum or total of each object studied that has the same properties or characteristics. This can be individuals from a group, an event, or something studied. Based on this understanding, according to several experts, the population used in this research was 74 permanent employees of the Kitchen Department at The Westin Hotel Jakarta.

From this understanding, the sample used in this research is total sampling. The total sampling referred to is the sample size used that is the same as the population. If the population is relatively small (less than 100 people), it is best to use the entire population as research subjects. The sampling technique uses a total sample. Sampling used total sampling.

In this research, the sample used was 74 permanent employees *in the kitchen department at The Westin Jakarta Hotel according to the population, with the criteria of permanent employees working in the kitchen department of The Westin Jakarta Hotel* and employees willing to be respondents.

The procedure for collecting data in this research is divided into two. Primary data is a data source that provides data directly to data collectors. Researchers collect data directly from the first source or place where the research object is carried out. The primary data in this research is questionnaires given to department kitchen employees at The Westin Hotel Jakarta. Secondary data is an indirect source of information for data collection. Secondary data is obtained from sources that can support research, including literature and documents.

In this research, the techniques used in data analysis are quantitative-descriptive methods, namely surveys and questionnaires. Survey: The survey method obtains evidence of existing phenomena and looks for good information. Questionnaire: A questionnaire is a way of collecting data by providing a list of questions or statements to be filled out by respondents according to their individual needs.

RESULTS AND DISCUSSION

The Westin was built in 1930 after two hoteliers, Severt Thurston and Frank Dupar, met in Yakima, Washington, and decided to combine their two hotels to form Western Hotels, Inc. When it was first founded, Western Hotels operated 17 hotels. In 2015, Marriott International, Inc. owned The Westin Jakarta. Marriott International, Inc. is a company in the hotel sector with a network of more than 3,700 units in almost 74 countries and is spread throughout the world, including The Westin, which currently has 215 hotels in 39 countries, most of which are in the United States. The Westin Jakarta is one of the well-known five-star hotels in Jakarta, which started operating on August 26, 2016.



Figure 1. The Westin Jakarta
[Source: Google Images]

This research also includes a discussion that is explained one by one. First, respondents are analyzed to determine their characteristics. Respondent identities revealed in this research include gender, age, highest education, and current position. Based on the research results and data obtained, the following is data about the characteristics of the respondents.

The sample or respondents in this research were 74 people, all permanent employees in the *department kitchen* at The Westin Hotel Jakarta. The questionnaire method was used to determine the effect of discipline on employee performance in the *department kitchen* at The Westin Hotel Jakarta.

The following table shows respondents' answers based on gender, age, last education, and current position from a questionnaire filled out by all permanent employees in the *department kitchen* at The Westin Hotel Jakarta.

Table 1. Respondent Profile Based on Gender

		Gender			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Woman	11	14.9	14.9	14.9
	Man	63	85.1	85.1	100.0
	Total	74	100.0	100.0	

Based on the respondents' gender, it can be concluded that there are two genders, namely women and men. Of the 74 employees who were respondents in this study, 63 were men, representing 85.1% of the total research sample. Meanwhile, the remaining 11 respondents were women, representing 14.9% of the total respondents. This proves that permanent employees work in the Department Kitchen. The Westin Hotel Jakarta has more male employees than female employees because men are more interested in working in their department kitchen than women.

Table 2. Profile of Respondents Based on Age

		Age			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17 - 25 years old	32	43.2	43.2	43.2
	26 - 35 years old	27	36.5	36.5	79.7
	36 - 45 years old	10	13.5	13.5	93.2
	45 years and above	5	6.8	6.8	100.0
	Total	74	100.0	100.0	

Respondents were divided into five age levels, which were grouped. Of the total 74 respondents taken, 32 respondents were aged 17-25 years with a percentage of 43.2%, 27 were aged 26-35 years with a rate of 36.5%, 10 respondents were aged 36-45 years with a rate of 13.5% and five respondents aged 45 years and over with a rate of 6.8%. It can be concluded that the majority of permanent employees who work in the Kitchen.

The Department of The Westin Hotel Jakarta employees are aged between 17 and 25, which shows that this is the productive age for working.

Table 3. Respondent Profile Based on Education

		Education			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMA - SMK - MA	7	9.5	9.5	9.5
	DIPLOMA (D1/D2/D3)	26	35.1	35.1	44.6
	D4 / SARJANA (S1)	41	55.4	55.4	100.0
	Total	74	100.0	100.0	

Respondents were divided into three levels of education, which had been grouped. Of the total 74 respondents who were taken, seven respondents had a SMA-SMK-MA level with a percentage of 9.5%, 26 respondents had a Diploma education level (D1/D2/D3) with a rate of 35.1%, 41 respondents had a D4 education level /GRADUATE (S1) percentage of 55.4%. It can be concluded that most employees' latest education level is permanent. *Department Kitchen* at The Westin Jakarta Hotel is D4/bachelor (S1). This means that many employees with this educational background are interested in working in the department kitchen of The Westin Jakarta.

Table 4. Profile Based on Current Position

		Department			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Admin	1	1.4	1.4	1.4
	Chief Steward	1	1.4	1.4	2.7
	Head of Party	14	18.9	18.9	21.6
	Commis	27	36.5	36.5	58.1
	Executive Pastry Chef	1	1.4	1.4	59.5
	Vice chief	11	14.9	14.9	74.3
	Steward Supervisor	2	2.7	2.7	77.0
	Steward	1	1.4	1.4	78.4
	Asst. Chief Steward	1	1.4	1.4	79.7
	Head Chef	1	1.4	1.4	81.1
	Executive Chef	1	1.4	1.4	82.4
	Chef	1	1.4	1.4	83.8
	Banquet Chef	1	1.4	1.4	85.1
	Junior Sous Chef	6	8.1	8.1	93.2
	Sous Chef	5	6.8	6.8	100.0
	Total	74	100.0	100.0	

Based on the data above, it can be concluded that there are 15 positions from the 74 respondents, namely, 1 Admin with a percentage of 1.4%, 2 Chief Stewards with a percentage of 1.4%, 14 Chef De Partie with a percentage of 18.9%, 27 Commis with a percentage of 36.5%, 1 Executive Pastry Chef with a percentage of 1.4%, 11 Demi Chefs with a percentage of 14.9%, 2 Steward Supervisors with a percentage of 2.7%, 1 Steward 1.4%, 1 Asst. Chief Steward with a percentage of 1.4%, 1 Head Chef with a percentage of 1.4%, 1 Executive Chef with a percentage of 1.4%, 1 Chef De Cuisine with a percentage of 1.4%, 1 Banquet Chef with a percentage of 1.4%, 6 Junior Sous Chefs with a percentage of 8.1% and 5 Sous Chefs with a percentage of 6.8%.

Table 5. Recapitulation of discipline based on time on a position level

Department	Total Late Time	Total Employees
Admin	0 minutes	0
Chief Steward	407 minutes	1
Head of Party	411 minutes	6
Commis	1,348 minutes	9
Executive Pastry Chef	0 minutes	0
Vice chief	320 minutes	4
Steward Supervisor	503 minutes	2
Steward	0 minutes	0
Asst. Chief Steward	617 minutes	1
Head Chef	0 minutes	0
Executive Chef	0 minutes	0
Chef	0 minutes	0
Banquet Chef	0 minutes	0
Jr Sous Chef	291 minutes	2
Sous Chef	1,004 minutes	3

The table above shows 8 out of 15 positions in the Kitchen Department at The Westin Jakarta, whose employees still lack discipline in coming to work on time. This data was obtained from employee Tap-In data for one month. The Chief Steward has 407 minutes of late time a month for one employee out of 2. Chef de Partie has a total of 411 minutes of late time a month for six employees out of a total of 14 employees. Commis has a total of 1,348 minutes of late time a month for nine employees out of a total of 27 employees. Demi Chef has a total of 320 minutes of late time a month for four employees out of a total of 11 employees. Steward Supervisor has a total of 503 minutes of late time in a month for two employees out of a total of 2 employees. Asst. The chief steward has a total of 617 minutes of late time in a month for one employee out of a total of 1 employee. Jr. Sous Chef has a total of 291 minutes of late time in a month for two employees out of a total of 6 employees. The sous chef has a total of 1,004 minutes of late time a month for three employees out of a total of 5 employees.

CONCLUSION

Based on the research and discussion described, several conclusions can be drawn. One is that there are still employees in the Kitchen Department

of The Westin Hotel Jakarta who are not time-disciplined, especially for the Sous Chef position, which has around 1,004 minutes of total late time in a month.

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