The Effect of Communication, Work Discipline and Work Environment on Employee Performance at Hotel Imani Kuta Bali

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Abstract

The tourism industry is one of the economic supports of the Indonesian state, especially Bali. The tourism industry sector provides many opportunities to improve the economy of the Balinese people. In this regard, it is very important to manage and develop optimally in the tourism sector. Bali has its own charm both because of its culture, customs and natural wealth so that tourists make Bali as one of the tourist destinations. To provide comfort and security while tourists are on vacation in Bali, one of the hotels in the Kuta area, namely Hotel Imani provides the best facilities. This research was conducted at Hotel Imani Kuta Bali with a sample of 48 employees. The sampling technique in this study was to use the census method or saturated sampling. Data collection with the distribution of questionnaires using a likert scale with a score of 1-5. The data analysis technique used in this study is a multiple linear regression analysis technique with the Statistical Package Social Science (SPSS) version 24.0 test. The results of this study show that Communication (X1) has a positive and significant effect on Employee Performance (Y) at Hotel Imani Kuta Bali. Work Discipline (X2) has a positive and significant effect on Employee Performance (Y) at Hotel Imani Kuta Bali. The work environment has a positive and significant influence on Employee Performance (Y) at Hotel Imani Kuta Bali. The contribution of the large influence of communication, work discipline and work environment in influencing employee performance at Hotel Imani Kuta Bali by 56.7% and the remaining 43.3% was influenced by other variables that were not analyzed in this study. Meanwhile, the work discipline variable has the most dominant influence in influencing employee performance at Hotel Imani Kuta Bali. To find out other variables that affect employee performance, it is hoped that further research is expected to examine other variables that can affect employee performance.

Keywords: Communication, Work Discipline, Work Environment, Employee Performance.
INTRODUCTION

Background to the Problem
One way to build good performance between employees is to understand the message or information conveyed by the message giver to the message recipient properly and correctly, so that there is no problem in doing work because the recipient of the message misinterprets the intention of the message given to him. Communication is an activity carried out by two or more people to provide and obtain information, ideas or attitudes so that the recipient or sender of the information understands the intended message. If communication can go well then the work can be completed properly and on time. With good communication, we can avoid misunderstandings in receiving information related to the company and also we are able to establish a more harmonious and comfortable working relationship so that we can motivate fellow colleagues to be able to work optimally. Work Discipline is an attitude of employee obedience to a rule or provision that applies in an organization on the basis of oneself, having a sense of belonging, a sense of responsibility to its duties and responsibilities. Discipline can be interpreted when employees always come and go home always on time, do all work well, comply with all company regulations and applicable social norms. Work environment factors also play an important role so that employees can work comfortably and safely. Broadly speaking, the types of work environments are divided into two, namely physical work environments and non-physical work environments. The work environment at Hotel Imani Kuta Bali from the observation of researchers in general is good, but there are some components that still need to be considered. Performance is the result of work in quality and quantity achieved by employees in carrying out their duties and responsibilities given by the company to him (Mangkunegara, 2016: 67). Hotel Imani Kuta Bali is a hotel located in the Petitenget Kuta area, Badung, Bali that employs 48 employees, of course, communication, work discipline and work environment play a role, important in improving employee performance. Efforts to implement communication, work discipline and work environment at Hotel Imani Kuta Bali on its operational continuity still arise various problems that cause the performance of employees that has not been maximized, because there are still guests who complain. If this continues to happen, it is feared that it can reduce employee performance due to lack of self-confidence, a sense of lack of belonging so as to indirectly decrease the performance of the employee himself. Seeing these conditions, it is important for this research to be carried out where researchers raise this issue into scientific research with the title "The Influence of Communication, Work Discipline
and Work Environment on Employee Performance at Imani Kuta Hotel Bali." Based on the background of the problem above, the main problem is: 1) How does communication affect employee performance at Hotel Imani Kuta Bali? 2) How does work discipline affect employee performance at Hotel Imani Kuta Bali? 3) How does the work environment affect the performance of employees at Hotel Imani Kuta Bali?

RESEARCH METHODS

Research Location

This research was conducted at Hotel Imani Kuta Bali located on Jl. Petitenget No.99, Kerobokan Kelod, North Kuta District, Badung Regency, Bali 80361.

Variable Identification

In this study, two variables were used, namely the free variable (X) and the bound variable (Y):

1. **Free variable (X)**

   According to Sugiyono (2018:39) a free (independent) variable is a variable that affects or that is the cause of changes or the emergence of bound variables (dependents), which is symbolized by (X). In this study, the free variables are Communication (X1), Work discipline (X2) and Work Environment (X3).

2. **Bound Variable (Y)**

   Dependent Variables According to Sugiyono (2018:39) Bound variables are variables that are influenced or that become a result due to the existence of free variables. In this study, the bound variable is Employee Performance (Y).

Operational Definition of Variables

The operational definition of variables used in this study is:

1. **Communication (X1)**, is an interaction that occurs at Hotel Imani Kuta Bali in an effort to create common perceptions, to facilitate the company's operational activities. Between superiors and subordinates, as well as between fellow employees with the following indications: ease of obtaining information, intensity, communication, level of understanding of messages and changes in attitudes.

2. **Work discipline (X2)** of employees is an attitude, behavior that is in accordance with the regulations that have been set at Hotel Imani Kuta Bali both written and unwritten in order to achieve the goals set by the company, this variable is measured based on attendance, accuracy of work and employee behavior.

3. **Work Environment (X3)**
The work environment is everything that is around the employee both the physical environment and the no physical environment at Hotel Imani Kuta Bali. This variable is measured based on lighting, air cyclulation, room coloring, noise and space for movement.

4. Employee Performance (Y) is a contribution from the work of employees at Hotel Imani Kuta Bali which is related to their duties and responsibilities to the company as a reflection of the employee’s ability to complete their respective duties and responsibilities charged to him which is also the achievement of planned goals. These variables are measured based on quality, quantity of timeliness, effectiveness and independence. The following will be presented a summary of the operational variables, indicator, and statement items in the study in

Data Types and Sources

Data Type

1. Quantitative Data
Data in the form of numbers that can be calculated with certain techniques, such as the number of employees, the results of data tabulation at the Imani Kuta Hotel Bali.

2. Qualitative data
Data in the form of information that can provide an overview of the problems discussed in this study, such as the location of the company

Sample Determination Procedure

To determine the number of samples to be used in this study, using the saturated sampling method. According to Sugiyono (2014: 118) The saturated sampling technique is a sample determination technique when all members of the population are used as samples. Researchers used a saturated sampling technique because of the relatively small number of populations. The respondents taken as a sample in this study were all permanent employees at the Imani Kuta Bali Hotel, totaling 48 people.

Data Analysis Techniques

Data Quality Test

1. Validity Test of Research Instruments
In analyzing statistically, an instrument validity test is first held so that researchers can continue the analysis to solve the predetermined subject matter. Validity measurements are performed statistically by correlating the total score with the score of an item or item. The validity test to test the questionnaire is said to be valid or not. If the result of the correlation

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of the item to the total (r) is a normal value of 0.3 with a signification of <0.05 then the instrument is said to be valid.

2. Reliability Test of Research Instruments
This reliability test is carried out so that researchers can continue the analysis to solve the predetermined subject matter. Meanwhile, in reliability testing, it also uses the SPSS 24 for Windows program package. Cronbach alpha coefficient method. The value of an instrument is said to be reliable when the cronbach alpha value is >0.6.

Test Classical Assumptions
1. Normality Test
According to Ghozali (2016:154) the normality test is carried out to test whether in the regression model independent variables and dependent variables or both have a normal distribution or not. If the variables are not distributed normally, the results of the statistical test will decrease. The data normality test can be carried out using One Sample Kolmogorov Smirnov, which is provided that if the significant value is above 0.05, the data is structured normally. Meanwhile, if the results of Kolmogorov Smirnov's One Sample show a significant value below 0.05, the data is not normally distributed.

2. Multicolinearity Test
According to Ghozali (2016:103) multicolinearity testing aims to test whether regression models found correlations between free (independent) variables. Multicolinearity testing is a test that has the purpose of testing whether in the regression model there is a correlation between two independent variables. To find the presence or absence of multicolinearity in the regression model, it can be known from the tolerance value and the variance inflation factor (VIF) value. A simple diagnosis of the presence of multicollinearity in the regression model is by looking at the Variant Inflation Factor (VIF) value and the Tolerance value, a data occurs multicolinearites if the VIF value is greater than 10 (from the Tolerance value less than 10 %).

3. Autocorrelation Test
The Autocorrelation Test is an assumption test in regression where the dependent variable does not correlate with itself. The point of correlation with oneself is that the value of the dependent variable does not relate to the value of the variable itself, either the value of the previous variable or the value of the period after it (Santosa & Ashari, 2005:240). The basis for the decision is: if the Durbin-Watson number is below -2 it means there is positive autocorrelation, if the Durbin-Watson number is between -2 and +2 it means there is no
autocorrelation and if the Durbin-Watson number is above +2 it means there is negative autocorrelation.

**Multiple Linear Regression Analysis**

This analysis is used to determine the influence between free variables on bound variables. According to Sugiyono (2017:275) the multiple regression model is indicated by the following equation: \( Y = a + b_1X_1 + b_2X_2 + \ldots + b_3X_3 + \varepsilon \)

**RESULTS AND DISCUSSION**

From the results of data analysis obtained at the Imani Kuta Hotel Bali with a sample of 48 employees. The collected data is processed and analyzed with the help of the SPSS 24 for windows program with the following analysis results:

**Test the Validity and Reliability of Research Instruments**

1. **Validity Test**

The Validity Test is carried out by correlating the factor score with the total score and if the correlation of each factor is positive \((r > 0.3)\) then the research instrument can be said to be valid. Based on the results of the analysis shows that all items of the statement from the questionnaire regarding communication, work discipline, work environment and employee performance have a Pearson correlation value greater than 0.30 \((r > 0.3)\), then the entire item of the statement can be said to be valid. Thus, all indicators of statements regarding communication, work discipline, work environment and employee performance deserve to be used as research because all statement items are declared valid.

2. **Reliability Test**

The Reliability Test is used to measure the consistency of a variable in the study. Instruments are said to be reliable when they have a Cronbach’s Alpha value greater than 0.60. The results of the reliability test that all statement items from the questionnaire regarding communication, work discipline, work environment and employee performance have Cronbach’s Alpha greater than 0.60 so that all items of the statement can be said to be reliable.

**Test Classical Assumptions**

A multiple linear regression model will theoretically produce the exact value of the estimator parameter when it meets the requirements of classical assumptions, namely: normality test, multicollinearity test, and autocorrelation test.
1. Normality Test
In this study, normality testing was carried out using the Kolmogorov-Smirnov One-Sample statistical analysis, namely by comparing Kolmogorov-Smirnov count with K. Based on the normality test using the One-Sample Kolmogorov-Smirnov Test which showed that the magnitude of the Asymp Sig.(2-tailed) value was 0.200. The Kolmogorov-Smirnov table. One-Sample Kolmogorov-Smirnov on non-parametric tests. The value of the sig. The Kolmogorov-Smirnov is greater than the alpha value of 0.05, indicating that the data used in this study are normally distributed, so it can be concluded that the model meets the assumption of normality.

2. Multicollinearity Test
Multicollinearity test was conducted to see if there was a perfect correlation between the free variables used in this study. Multicollinearity testing was carried out by analyzing tolerance values and VIF values. The tolerance value and VIF value are used to measure the variability of independent variables or relationships between independent variables, if the tolerance value is less than 0.10 or the VIF value is more than 10 then it indicates the presence of multicollinearity. Based on the results of the analysis, there are no free variables that have a tolerance value of less than 0.10 and there are also no free variables that have a VIF value of more than 10. Then it can be concluded that there is no multicollinearity between free variables.

3. Autocorrelation Test
The Autocorrelation Test is an assumption test in regression where the dependent variable does not correlate with itself. The basis for making the decision is that if the Durbin-Watson value is below -2 it means that there is a positive autocorrelation, if the Durbin-Watson number is between -2 and +2 it means that there is no autocorrelation and if the Durbin-Watson number is above +2 it means that there is a negative autocorrelation. Based on the results of the analysis that the Durbin - Watson value of 1.548 is located between -2 to +2 this means that the analyzed data is free from autocorrelation which means that the dependent variable does not correlate with itself so that the model qualifies.

Multiple Linear Regression Analysis
A multiple linear regression analysis model is used to derive a regression coefficient that will determine whether the hypothesis created will be accepted or rejected. The results of this analysis refer to the results of the influence of communication variables (X1), work discipline variables (X2) and work environment (X3) on employee performance (Y) at Imani Kuta Hotel Bali. The results of the regression analysis with the Statistical Package of Social Science (SPSS)
program version 24.0 for Windows can be seen in Table 1 following The results of this analysis refer to the results of the influence of communication variables (X1), work discipline variables (X2) and work environment (X3) on employee performance (Y) at Imani Kuta Hotel Bali.

### Table 1

**Multiple Linear Regression Results**

<table>
<thead>
<tr>
<th>Coefficients</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>t</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Constant)</td>
<td>0.628</td>
<td>2.645</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Komunikasi</td>
<td>0.390</td>
<td>0.171</td>
<td>0.328</td>
<td>2.284</td>
</tr>
<tr>
<td>Disiplin Kerja</td>
<td>0.316</td>
<td>0.120</td>
<td>0.368</td>
<td>2.628</td>
</tr>
<tr>
<td>Lingkungan kerja</td>
<td>0.259</td>
<td>0.124</td>
<td>0.223</td>
<td>2.087</td>
</tr>
</tbody>
</table>

R² : 0.567

T table : 1.680

Source: Data Processed, 2022

Based on the results of the calculation of multiple linear regression presented above, an equation of multiple linear regression model can be made as follows:

\[ Y = -0.628 + 0.390X_1 + 0.316X_2 + 0.259X_3 \]

**The Effect of Communication on Employee Performance at Hotel Imani Kuta Bali**

Based on the results of the regression analysis, a communication variable regression coefficient (X1) of 0.390 was obtained, which means that communication has a positive effect of 0.390 on Employee Performance at the Imani Hotel in Kuta Bali. Testing the significance of the influence of communication on employee performance can be done by comparing the significance value of communication variables of 0.027 < from the α value of 0.05, which means that communication has a significant impact on employee performance at Hotel Imani Kuta Bali. The results of this study are in accordance with the results of research conducted by Shinta and Siagian M. (2020) who found that communication partially had a positive and significant effect on employee performance. As well as research conducted by Marceline, et al (2021) which also found that communication partially has a positive and significant effect on employee performance. The results of this study are also supported by his theory (Mangkunegara, 2016: 67).
The Effect of Work Discipline on Employee Performance at Hotel Imani Kuta Bali

Based on the results of the regression analysis, the regression coefficient of the work discipline variable (X2) was obtained, which means that work discipline has a positive effect of 0.316 on Employee Performance at the Imani Kuta Hotel Bali. Testing the significance of the influence between work discipline on employee performance can be done by comparing the significance value of the work discipline variable of 0.012 < from the α value of 0.05, which means that communication has a significant positive impact on employee performance at Hotel Imani Kuta Bali. The results of this study are supported by research conducted by Ginting et al. (2019) which found that work discipline has a positive and significant effect on employee performance. As well as research conducted by S.Purnamasari (2016) which found that work discipline has a significant effect on employee performance. The results of this study are also supported by his theory Fahmi (2016;16) who said that work discipline is carried out with the aim that the quality of the company’s human resource performance improves.

The Effect of Work Environment on Employee Performance at Hotel Imani Kuta Bali

Based on the results of the regression analysis, a work environment variable regression coefficient (X3) of 0.259 was obtained, which means that the work environment has a positive effect of 0.259 on Employee Performance at the Imani Kuta Hotel Bali. Testing the significance of the influence between the work environment on employee performance can be done by comparing the significance value of the work environment variable of 0.043 < from the α value of 0.05 which means that the work environment has a significant positive influence on employee performance at the Imani Kuta Hotel Bali. The results of this study are supported by research conducted by Agustriani et al (2022) that the work environment has a significant effect on employee work. And supported by the results of research by Tyas and Sunuharyo (2018) who found the results that the work environment affects employee performance. This research is also supported by research by Cindy et al (2020) which found that the work environment has a significant effect on employee performance.

CONCLUSION

Based on the results of the analysis and discussion that has been carried out, the following conclusions can be drawn:

1. Communication (X1) has a positive and significant influence on employee performance at Hotel Imani Kuta Bali
2. Work Discipline (X2) has a positive and significant effect on Employee Performance (Y) at Hotel Imani Kuta Bali.

3. The work environment has a positive and significant influence on employee performance at Hotel Imani Kuta Bali.

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