

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the Study

Nowadays, businesses are not only operated by individual, but it is also operated by the family. Hence, family business is a business in which two or more family members are involved and the majority voting power or decision making is controlled by the family itself. According to Aima (2016), “The unique feature of the family business field is that scholars focus on investigating and understanding the reasons, meaning, role and impact of the interaction between at least two systems; the family and the business. The impact between these two systems gives family enterprises specific characteristics that we rarely see in other types of businesses and organizations. A common definition of a family business is “a business governed and managed with the intention to shape and pursue the vision of the business held by a dominant coalition controlled by members of the same family or a small number of families in a manner that is potentially sustainable across generations of the family or families.”

According to Hamali (2016), Discipline is a strength that develops within an employee's body and causes employees to voluntarily adjust to the regulatory decisions and high values of work and behavior. Employee work discipline is the morale that characterizes a person's or a group's beliefs. Good employee work discipline can result in the performance of productive employees and have confidence in positive performance results, and vice versa, poor employee work discipline will reduce employee performance in the company. Basically,

employee discipline comes from within the employee. However, efforts are also needed by the company to motivate employees in an effort to encourage increased employee compliance. Handoko (2016), High employee work discipline will spur the level of employee compliance in working so that it can work well, effectively and efficiently. If employee work discipline is low, it can cause various negative impacts such as low company productivity, low company income and the threat of bankruptcy which will ultimately harm the company.

Discipline is the most important operative function because the better employee discipline, the higher the work performance that can be achieved. Without good employee discipline, it is difficult for company organizations to achieve optimal results. Discipline is needed for further organizational goals, in order to maintain efficiency by preventing and correcting individual actions in bad faith towards the group (Hasibuan, 2016). Discipline is very important for organizational growth, especially to motivate employees to be able to discipline themselves in carrying out work both individually and in groups. Besides, discipline is useful in educating employees to obey and like the rules, procedures, and policies that are applicable, so that they can produce good performance. Discipline can be seen when employees come and go home on time, do all their work well, comply with all applicable rules and social norms.

PT. Adimulia Golden Lestari Medan was founded in 2016. PT. Adimulia Golden Lestari Medan is located in the center of Medan, built to provide a luxury that promises unequalled memories. This 4-star hotel is 1.3 mi from Maimun Palace. Enjoy a refreshing splash in the outdoor swimming pool, and marvel at the stunning city view from the 7th floor.

The number of competitors hospitality companies such as JW Marriott, Grand Aston, Aryaduta Medan, Swiss Bellin Medan, Hermes Palace Hotel, Grand Inna Medan, Hotel Santika.

Based on interviews with several employees that there was a decrease in the work discipline of employees of PT. Adimulia Golden Lestari Medan which was seen from the level of employee lateness which often exceeded the working hours set by the company. Many employees come late and there are some employees who like to leave early if the leader is not present at the company. Despite the sanctions imposed by the company on employees who commit violations in the form of deductions from employee salaries.

**Table 1.1**  
**Employee Tardiness Data PT. Adimulia Golden Lestari Medan**  
**2020**

<b>Mouth</b>	<b>Tardiness</b>
January	54
February	77
March	25
April	21
May	34
June	46
July	64
August	75
September	59
October	82
November	86
December	91

Sources: PT. Adimulia Golden Lestari Medan, 2020

Table 1.1 shows that employees have low work discipline, which is marked by employee tardiness of company employees. From the data above, the writer suspect that the phenomenon of this company is caused by the work motivation that affect the employee work discipline. Based on interviews with several employees that there was a decrease in the work discipline of employees which was seen from the level of employee delays which often exceeded the working hours set by the company. The working hours of employees start from

8:30 to 17:00, but in practice many employees come late and there are some employees who like to leave early if the leader is not present at the company. The company also deducts the salary of their workers who come late.

According to Andriyani and Noor (2015), stated the problem employee discipline such as often arriving late and leaving work early because employees feel less motivated, caused by various the factor is that the company does not provide regular salary increases, absence form of appreciation for employees who excel, lack of clarity of policy as well as existing rules, and less applicable existing sanctions make employees still repeat the violation, as well as less comfort of the workplace such as cleanliness of the workplace and air circulation in workplace. In fact, if all the motivational factors can be met by the company, employee discipline can increase.

According to Hasibuan (2016), "the purpose of motivation is to stabilize and reduce absenteeism and increase employee's sense of responsibility for their duties." According to Robin in Sayuti (2016), states that the measurement of work motivation can be done by looking at several aspects, one of which is whether the employee work as the scheduled working hours. Discipline itself is an obedient attitude to regulations. Motivation is the process of linkages between businesses and satisfying certain needs. In other words, motivation is the willingness to exert high-level effort to achieve organizational goals, however, the willingness to exert that effort is very dependent on one's ability to satisfy his various needs. Business is a measure of the intensity of one's will. If someone is motivated, they will try hard to do something. High work motivation, employees will work harder in

carrying out their work. Low work motivation Employees do not have the enthusiasm to work, give up easily, and have difficulty in completing their work.

Employee motivation a low visible from at least award given to employees as salary is not yet satisfactory, the incentive is low but the target is high, at least a promotion that is done so that it cannot trigger employees to maintain its performance.

Based on these problems, a research is conducted with the title **“The Influence of Work Motivation on Employee Work Discipline at PT. Adimulia Golden Lestari Medan”**.

## **1.2 Problem Limitation**

The researchers limit the scope of the problem between the Work Motivation on Employee Work Discipline at PT. Adimulia Golden Lestari Medan.

According to Feriyanto and Triana (2015), several elements that can drive the motivation of employees include:

1. Performance
2. Award
3. Challenges
4. Development
5. Opportunity

According to Monnapa (2016), discipline is very essential for a healthy industrial atmosphere and the achievement of organizational goals. Various disciplinary management mechanisms can be manipulated in the organization

which includes positive and negative reinforcement of expected behavior in the organization. Organizations can do this through the use of

1. The employment code of conduct
2. Rewarding good behavior
3. Punishing undesirable behavior
4. Other indirect methods of putting trust among employees.

### **1.3 Problem Formulation**

Based on the observation that is done by the writer at PT Adimulia Golden Lestari Medan, the writer finds several questions, which are:

1. How is condition Work Motivation at PT. Adimulia Golden Lestari Medan?
2. How is condition Employee Work Discipline at PT. Adimulia Golden Lestari Medan?
3. How does Work Motivation influence the Employee Work Discipline at PT. Adimulia Golden Lestari Medan?

### **1.4 Objective of the Research**

Based on the problem identification proposed in previous point, the objective of this research are:

1. To analyze Work Motivation at PT. Adimulia Golden Lestari Medan.
2. To analyze Employee Work Discipline at PT. Adimulia Golden Lestari Medan.
3. To find out the influence of Work Motivation on Employee Work Discipline at PT. Adimulia Golden Lestari Medan

## **1.5 Benefit of the Research**

The writer expects that this research can give benefits both theoretically and practically.

### **1.5.1 Theoretical Benefit**

1. The help readers understand the influence of Work Motivation on Employee Work Discipline
2. To be the reference for other researchers in the future regarding topics related to Work Motivation and Employee Work Discipline.

### **1.5.2 Practical Benefit**

1. For the writer

The findings on this research are expected to add more knowledge and experience, especially in work motivation and work discipline in real life settings.

2. For the company

The writer hopes that with this research, the company can be educated and can raise the company stronghold and effectiveness to the best plan to face the work discipline through work motivation.

3. For other researchers

The writer hopes that the results can be used as references for any further studies on similar topic.