

CHAPTER I

INTRODUCTION

1.1 Background

Human Resources is a crucial element that has the capacity to lead to the accomplishment of business goals in the short term, as the primary organizational unit of a business, human capital must be managed optimally, with extra attention paid to fulfilling its obligations. In addition to this, a company must have a team of human resources that are committed to its goals and have a positive attitude toward them. If the company is unable, it will have an adverse effect on the ongoing business strategy of that specific company. It is anticipated that improving human quality construction materials will boost employee motivation and performance. According to (Hasibuan, 2016) human resources are the science and art that regulate the relationships and roles of the workforce that they are effective and efficient in helping the realization of company, employee and community goals.

Furthermore, explained Bragas et al., (2020) Human resource development is an increase in work motivation that reflects the ability of organizational members to work, meaning that the motivation of each employee is assessed and measured according to the organization's criteria. Efforts to develop employee performance are significant because they are useful for the organization's interests and employees' interests. For organizations, work motivation can increase employee professionalism which can encourage the achievement of sales targets and organizational goals effectively and efficiently, as for the employees themselves, they can increase their knowledge, skills & attitude changes, as a result, the employee's workload will be lighter, and the employee performance will be better in the future.

Overtime employee is not only experienced in companies, but overtime is also experienced in restaurants which causes employee fatigue and requires motivation to work. In the current era of globalization, every restaurant must have good management, ach restaurant is able to create high-quality management that it

can compete with other restaurants. In this study using a qualitative questionnaire method, Employees are the most important element for advancing a business, be it restaurants or companies, without employees a business will never progress. Competition is getting tougher causing restaurants to be able to increase competitiveness in order to maintain business continuity.

Given these demands, work processes in a restaurant environment generally require fast implementation time, this fast execution time aims to pursue sales targets. To develop this, an overtime work system is carried out. Overtime work must be balanced with the readiness of supporting factors, including the workforce employees. Physical and mental work that is in accordance with the needs of the job, overtime work is one part of the work plan that is intended to complete the service process for consumers which can result in employees working overtime due to other employees taking days off or acting as a substitute for the usual normal work shift. By working overtime this will use more extra labor, both in quantity and quality, of course, the application of overtime work will greatly affect the condition of the employees themselves, both physically and mentally.

Overtime hours refer to periods of work beyond the normal working hours set by an organization. The practice of overtime often occurs when employees work more than the standard time set by the company. While overtime can be a solution to handle increased workloads or urgent projects, it can also have an impact on employees' work-life balance. Overtime can be an important policy in situations where organizations face tight deadlines or unexpected work surges. This excess working time needs to be managed wisely to prevent burnout, decreased productivity, and potential employee welfare issues. Therefore, the implementation of overtime hours should be based on a clear and fair policy, taking into account legal aspects and employee rights. Some companies may have flexible working policies or more balanced working patterns, which encourage a healthy and sustainable work life. Understanding overtime hours not only as an operational policy but also as an element that can affect work culture,

productivity, and employee well-being. Awareness of the impact of overtime hours on work-life and personal balance can make a positive contribution.

Overtime pay is additional compensation given to employees for working time outside the normal working hours set by the company. Overtime pay is usually linked to an employee's hourly wage or monthly salary. Overtime pay is a form of reward and incentive for employees who are willing or required to work during hours that are considered additional working time. The amount of overtime pay can vary between companies, industries and regions. Some companies apply special pay rates for overtime hours that are higher than those for regular working hours in recognition of the availability and inconvenience that employees may experience. The provision of overtime compensation may also be regulated by local laws. Labor laws may set standards regarding overtime pay rates, maximum working hours in a day or week, and employee rights related to overtime. A fair and transparent overtime reward policy can increase employee motivation, while an inappropriate policy can potentially lead to dissatisfaction and a negative impact on work culture. For an in-depth understanding of overtime reward is crucial in the context of human resource management to achieve work-life balance.

Motivation is needed by employees because it will affect employee overtime work, if there is no motivation, many employees will stop working and will not want to work. This high motivation and high ability must be increased through courses or training while working, but if employees have good promotion skills they will get incentives. When a worker is motivated and enthusiastic about their work, it is extremely important for them to motivate themselves. Due to the fact that motivation can be achieved by the employee themselves, specifically by feeling a sense of angst during work because they have been trusted to carry out their predetermined tasks and do thus in a way that is appropriate, they can now achieve greater success in their work and receive more genuine motivation from other people. There are two factors that affect a person's career path: an internal factor and an external factor. The internal factor originates from within the SDM itself, and the external factor originates from outside the human population.

Dumai is a city in the province of Riau, Indonesia. This city originated from a small hamlet on the east coast of Riau Province. The city of Dumai has many tourist attractions, places of healing, and many restaurants that are of great interest to buy. One of them is the Restaurant Sultan Pattimura Dumai which was founded in 2021, this restaurant has a variety of menus, and the most popular is Bebek Peking with the distinctive spice characteristics of the restaurant, this restaurant only opened two years ago and there are still many competitors from other restaurants. Restaurant Bebek Sultan Pattimura is a branch of the Kampoeng Nelayan Resto.



Figure 1.1 Restaurant Bebek Sultan Pattimura
Source: Personal Data, 2023

Restaurant Bebek Sultan Pattimura is one of the first Restaurants in Dumai which is located on Street. The city of Pattimura Dumai, basically the city of Dumai has lots of delicious culinary delights, such as the Bebek Sultan Pattimura. This restaurant provides a variety of favorite menus that are no less delicious than other restaurants. The menu includes the first Bebek Spice Roasted, Bebek Whole Roasted Peking, not only that. Restaurant Bebek Sultan Patimura has a nice place and complete facilities Front Terrace Area, Indoor, AC, VIP, can function as a place for special family events, birthdays, marriage contracts, and other events with a capacity of 120 packs. The Restaurant Bebek Sultan Pattimura Dumai is

currently growing rapidly. This culinary business has very good opportunities. Among the people of Dumai really enjoy the food provided by the Restaurant, do not be surprised if the Restaurant visitors are very crowded, because the food is very delicious and the price is also affordable.

The Restaurant Bebek Sultan Pattimura Dumai is very famous outside the area, not only the Dumai community. Restaurant has several employees, that running a restaurant is very dependent on employee performance. This study aims to find out the factors of employee overtime work and increase employee motivation with, the hope that employees are not burdened because of overtime work and always increase motivation while working. Employees are able to complete tasks properly according to their respective fields, to streamline production and reduce obstacles while working in Restaurant. Work motivation is one of the factors that encourages someone to do it, motivation is often interpreted as a need or a desire. With this description, this is what makes the writer want to do further research with the title "**Factors that Affect Overtime Work and Employee Motivation in Restaurant Bebek Sultan Pattimura Dumai**".

1.2 Formulation of the Problem

Based on the research, it can identify the problem, the research problem can be formulated as follows:

1. What are the factors that affect the tendency of Restaurant Bebek Sultan Pattimura employees to work overtime?
2. What are the motivations of employees when the Restaurant does overtime work?

1.3 Purpose of the Study

The purpose of this study is to find out the factors that affect of overtime work for Restaurant employees at Bebek Sultan Patimura Dumai and to find out what the employee's motivation is when the Restaurants does overtime work.

1.4 Significance of the Study

The benefits of this research are for future research in order to understand future research, there are several positive and negative benefits as follows:

1. For Researcher

For researcher, it is hoped that the results of this study can become material for further research in adding insight that they can compare research results with theories that have been previously studied, based on research the authors can learn how factors that affect overtime work and employee motivation at Restaurant Bebek Sultan Patimura Dumai, In addition, this research is also a requirement for the researcher to complete an applied undergraduate education (D-IV) in the international business administration study program at the Bengkalis State Polytechnic.

2. For Academics

For academics, the results of this study have significance for the academic world, especially in explaining the importance of considering employee overtime in the Restaurant. Additionally, the results of this study are expected to serve as an important reference for restaurants themselves, offering practical guidance on how to approach and manage employee overtime. By recognizing and incorporating the recommendations gleaned from this research, restaurants can strive to create a more equitable and sustainable working environment for their staff, driving improvements in employee well-being and overall operational efficiency.

3. For Readers

For readers, it is hoped that readers and researchers interested in this field will find this study a valuable source of reference. By presenting significant and in-depth results, it is hoped that this research can make a significant contribution to the understanding of the topic. The conclusions and recommendations resulting from this research are expected to provide inspiration and direction for future research.

1.5 Scope in Limitation of the Problem

Based on the background previously described, the researchers define the problem the scope of this research has clear boundaries. The boundaries that are made are this research, namely:

1. This research is focused on the factors of overtime work and employee motivation in Restaurant Bebek Sultan Pattimura Dumai
2. This research focuses only on the employees of the Restaurant Bebek Sultan Pattimura Dumai

1.6 Writing System

In the systematic writing of this report, 5 chapters are organized, where each chapter will be further divided into sub-chapters which will be discussed in detail. Here is the Systematics of each chapter and brief explanation:

CHAPTER I : INTRODUCTION

Chapter 1 covers the background of the problem, the formulation of the problem, the research objectives, and the research writing methods in the research report.

CHAPTER II : LITERATURE REVIEW

In chapter 2 explains about previous research and theoretical basic in this in final research contains the theory that underlies the research that comes from books published nationally or internationally for at least the last 10 years , and Framework.

CHAPTER III: RESEARCH METHODOLOGY

In the research in Chapter 3 explains the identification of location, time and research objects, types and sources of data, population and sample, sampling technique, data collection techniques, data processing techniques, measurement scales, data analytical methods, types of research, concept definitions and operational variables, research schedule and budget.

CHAPTER IV : RESULTS AND DISCUSSION

In chapter 4 explaining the results of testing, discussion and limitations of research results, discussion of the results obtained is made in the form of theoretical explanations, either qualitatively, quantitatively or statistically.

CHAPTER V : CONCLUSION AND SUGGESTION

In chapter 5 explains the conclusions and suggestions from the research that has been carried out