



Factors That Affect Overtime Work and Employees Motivation In Restaurant Bebek Sultan Pattimura Dumai

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Abstract. *The research was carried out at the Restaurant Bebek Sultan Patimura Dumai, this research aims to find out Factors that Affect Overtime Work and Employee Motivation, this research is a qualitative descriptive evaluation, and data collection is done through interviews and documentation, as for the population and the sample of the study were employees of Restaurant Bebek Sultan Patimura Dumai which numbered 12 people. The results of this study prove that employees work overtime and do not get bonuses, and the motivation of employees depends on each individual. The factor of overtime work greatly affects employee motivation, resulting in fatigue and potentially reducing the quality of employee work life. The imbalance between workload and rest time can physically and mentally harm employees, reducing enthusiasm and satisfaction at work. In addition, the negative impact on employees' health and physique can affect productivity and cause a decrease in morale. Therefore, Restaurants need to pay attention to employee needs between work and rest time to increase employee motivation and overall work comfort.*

Keywords: *Overtime Work, Employees Motivation*

Abstrak. Penelitian dilakukan pada Restoran Bebek Sultan Patimura Dumai, penelitian ini bertujuan untuk mengetahui Faktor-Faktor yang Mempengaruhi Kerja Lembur dan Motivasi Kerja Karyawan, penelitian ini bersifat deskriptif kualitatif, dan pengumpulan data dilakukan melalui wawancara dan dokumentasi, adapun yang menjadi populasi dan sampel penelitian adalah karyawan Restoran Bebek Sultan Patimura Dumai yang berjumlah 12 orang. Hasil penelitian ini membuktikan bahwa karyawan bekerja lembur dan tidak mendapatkan bonus, dan motivasi karyawan tergantung dari masing-masing individu. Faktor kerja lembur sangat mempengaruhi motivasi karyawan, sehingga mengakibatkan kelelahan dan berpotensi menurunkan kualitas kehidupan kerja karyawan. Ketidakeimbangan antara beban kerja dan waktu istirahat dapat membahayakan fisik dan mental karyawan, sehingga menurunkan semangat dan kepuasan dalam bekerja. Selain itu, dampak negatif terhadap kesehatan dan fisik karyawan dapat mempengaruhi produktivitas dan menyebabkan penurunan semangat kerja. Oleh karena itu, Restoran perlu memperhatikan kebutuhan karyawan antara waktu kerja dan waktu istirahat untuk meningkatkan motivasi karyawan dan kenyamanan kerja secara keseluruhan.

Kata kunci: Kerja Lembur, Motivasi Karyawan

INTRODUCION

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. 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.

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, each 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

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.

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.

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,

Based on this, The Author is interested in conducting research on "Factors that Affect Overtime Work and Employee Motivation in Restaurant Bebek Sultan Pattimura Dumai".

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.

LITERATURE REVIEW

According to Sumarningsih, (2014), Over Time, causes work productivity to decrease and results in an increase in labor costs. increasing labor costs. Based on the above opinion, the impact of overtime working hours is the emergence of work stress on employees, decreased productivity, increased labor costs, and the occurrence of employee turnover intention. Kevin Febrian (2022) adopts several theories including According to (Hasibuan, 2015), motivation comes from the Latin word *movere* which has the meaning as encouragement to create passion to do something work and so that someone wants to integrate, work effectively, and work together with all his efforts to achieve satisfaction. The definition of an employee according to Hasibuan (2019), an employee is a seller of services (mind or energy) and receives compensation, the amount of which has been determined in advance.

This research is inseparable from previous research, including research conducted by Ghaffar and Riyanto (2022) with the title “factors that can affect employee work motivation”. The purpose of this study is to provide an overview of the company to find out what factors affect the work motivation of employees and are expected to be implemented within the company, the negative impact of work motivation has become severe problem for a company. Research define by Duan, and Sun (2022) with the title, “Overtime work and the impact on job satisfaction”. Overtime is a common phenomenon worldwide, the consequences of overtime work cannot be ignored. The severe overtime has caused several physical and mental disorders psychological problems among workers.

This research writing by Mumtaza, (2022) with the title "The Influence Of Over Time And Career Development On Employee Performance At Pt. Socfin Indonesia Medan". Overtime work cannot always be done by force, it must be voluntary because it is not easy to get the labor that is by what is desired. overtime work by utilizing the existing workforce, and even more the workforce comes from other areas that are far away have to live in the company's location, then hiring them after normal working hours is considered an effective solution to speed up the completion of company tasks. From the research of Ahmad and Muneeb (2020),

white the title “Awareness of Employee Compensation and its Effect on Employee Motivation”. Different companies use different types of rewards for employee motivation such as bonuses, salary increases, promotions, recognition, and awards.

RESEARCH METHOD

The type of data used in this research is qualitative data, the data obtained in this study were non-numeric data or could not be processed in numerical form. This data can only be observed and recorded the resulting information can be in the form of interviews and documentation used as information. The population that will be used as research is Restaurant Bebek Sultan Patimura Dumai, sample for this study is 12 respondents.

RESULTS AND DISCUSSION

This research was conducted in Dumai, the object of research to be is Employee Restaurant, Based on the results of interviews conducted by researcher that of the 12 respondents stated that overtime work and overtime working hours were around 4 hours. Overtime is usually compensated with additional remuneration, often in the form of a higher hourly rate than the normal rate, as payment for the extra effort provided by employees outside regular working hours. While overtime can provide additional income opportunities, it is important to note that excessive work can impact the balance between work and personal life for employees. Therefore, companies and employees need to maintain a proper balance between productivity and personal well-being to achieve a healthy and sustainable work environment.

Based on interviews conducted by researcher from employees, employees stated that workload involves assessing the technical skills, creativity, leadership, and communication abilities possessed by employees. The company can maximize its operational efficiency and ensure that each team member can make a significant contribution according to their expertise. the workload that employees have such as the many job placements they have such as 1 job can become 2 jobs at once. This makes employees feel exhausted and unbalanced with the actual work.

Salary provided by the company is the main driving factor for employees to want to do their work. Based on interviews conducted by researcher that Restaurant employee salaries are

given to employees in exchange for their work to complete the tasks and responsibilities assigned by the Restaurant, these salaries can vary depending on the job and the level of responsibility of the employee, such as chefs, waiters, or managers, from employees the salaries given to employees for each position placement are different, there is no same salary. Bonus to improve employee performance, with the provision of bonuses, employees will be motivated to demonstrate their abilities at work. From the results of interviews conducted by researcher, employees stated that they did not get a bonus from the Restaurant Bebek Sultan Pattimura Dumai, without a bonus greatly affecting employee motivation and performance.

Facilities provided by the restaurant help employees in increasing work motivation, facilities obtained by employees in doing work require adequate facilities to support the smooth running of the work, employees of the Restaurant Bebek Sultan Pattimura Dumai get facilities such as a place to rest or a place to eat, and also a place to worship. Restaurants that provide good facilities, such as comfortable seating, free Wi-Fi, and adequate parking, can create a positive experience for customers and employees. Therefore, facility management is an important aspect of business strategy to ensure customer and employee comfort.

CONCLUSIONS AND SUGGESTIONS

Work processes in a restaurant environment generally require fast implementation to pursue sales targets, often leading to the need for overtime work. Overtime work must be balanced with the readiness of supporting factors, including the workforce employees. Overtime pay is usually linked to an employee's hourly wage or monthly salary and can be a form of reward and incentive for employees who are willing or required to work during hours considered additional working time. a fair and transparent over time reward policy can increase employee motivation, while an inappropriate policy can lead to dissatisfaction and a negative impact on work culture. Motivation is crucial for employees, as it affects their willingness to work overtime. Motivation can be achieved through courses, training, and good promotion skills, leading to increased.

Restaurant performance is strongly influenced by employee engagement and commitment. Overtime management should be done sensibly, taking into account the needs of the business and the wellbeing of the employees, to achieve the necessary balance between productivity and the right motivational support is needed. Importance of a fair and transparent

overtime reward policy to increase employee motivation. The provision of bonuses, compliments, and job placement according to employee expertise were identified as important factors in motivating employees. The study also highlighted the role of punishment as a form of negative motivation to enforce behavioral norms and maintain service quality in the restaurant industry.

This research, there are limitations experienced and be able to several factors that must be considered for future researchers in perfecting their research because it has shortcomings and need to be corrected in future research. this study was carried out by descriptive qualitative methods that data were obtained from interviews and documentation this research was only conducted on Restaurant employees Bebek Sultan Pattimura Dumai, Researcher suggest that further research can conduct broader interviews and maximize interview questions that informants can understand what is being asked, and ensure that informants have no difficulty answering these questions, from the results of the interview to get maximum results add other variables to get a broader scope, support more perfect research, can make research as a reference for further research.

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