

The Influence of Leisure Time and Work Discipline Regarding Service Performance For Telkomsel Batam Frontliner Employees

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Abstract

This study was conducted to prove the effect of free time on service performance at Grapari Telkomsel Batam. Second, to find out the effect of work discipline on service performance at Grapari Telkomsel Batam, and third, to what extent the effect of free time and work discipline on service performance at Grapari Telkomsel Batam with a quantitative descriptive approach with a population of 42 people, and also as a sample of 42 employees, namely *frontliner employees* (Grapari Batam Center, Grapari Grand Mall, Grapari Nagoya Hill, and Grapari Panbil). With an educational range of S1 for all *frontliner employees* of Grapari Telkomsel Batam. The questionnaires distributed were 42 and all returned, with a total sampling technique. To analyze the data of this study using multiple regression analysis techniques using SPSS software. Based on the results of the study where the free time variable (X1) does not affect service performance (Y), the hypothesis is said to be accepted if the t value $< t_{table}$. Where the T_{count} value is -0.934 through the significance value is 0.356 or (>0.05) . So that it is able to conclude that the free time variable (X1) is not positively or significantly affected by service performance (Y) indicated by the t_{count} having a negative value. work discipline variable (X2) on service performance (Y) with a significance value of 0.000 or (<0.05) . Able to conclude that the work discipline variable (X2) has a significant effect on service performance (Y) indicated by the t_{count} having a positive value. Based on this study, it is recommended that Telkomsel Batam implement a time management program and work discipline training for *frontline employees* in order to improve service performance. In addition, companies need to consider adequate free time flexibility so that employees can maintain work-life balance, which has the potential to increase their satisfaction and productivity.

Keywords: Leisure Time, Work Discipline, Service Performance, *Frontliner*

Introduction

Human resources are a very necessary component and are always tied to the organization in facing changes and developments. The role of human resources as managers and drivers of an organization. All human resource potentials are able to determine the success of a company. Its very superior role, human resources able to develop the organization professionally in a complete condition so that a systematically organized organization is created.

The main factor in building and achieving organizational goals is its human resources. If an organization already has sophisticated technology and large capital, success is impossible without human resources responsible for managing it. High-quality human resources are what an organization needs. In the context of the world of work, companies need professional employees.

Professional employees have a healthy physical condition both mentally and physically and are a major asset for the company. According to Suhartanto et al., (2019) Having professional employees is a necessity for every business successful in a competitive industry. Suhartanto et al., (2019) specifically states that retaining professional employees for roles that dealing directly with clients is very important.

Employee performance has several dimensions such as work quality, punctuality, and work discipline. One of the factors that affects employee

productivity is free time. Free time is time outside of routine activities that are not related to work obligations. At Grapari Telkomsel Batam, *frontline employees* have very little free time, this is because *frontline employees* are on duty and deal directly with customers where customers are quite busy every day. Any activity during free time is often intended to help someone feel relaxed, satisfied, and happy, (Suhartanto et al., 2019). Sufficient and quality free time is an important component to ensure employees can provide optimal service performance. Companies need to pay attention to the balance of work and personal life of employees to create a productive and healthy workplace.

In addition to free time, the dimension of employee performance is work discipline. Work discipline is the ability of an individual to follow every company rule and relevant social standard (Halim, 2023). In HR management, work discipline is very important because it greatly affects the quality of service provided by the company. Work discipline refers to employee compliance with regulations and rules made by the organization, which includes aspects such as punctuality, compliance with procedures, work ethics, and commitment to tasks. At Grapari Telkomsel Batam, *frontline employees* must work in a disciplined manner, starting from being present on time to following regulations according to the company's SOP. A company includes several

parts or divisions, as is the case with Telkomsel Batam.

Telkomsel Batam has 23 employees in the Staff section, and 42 people in the *frontliner section*. In this study, the author will examine human resources in Telkomsel Batam in the *frontliner section*, where *frontliner* employees are in the Grapari Telkomsel Batam section. These frontliner employees are spread across four Telkomsel Grapari, namely Grapari Batam Center, Grapari Panbil, Grapari Nagoya Hill, and Grapari Grand Mall. These frontliner employees play an important role, because they are related

directly with customers. Starting from serving customer complaints, customer complaints, and all forms of product sales or services carried out at Grapari. So, *frontliner employees* as the spearhead who must be ready for all kinds of work faced, especially with customers.

Frontliner is a frontline employee who serves customers in a company, especially service companies. *Frontliner employees* at Telkomsel Batam consist of : *mobile customer service, Indihome customer service, front office support* , and *team leader* . The task of Telkomsel Batam *frontliner employees* is to serve customers related to products sold, complaints while using products or services from Telkomsel.

The following is the number of Grapari Telkomsel Batam employees.

Table 1.1 Number of *frontline employees* at Grapari Telkomsel Batam

Division	Batam Center	Grand Mall	Panbil	Nagoya Hill
Customer Service Mobile	5	7	5	7
Indihome Customer Service	2	2	1	2
Front Office Support	1	2	2	2
Team Leader	1	1	1	1
Total	9	12	9	12
42				

Source: Telkomsel Batam

Literature Review

Spare time

According to Hernawan (2020), leisure consists of various activities that are educational or

recreational. According to Ramadhini et al., (2022)leisure itself is part of the way individuals adapt to social situations to meet their needs to socialize with others, which is called lifestyle . Leisure time during working hours is a period of time in which an employee has the opportunity to rest or do activities that are not directly related to their work duties. This can include meal breaks, short breaks, or free time given by superiors to relieve tension and increase productivity.

According to Suhartanto et al., (2019)any activity during leisure time is often intended to help a person feel relaxed, satisfied, and happy. Scholars report that leisure time is associated with a person's quality of life, work life, and well-being.

Work Discipline

Work discipline is a loyal and obedient behavior to the rules in a company where we work, both written and unwritten regulations. Companies need to determine definite, easy to understand, and fair regulations to implement work discipline. These regulations must apply to all employees, from superiors to the lowest staff (Angelina & Supriadi, 2023).

According to(Khaeruman et al., 2021) The most important operational function of HR management is discipline, because the level of employee discipline is directly correlated with the level of performance. Work discipline can be considered a very beneficial advantage for the company and employees. The company has work discipline to realize the implementation of tasks carried out systematically, so as to obtain the best results and achieve the company's vision and mission. For employees, the existence of work discipline makes individuals who are trained to carry out activities on time and becomes an arena for self-development. Therefore, employees are able to carry out their duties carefully and utilize ideas as much as possible in achieving company goals. (Permana & Pracoyo, 2023).

Service Performance According to (Silaen, 2021) *real Performance* or *job performance* is a term intended to explain the level of achievement demonstrated by a person . Performance is a term intended to describe an employee who performs his/her duties in line with the responsibilities given and succeeds in terms of quality and quantity. Generally, performance is the result of an individual's work according to the quantity and quality that have been set.

It is important for organizations to continuously improve their service performance . Improving service performance by innovating, namely:

customer needs analysis, employee training, latest technology, iteration and feedback. Companies that innovate in services can improve marketing performance. According to Prakoso, (2020). Given the fast-moving era, service innovation is very important. Public services must adapt to information technology.

Research methods

This study applies a quantitative descriptive approach; research instruments are used in collecting data, and data analysis is carried out quantitatively to test the hypothesis . The purpose of this study is to determine the effect of free time (X1) on service performance (Y) at Grapari Telkomsel Batam. Second, to determine the effect of work discipline (X2) on service performance (Y) at Grapari Telkomsel Batam, and third, the effect of free time (X1) and work discipline (X2) on service performance (Y) at Grapari Telkomsel Batam

Results and Discussion

Classical Assumption Test

Previously, a classical assumption test was carried out beforehand. The classical assumption test includes many tests, such as tests: normality, heteroscedasticity, autocorrelation, multicollinearity. Among them are the following:

1. Normality

Table 4.8 *Kolmogorov Smirnov Sample Test*

		<i>Unstandardized Residual</i>
N		42
<i>Normal Parameters^{a,b}</i>	<i>Mean</i>	0.000000
	<i>Std. Deviation</i>	5.6469002
<i>Most Extreme Differences</i>	<i>Absolute</i>	0.092
	<i>Positive</i>	0.092
	<i>Negative</i>	-0.060
<i>Test Statistic</i>		0.092
<i>Asymp. Sig. (2-tailed)</i>		0.200

(Source: Processed SPSS output, 2024)

The normality test shows in Table 4.8 that the *Kolmogorov Smirnov test* obtained a significance value above the *Exact* number . *Sig* . which exceeds the significance value, which is 0.200 > 0.050. So that it can conclude the significant value for *the unstandardized residual* variable produced has met the significance value, which is > 0.050, so it can be decided that the research data has been normally distributed or has passed the normality test assumption .

2. Heteroscedasticity Test

The heteroscedasticity test is carried out through graphical and statistical tests. There are two options related to identifying whether there is heteroscedasticity: using the Glejser test or looking at certain patterns on the scatterplot graph. The test results show that there are no symptoms of heteroscedasticity if the sig value is > 5%, and symptoms of heteroscedasticity occur if the sig value is < 5%. The results of the heteroscedasticity test are shown in tables 4.9 and 4.10:

Table 4.9 Results of Heteroscedasticity Test Before Treatment

Variabel	Signifikansi	Keterangan
Waktu Luang (X1)	0.356	Tidak Terjadi Heteroskedasitas
Disiplin Kerja (X2)	0.000	Terjadi Heteroskedasitas

(Source: Processed SPSS output, 2024)

The heteroscedasticity test is shown in table 4.9. The significance value of one of the independent variables is < 0.05, so heteroscedasticity still exists.

Table 4.10 Results of Heteroscedasticity Test After Improvement

Variabel	Signifikansi	Keterangan
Waktu Luang (X1)	0.127	TidakTerjadi Heteroskedasitas
Disiplin Kerja (X2)	0.702	TidakTerjadi Heteroskedasitas

(Source: Processed SPSS output, 2024)

After improvement with data transformation and applying *natural logarithm* (LN) The results of the Glacier heteroscedasticity test are shown in table 4.10. The significance value of the independent variable is > 0.05. So, heteroscedasticity no longer exists.

3. Autocorrelation Test

The Durbin Watson test is applied in testing autocorrelation. If the results Durbin Watson test between dU and 4-dU, then the data does not experience autocorrelation. The results are:

Table 4.11 Autocorrelation Test Results

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	0,785 ^a	0,616	0,597	5,785	2,190

(Source: Processed SPSS output, 2024)

The Durbin Watson value for Model 1 is 2.190. For a sample size (n) of 42, the autocorrelation-free region is 1.7616 (dU) to 2.2384 (4-dU). It is possible that there is no autocorrelation for this model because 2.190 is still between the values above, namely $2.2384 > 2.190 > 1.7616$.

4. Multicollinearity Test

To test multicollinearity in this study by looking at the value of the inflation variation factor (VIF) of each independent variable. If $VIF < 10$ or tolerability > 0.10 , so that free data on multicollinearity symptoms can be concluded, the data will be presented in the form of a table:

Table 4.12 Multicollinearity Test Results

Variabel	Collinearity Statistics	
	Tolerance	VIF
Waktu Luang (X1)	0,973	1,027
Disiplin Kerja (X2)	0,973	1,027

(Source: Processed SPSS output, 2024)

Based on the results of table 4.11, in the multicollinearity test there is a tolerance of $0.973 > 0.10$ and VIF is $1.027 < 10$ on the free time variable (X1), tolerance of $0.973 > 0.10$ and VIF is $1.027 < 10$ on the work discipline variable (X2), and tolerance value of $0,973 > 0.10$ and VIF is $1.027 < 10$. So, multicollinearity does not occur in all variables and the regression model is feasible to use.

Multiple Linear Regression Analysis

Table 4.13 Multiple Linear Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	23,487	9,543		2,461	0,018
Waktu Luang (X1)	-0,083	0,089	-0,094	-0,934	0,356
Disiplin Kerja (X2)	0,727	0,096	0,764	7,601	0,000

(Source: Processed SPSS output, 2024)

The regression equation can be seen based on table 4.14 above:

$$Y = a + b_1 X_1 + b_2 X_2$$

$$Y = 23.487 + (-0.083) + (-0.934) + (0.727) + (7.604)$$

Here are some ways to understand the equation:

1. *The constant* of 23.487 units means that if there is free time and work discipline, the service performance will increase by 23.487 units.
2. *regression coefficient* of -0.934 units means that if free time (X1) decreases by one unit, if the work discipline style is ignored, it will cause a decrease in service performance (Y) of -0.934.
3. *regression coefficient* (one-way) is 7.601 units, meaning that if work discipline (X2) is increased by one unit, if free time is ignored, it will cause an increase in service performance (Y) of 7.601.

Hypothesis Testing

1. F Test (Simultaneous)

Having a degree of freedom of 95%, alpha + 5%, and a sig level of 0.05 (test 2). The following are the results of the f test of this study:

Table 4.14 Simultaneous Test Results (F Test)

ANOVA ^a					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	2097,432	2	1048,7	31,319	.000 ^b
Residual	1305,900	39	33,48		
Total	3403,33	41			

(Source: Processed SPSS output, 2024)

Based on table 4.14 shows the calculated F value obtained is 31.319 through the F_{table} is 2.70. So, $F_{count} 31.319 > F_{table} 2.70$ with a significant value of $0.000 < 0.050$. This means that the hypothesis is rejected if the calculated f value $> f_{table}$. Where the calculated f value of 31.319 through sig is 0.00 or (< 0.05). So, it is able to conclude simultaneously and significantly.

2. T-Test (Partial)

The way the independent variable influences the dependent variable is measured through the T-test. The results of the study are:

Table 4.15 Partial Test Results (T-Test)

Variabel	Koefisien Regresi	Thitung	Sig. T	Keterangan
Konstanta	23,487			
Waktu Luang	-0,083	-0,934	0,356	Tidak Signifikan
Disiplin Kerja	0,727	7,601	0,000	Signifikan
T_{tabel}	1,660			

(Source: Processed SPSS output, 2024)

a. Hypothesis Test I

According to the results as shown in table 4.15, the leisure variable (X1) does not affect service performance (Y), it is said that the hypothesis is accepted if the $t_{count\ value} < t_{table}$. The $T_{count\ value}$ is -0.934 with a significance of 0.356 or (> 0.05). This shows that hypothesis I is rejected. So, it can be concluded that the leisure variable (X1) is not positively or significantly affected by service performance (Y) shown by the $t_{count\ value}$ having a negative value.

b. Hypothesis Testing II

Based on the test of work discipline variables (X2) on service performance (Y), it is said that the hypothesis is rejected if the $t_{count\ value} > t_{table}$. Where the $t_{count\ value}$ is 7.601 through sig is 0.000 or (< 0.05). This aspect shows that hypothesis II is accepted. So, it is able to conclude that the work discipline variable (X2) contributes positively or importantly to service performance (Y) as shown by the $t_{count\ value}$ having a positive value.

3. Coefficient of Determination (R^2)

The coefficient of determination ($R Square$) of the dependent variable is shown by the results of the multiple regression test (service performance) of the independent variables can explain the following table shows the results.

Table 4.16 Results of the Determination Coefficient Test (R^2)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.785	0.616	0.596	5.786

(Source: Processed SPSS output, 2024)

$R Square$ analysis is 0.616 or 61.6%. This shows that service performance can be explained by the variables of free time, and work discipline by 61.6%, while the last

38.9% is influenced by variables outside the research model. **Discussion**

1. The Influence of Free Time on Service Performance

Based on the results of the study statistically determined where the free time variable does not affect service performance with a beta coefficient of t count -0.934 and a probability of 0.356 ($p > 0.05$). So the decision is H_1 is rejected. This shows that the assumption that free time does not affect the quality of service provided. The negative direction of the relationship indicates that the service performance variable will decrease along with the decrease in the free time variable. This is in line with studies conducted by (Ramadhini et al., 2022) said that the research findings found that free time did not have a positive or significant effect on service performance. In other words, the free time that an employee has will not have an impact on organizational performance in the company, so it will not have an impact on the company.

2. The Influence of Work Discipline on Service Performance

Thus, "It is suspected that there is a good and significant relationship between work discipline and service performance." According to the research findings, work discipline has a positive and large effect on the service quality variable. It is indicated by the $t\text{-value} = 7.601$, the $t\text{-table value} = 1.989$, and sig 0.000 < 0.05 . After H_0 is rejected, work discipline has a positive impact on service performance. The results show that the hypothesis is proven true. In addition, it supports the research carried out (Suryawan & Salsabilla, 2022) stated that the study findings show that good work discipline and great on service performance; in other words, if an employee has good work discipline, has the ability to increase commitment to the company organization. The more satisfied employees with the job, the closer to the organization.

3. The Influence of Free Time and Work Discipline on Service Performance

Based on the research findings statistically determine the free time variable, and with a Beta coefficient of 2097.432, a $t\text{-value}$ of 31.319, and a probability of 0.000 ($p < 0.05$),

work discipline has a good and important impact on service performance. So, H3 is rejected. This shows that the hypothesis that free time and work discipline have a big impact on service performance is accepted. According to the direction of a positive relationship, the service performance variable will increase along with the increase in work discipline and free time variables. This also supports the research carried out (Raharja et al., 2018) shows that work discipline and free time have a positive impact on service performance. This is shown by always help and appreciate employees who have put in a lot of effort, happy with the wages and compensation given, and respect the employees who have try hard. Also ask employees to prioritize completing the main job rather than completing other tasks. (Watunglawar & Leba, 2020).

Conclusion

Based on the formulation of the proposed problem, data analysis and discussion discussed in relation to the previous chapter, we can come to the following conclusions:

1. Free Time does not significantly affect Service Performance at Telkomsel Batam Branch Frontliner section
2. Work discipline affects service performance at Telkomsel Batam Branch, Frontliner section
3. Free Time and Work Discipline have a significant influence on Service Performance at Telkomsel Batam Branch, Frontliner section

Suggestion

Based on the conclusions presented. There are several suggestions that researchers can provide, including:

1. For service employees at the Grapari Batam Branch, it is hoped that employees will pay more attention to working hours rather than relaxing which can affect the company's income in public services related to efforts made to achieve consumer satisfaction.
2. The company must give sanctions to employees so that employees are able to be disciplined which will later have an impact on the company. If not, the public will feel dissatisfied with public services (Frontliner section)
3. For researchers who will conduct further research, it is expected to apply various

variables or indicators. This will allow for better and more accurate information or results about the components that influence public satisfaction at the Telkomsel Batam Branch Office.

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