

THE EFFECT OF WORK DISCIPLINE ON EMPLOYEE PERFORMANCE AT DAPARTMENT MANAGEMENT SUPPORT PT. KIDECO JAYA AGUNG

Yatiman¹⁾, Nenden Nur Annisa²⁾

¹⁾Management Study Program, Universitas Terbuka, Indonesia

²⁾Management Study Program, Universitas Muhammadiyah Purworejo, Indonesia

Corresponding author: yatiman.gelo@gmail.com

Abstract

PT. Kideco Jaya Agung is a company engaged in coal mining located in Batu Sopang District, Paser Regency, East Kalimantan Province. Discipline in work is the main thing that must be obeyed and applied because it is related to employee performance and the achievement of company goals. With the discipline of employees at work, it will be a positive force for employees and the company. The purpose of this study is to determine the influence of work discipline on employee performance in the Management Support Department of PT. Kideco Jaya Agung. The benefits of this research can be used as input in taking work discipline policies to improve employee performance in the Management Support Department of PT. Kideco Jaya Agung. The researcher uses qualitative and descriptive methods derived from observation by conducting interviews. The results of the study show that: (1) Employee work discipline in the Management Support Department of PT. Kideco Jaya Agung has been carried out well and neatly organized, namely from obeying and complying with the regulations that have been made by the company, attendance discipline using the Face ID application, discipline in using uniforms and the correct use of personal protective equipment. (2) The implementation of a fair reward and punishment system for every employee in the Management Support Department of PT. Kideco Jaya Agung. (3) There is a significant relationship with work discipline and employee performance in the Management Support Department of PT. Kideco Jaya Agung. So in this study, it can be concluded that work discipline has a significant influence on employee performance in the Management Support Department of PT. Kideco Jaya Agung.

Keywords: Work discipline and performance

Introduction

A company has the goal of achieving excellence, both the advantage to compete with other companies and to maintain the company. One of the ways companies can survive is by improving company performance, which is to make management policies, especially in the field of human resources (HR). Human Resources (HR) is one of the parts that has an important role in the company, because with the results of good performance of the company's employees can achieve goals in accordance with what has been planned in advance. In an organization or company, not all performance produced by employees always gets good results, because the performance level of each employee is different, and each employee also has his own way to improve his or her performance (Ramawati and Tridayanti 2020).

The success of a company in running its business anywhere in the world cannot be separated from the human resource factor to obtain and maintain a competitive advantage in all fields of business (Sri Maria Ulfha, 2019, Herlina et al., 2021). If the human resource factor does not have high capabilities, it is certain that the company will experience a decline in company performance. Basically, every company that is established has the expectation that it will experience rapid development within the scope of its business and wants to create high performance in its field of work (Tachyan et al., 2019). Therefore, the existence of a company in any form, both on a large and small scale, is inseparable from the element of human resources. The human resources in question are people who give their energy, thoughts, talents, creativity and efforts to the company (Rosmadi et al., 2019). Every company strives to get employees who have been involved in the activities of the organization or company who can provide a target achievement that has been set.

Basically, all employees realize that work discipline is the key to success and must be done by everyone. This is because good work discipline will make the process of performing tasks smoother and allow for the most optimal work results in the company (Cahyo Tri Anggoro, 2022). Yanthi (2019) stated that work discipline is a factor that can determine the level of employee performance. Discipline at work is a very important factor for a company to achieve its goals, discipline can motivate employees to carry out work

either individually or in groups, and educate employees in complying with regulations, so as to produce good performance and benefit the company. A leader must ensure that all employees receive a salary according to their attendance every month and the discipline of an employee in obeying company rules where employee attendance data affects performance appraisals based on the level of discipline.

In applying discipline, regulations and punishments are needed. Regulations are needed to provide guidance and counseling for employees in creating a good orderly atmosphere in the company, while punishment is needed to improve and educate employee discipline in obeying existing company regulations. The provision of regulations and punishments must be fair and firm against all employees of the company. And if these two things have been achieved, then the company also needs to consider the provision of rewards to employees so that employees will improve their performance and minimize disciplinary irregularities.

High work discipline is determined by how much responsibility a person feels for the work given to him (Meddy Nurpratama, 2019). According to Singodimedjo (Wachidah and Luturlean, 2019), work discipline is a person's attitude and desire to obey and follow the rules and norms that exist in their environment. Burhannudin stated that work discipline is an absolute must and obligation to be implemented by employees in an organization by paying attention to written and unwritten or oral rules in the organization in the hope that they can work with full responsibility so that organizational goals will be easier to achieve (Burhannudin, 2019).

From these definitions, it can be concluded that work discipline is a must and willingness of a person to comply and obey company regulations so that the company's goals can be achieved and in accordance with applicable norms, both written and unwritten. For organizations or companies, the existence of work discipline will ensure the maintenance of order and the smooth implementation of tasks so that maximum results are obtained, while for employees there will be a pleasant work atmosphere so that it will increase work spirit in carrying out their duties. Thus, employees can carry out their duties with full awareness and can develop their energy and mind and improve performance as much as possible to achieve organizational or company goals. Lack of discipline in the management of a company can also harm even the fall of the company itself from the side of employees who violate a lot of discipline.

According to Jufrizen (in Salman, 2021) factors that affect work discipline include: (1) The amount of compensation; (2) Whether there is an exemplary leader in the company; (3) Whether there are definite rules that can be used as a guide; (4) the courage of the leadership in taking action; (5) Whether there is supervision of the leadership; (6) Whether there is concern for employees; (7) Habits that support the upholding of work discipline are created. According to Pohan, et al., (2021) there are five indicators of work discipline, namely attendance level, work procedures, obedience to superiors, work awareness, and responsibility

Many employees of the company do not comply with all the rules of the company and do not do a good job. Absences and tardiness often reduce work time which ultimately reduces employee productivity. Through good discipline means that employees are aware and willing to do all tasks well, having well-disciplined employees is highly expected by all companies. Some factors that can encourage employee performance include employee work motivation. Work motivation is the direction of behavior refers to the direction of behavior that a person chooses in work from the many choices that they can carry out either right or not Adhari & Zelvian, (2021). According to Sutapa (2023), Motivation is the giving or giving of motives, so the definition of motivation is enthusiasm or encouragement to work. A person's willingness to work is caused by an impulse or motive in the form of a need that arises in a person that must be fulfilled by working. According to Christian, et al., (2021), motivational indicators include physical needs, security, social, appreciation, and self-actualization. Optimal employee performance not only boosts organizational productivity, but also increases competitiveness and adaptability to changes in the dynamic business environment (Armstrong & Taylor, 2020).

Improving employee performance will have a tremendous impact on the company to be able to survive in a climate full of challenges and competition globally. Therefore, the need for efforts in order to improve employee performance is the most serious management challenge, and must be implemented, because the success of achieving the goals and survival of a company depends on the quality of reliable and professional human resource performance (Mulyeni et al., 2023). There are negative factors that can reduce employee performance, including a decrease in the desire of employees to achieve punctuality in completing work, punctuality in coming to work, not being absent when they leave work so that they do not obey the rules, influences coming from their environment, colleagues who also decrease their enthusiasm and the absence of examples that must be used as a reference in achieving good work performance. And also the declining

work discipline of employees is most easily seen from the level of employee attendance or attendance. Employee discipline can also be seen from the attendance of employees on weekdays, through attendance recording it can be seen that there is no full attendance carried out by employees at Management Support Department PT. Kideco Jaya Agung. Based on company records, absences due to illness, leave, absence and permission because they want to take care of sick parents, take care of sick children, take care of sick wives and other personal matters, and there are employees who do not carry out regulations on the basis of their personal awareness, such as regarding working hours, both arrival or start of work and return or end of work. Performance appraisal is the process of assessing work results that will be used by management to provide information to individual employees, about the quality of their work results from the perspective of the company's interests. In this case, employees must be informed about the results of their work whether it is good enough or still lacking and the company in assessing performance work must be carried out continuously and regularly.

The purpose of performance appraisal is to produce accurate information about the behavior and work carried out by an employee. The more accurate the information, the more accurate the assessment of projections on employee performance. Every company wants to achieve the goals that have been set. This achievement of course a company must be run well. In a company, mausia is the main driving factor in achieving the common goals that have been set. Therefore, without the support of human resources who work well, the company will have difficulty in achieving its targets and objectives. So good work discipline will be useful to improve employee performance so that everything runs according to expectations and on target. Here is a picture of the interdisciplinary mindset to improve performance:

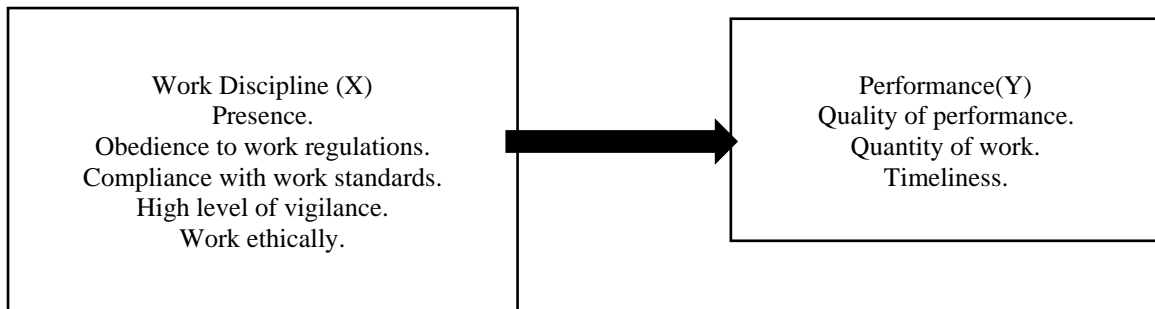


Figure 1.
Mindset

A hypothesis is a provisional statement that needs to be proven true or not. A hypothesis serves as a temporary handle or a temporary answer that still has to be proven true. Based on the formulation of the problem, the hypothesis that can be taken is that work discipline is an important aspect whose content is influential in improving employee performance. Based on the above background, the formulation of the problem is as follows:

1. Does work discipline affect employee performance in the Management Support Department of PT. Kideco Jaya Agung?
2. How to improve employee work discipline in the Management Support Department of PT. Kideco Jaya Agung so that employee performance becomes better and of higher quality?

Method

The research methods used are qualitative and descriptive research methods derived from observation by conducting interviews. Descriptive research is research that is carried out to find out the value of independent variables without making comparisons or connecting between one variable and another. This research collects data that is not in the form of numbers but in the form of data, sentences, schemas and images that are structured and explain/describe the phenomena related to the research. There are 2 (two) data sources used in this study, namely:

1. Primary Data.
The source of the data is obtained directly from the personnel being investigated and also comes from the field.
2. Secondary Data.

The sources of data collected by others include previous studies, articles and so on. Authors record, access and search for data from literature studies or books as a guideline.

The location of this research is in the Management Support Department of PT. Kideco Jaya Agung which is located in Batu Sopang District, Paser Regency, East Kalimantan Province. The research unit used in this study is a company engaged in coal mining. According to Sugiyono (2017), the data collection technique is the most strategic step in research because the purpose of the research is to obtain data. The data collection technique is divided into 3 namely Observation, Interview and Documentation. The researcher has made direct observations at the research location in the Management Support Department of PT. Kideco Jaya Agung, has conducted interviews with leaders from the Management Support Department, its employees and has done documentation to be an attachment to this study.

Results and Discussions

In general, we already know that work discipline is a necessity and willingness of a person to comply and obey company regulations so that the company's goals can be achieved and in accordance with applicable norms, both written and unwritten. Work discipline greatly affects employee performance because it is closely related to the professionalism of employees to create a good quality company. If employees are disciplined at work, it will make a company have employees who have good and quality performance that will bring the good name of the company or organization, on the other hand, if employees do not apply work discipline, it will affect the quality of employee performance so that it can cause the company's goals not to be achieved. There are research questions that will be discussed in this study as follows:

RQ1 : Does work discipline affect employee performance in the Management Support Department of PT. Kideco Jaya Agung?

RQ2 : How to improve employee work discipline in the Management Support Department of PT. Kideco Jaya Agung so that employee performance becomes better and of higher quality?

Table 1 Data sources and Research Keywords.

Sumber Data	Kata Kunci
Google Scholar	Work Discipline and Performance

Source : Data Resource (2024)

RQ1 : Does work discipline affect employee performance in the Management Support Department of PT. Kideco Jaya Agung? Work discipline greatly affects employee performance because with disciplined employees will obtain performance and vice versa, if employees are not disciplined, it will make employee performance less good. In work, employees must come on time and be responsible for their respective duties that have been given to them to achieve a company goal well and with quality. Based on the working hours that have been determined by the company PT. Kideco Jaya Agung is from 07.30-16.00 WITA and uses the attendance application, namely Face ID. The implementation of these working hours is part of the implementation of employee work discipline to be able to comply and obey the regulations that have been determined by the company from entering work, resting and returning home so that employees can carry out their duties in an orderly and responsible manner.

RQ2 : How to improve employee work discipline in the Management Support Department of PT. Kideco Jaya Agung so that employee performance becomes better and of higher quality? To improve the work discipline of employees, the company uses the Face ID attendance application. The Face ID attendance application method used by the company is very effective, so that employee data is automatically read, accurate, and accurate to assess employee work discipline. To motivate employees, the company provides rewards to employees. For employees who are disciplined, the company provides *rewards* in the form of incentives/bonuses that are given 2 times in one year. Each employee in getting different incentives is adjusted to the performance assessment assessed by their respective leaders and adjusted to their respective Grades from Grade 1 to Grade 7. In addition, the company also provides *punishment* (punishment) to employees who are not disciplined at work, namely by giving verbal or written warnings to employees and if the employee gives permission without information without a letter, a deduction of 100,000-150,000 will be imposed in 1 day.

Based on interviews that have been conducted from employee sharing in the Management Support Department of PT. Kideco Jaya Agung, found several results regarding work discipline at Dapartement

General Service PT. Kideco Jaya Agung. The results show that the company has implemented work discipline very well and appropriately, work discipline that is mandated in terms of attendance, obeying rules, discipline in using uniforms and using personal protective equipment correctly

With the rewards and punishments imposed by the company, it is now very good than before from starting work, resting and going home so that employees are disciplined in work and can improve employee performance for the better. Even though there are still employees who are not disciplined when it comes to attendance, they still have to be reprimanded and take more action to get a deterrent effect.

Based on the answers from employees in the Management Support Department of PT. Kideco Jaya Agung and also the statements above, it can be concluded that employees have fulfilled the elements of work discipline such as punctuality, compliance with regulations and dress discipline to the proper use of personal protective equipment. According to Singodimejo (in Mawar, Oley et al., 2022) are (1) obeying the rules of time seen from the right entry time, return time and rest time and in accordance with the rules that apply within the company; (2) obey company regulations such as how to dress and behave at work; (3) obey the rules of conduct at work, shown by doing jobs in accordance with their positions, duties and responsibilities and how to relate to other work units; (4) Obey other regulations in the company.

Table 2 Previous Research

Previous Research Results
1. Hendri Sulistyawan (2024) entitled "The Influence of Discipline in Improving Employee Performance in Private Companies" concludes that highly disciplined employees will work with enthusiasm and perseverance even without direct supervision from their leaders. They will also comply with all applicable regulations. It is very important to be educated in carrying out duties and responsibilities in the workplace because it will have an impact on the company's performance and goals in the future.
2. Kris Monica Silitonga (2023) entitled "The Role of Work Discipline to Improve Employee Performance at PT. Harum Maju Mapan Karawang" concluded that work discipline has a significant role in improving the performance of PT Harum Maju Mapan employees.
3. Aprizal, A., Kurniaty, K., & Hasriani, H. (2020) entitled "The Effect of Discipline on Employee Performance at PT Telkom Area IV Pamasuka Makassar City" concluded that work discipline has a significant influence on employee performance at PT Telkom Area IV Pamasuka Makassar City.

Source : Data Resource (2024)

From some of these studies, it can be concluded that work discipline is very influential in improving employee performance, because with employees discipline in work can provide benefits to the company and its employees which can improve employee performance very well, employees can work comfortably and the company's goals can be achieved better.

Conclusion

Based on the results of the analysis and discussion regarding the influence of work discipline on employee performance in the Management Support Department of PT Kideco Jaya Agung, it can be concluded as follows:

1. Employee work discipline in the Management Support Department of PT. Kideco Jaya Agung has been very good with the Face ID application can make employees more disciplined in attendance from work to work, discipline in dressing, obey the rules made by the company, use personal protective equipment properly and the company also provides rewards to employees who are disciplined in work and provides punishment to employees who are not disciplined at work by giving reprimands to employees both verbally and in writing and for Employees who do not attend without information will be subject to a deduction from their salary of 100,000-150,000/day.
2. From the company PT. Kideco Jaya Agung has provided employee rights and obligations where employees can work comfortably and carry out their work well and be responsible for the work that has been given to employees. The Head Manager of PT. Kideco Jaya Agung in the Management Support Department applies well to employees and always motivates employees to always be disciplined in working by obeying and complying with all regulations in the company, always being

disciplined in leaving and leaving work in accordance with the provisions that have been set by the company.

3. Work discipline greatly affects employee performance, this is related to the discipline of the employee itself, if the employee is disciplined, it can affect his good and quality performance, while for undisciplined employees, the performance becomes not good and less qualified. For employees in the Management Support Department of PT. Kideco Jaya Agung's discipline is relatively good and neatly organized so that employees have good performance.

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