

THE EFFECT OF HUMAN RESOURCE QUALITY AND WORK DISCIPLINE ON EMPLOYEE PERFORMANCE AT PT. SARI SEGAR HUSADA SOUTH LAMPUNG REGENCY

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Abstract

The purpose of this study is to investigate employee performance at PT. Sari Segar Husada in South Lampung Regency is impacted by work discipline and the caliber of human resources. This study's quantitative technique employs a questionnaire to gather data from a sample of 100 employees of the business.

With a calculated t value higher than the t table and a probability value suggesting significance, the analysis's findings demonstrate that employee performance is significantly impacted by the caliber of human resources. Furthermore, it has been demonstrated that work discipline significantly affects performance, exerting a greater influence than the caliber of human resources. Together, these two factors help to improve employee performance overall, with work discipline and human resource quality accounting for a sizable portion of the variance in employee performance.

Keywords: Work discipline, human resource quality, employee performance

Introduction

PT. Sari Segar Husada, part of the Sungai Budi Group, has been operating in the coconut processing industry since 1986. This company was established in South Lampung, Indonesia and is known as one of the largest producers of processed coconut products in the country. With a focus on product innovation and diversification, PT. Sari Segar Husada produces a variety of coconut products including coconut milk, nata de coco and desiccated coconut which is exported to international markets such as Australia, China, Tanzania and the Netherlands.

The export of processed coconut products by PT. Sari Segar Husada makes a significant contribution to the local and national economy. In August 2024, the company managed to export three containers of products worth USD 1,554,900 (around IDR 25.3 billion) to four countries. Zulkifli Hasan, the minister of trade, praised the company's efforts to increase the added value of local natural resources and provide jobs for the community.

To increase competitiveness in the international market, PT. Sari Segar Husada continues to promote products and improve quality through research and training for local farmers. The company's downstream strategy emphasizes on the production and growth of local coconut farming communities; As a result, the quality of human resources must be improved.

The quality of human resources is the main foundation for the success of an organization. The quality of human resources, according to Wirawan (2015) is the number of non-physical (work, thinking, mental, and other talents) and physical (health) qualities that enable a person to work, innovate, and contribute to the organization. Individuals with good abilities, knowledge, and professional attitudes can make a significant contribution to a company's productivity and performance. This is reflected in several studies that show that the quality of human resources has a direct impact on organizational performance. For example, the effectiveness of the Women and Children Empowerment, Population Control and Family Planning Office of Pesawaran Regency is greatly influenced by the quality of its human resources, the results of research by Laradika and Kawulusan (2022). The impact is 53.3%.

Discipline is essential to the success of a business, especially when it comes to inspiring people to work with self-control and teamwork. Training staff to follow and comply with relevant regulations, laws, and policies in order to work successfully is another benefit of discipline. According to Sinambela (2018), work discipline is the understanding and readiness of employees to comply with all relevant social norms and business requirements. Singodimedjo Sutrisno in Edy Sutrisno (2018) states that work discipline can be influenced by several factors, namely: the amount of salary given, whether or not there are examples

shown by leaders in the company, whether or not there are clear rules as a reference, the courage of leaders in acting, whether or not there is supervision from leaders, and the implementation of activities that support discipline enforcement. Work discipline has a significant influence on organizational performance, according to previous research. A very strong relationship (74.8%), for example, was found in a 2017 study entitled "The Influence of Work Discipline on the Performance of Employees of People's Credit Banks." by Jeli Nata Liyas and Reza Primadi.

Performance management has benefits for an organization, as according to Thian, A. (2022) namely aligning organizational goals with team or individual goals, improving performance, encouraging employee morale, strengthening commitment, improving training and development methods, improving capabilities, striving for continuous improvement and development, building a foundation for career planning, helping to retain skilled employees so that they do not switch jobs, supporting services to customers, and support organizational culture change initiatives.

Performance, according to Kasmir (2016) is the result of behavior and work actions obtained to complete the tasks and obligations given within a certain period of time. Quantity, quality, supervision, and punctuality of work are measures of employee performance. According to Dale Timple in Mangkunegara (2014), variables that affect employee performance include internal factors related to individual traits. A person's talents and abilities can explain why he or she is doing well, or it may be bad because of his failure to strive for self-growth. and external factors where the environment has a big influence on this factor, such as the attitude or not of colleagues, as well as work facilities.

Therefore, the purpose of this study is to find out whether the quality of human resources and work discipline of PT. Sari Segar Husada has an effect on employee performance. It is expected that companies can create efficient HR management plans and improve overall performance with a deeper understanding of the relationship between these three factors. To achieve organizational goals, it is hoped that this research will also provide insight to management on the importance of building work discipline and investing in the quality of human resources.

Method

According to Creswell in his A. Supratic (2015) research uses a quantitative approach, which is usually used to assess many ideas by examining the correlation between variables. According to Adhi Kusumastuti (2020) to organize alternative explanations, avoid bias, and be able to generalize and reapply the results, quantitative research must use assumptions to evaluate hypotheses deductively. To examine numerical data using statistical methods, and variables are often measured using research tools.

The data collection technique used by means of questionnaire techniques, this technique is most widely used in survey research, distributing questionnaires can reach more respondents in a short time. (Sugiyono 2018, p, 142) The data taken is used to solve problems, so the data used must be correct and accurate. In determining the population and sample using the Solvin formula, namely:

$$n = \frac{N}{1 + N(e)^2}$$

Information:

n : many minimum samples

N : many samples in the population

e : error tolerance limit.

The popoles used are included in large quantities, so the tolerance limit taken is 10% or 0.1 to achieve efficiency in research.

Data analysis techniques are used to test research hypotheses or handle problem formulations. Statistical calculations and procedures were carried out using the statistical package for the social sciences tool, and quantitative data were used in this study.

To assess the validity of the questionnaire, data analysis techniques include instrument tests such as validity tests. If the questionnaire can provide information to be measured, the questionnaire is considered valid. Pearson correlation is used in this validity test, specifically to determine the correlation between question scores. According to Sugiyono (2018), the minimum requirement to meet the valid requirements is if the correlation significance value is <0.05. In the Reliability Test, an instrument is said to be reliable if the instrument is used repeatedly can be said to have an independent variable (X) effect smaller than the related variable (Y). Reliability is associated with accuracy, precision, and consistency. Classical Assumption Test, if you want better results on multiple linear regression tests, you should

usually run the classical assumption test first. Testing for heteroscedasticity, multicollinearity, and normality is part of this test effort to provide coefficient values as facts.

1. Multiple Linear Regression Analysis

Elements X_1 , X_2 of the work discipline, and Y were evaluated using multiple linear regression analysis. If using multiple linear regression, the formula is:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + e$$

Y = Performance

α = Constant (value Y if $X=0$)

β_1 = Variable regression coefficient X_1

β_2 = Variable regression coefficient X_2

X_1 = Quality of human resources

X_2 = Work discipline

e = Error

2. Test Coefficient of Determination (R^2)

The rate at which the model can account for variations in independent variables is assessed using the determination coefficient test. If R^2 is close to one or more greater, the data needed to predict Y from an independent variable (X) is almost complete. If the adjusted R^2 value is not very high, then the relationship between X and Y is very small.

3. Persial test (t-test).

To calculate the t-test effectively, one compares the significance value with the Alpha value or the t-value projected $>$ the t-table. If you reject H_0 and accept H_a if the calculated t value is greater than the t of the table, and when you accept H_0 and reject H_a if the calculated t value is less than the t of the table. Accept H_0 and reject H_a if the significance value is less than 0.05. Conversely, if the value is greater than 0.05, we accept H_0 and reject H_a . A strong relationship between independent and dependent variables exists if H_0 is rejected.

4. Simultan Test (Test f)

For this purpose, the f-test is used in determining the relative influence of independent and dependent variables. Since k is the number of dependent variables and n is the number of samples, we can use degrees of freedom ($df_1 = (\text{number of variables}-1)$ and $df_2 = (n-k-1)$) with a significance level of 5%.

Results and Discussion

This study used 100 respondents obtained from the Solvin formula, which was distributed to all employees of PT. Sari Segar Husada, with the following respondent profiles:

Table 1 Data Responden

Criterion	Sub Criteria	Number (people)
Gender	Man	61
	Woman	39
Age	15-20 years old	21
	21-25 years old	39
	26-30 years old	24
	31-35 years old	16

Source: Primary Data Processed, SPSS 29

Data related to respondents were obtained namely female gender with a percentage of 39% and male with a percentage of 61%. Where in the sidelining of the quartier is dominated by women consisting of 39 people and the rest 61 men. In contrast, there were 21 respondents between the ages of 15 and 20;

39 who are between the ages of 21 and 25; 24 who are between the ages of 26 and 30; and 16 who were between the ages of 31 and 35.

The researcher obtained the results of the calculation of the validity test of the variables X1 (Human Resource Quality), X2 (Work Discipline), and Y (Employee Performance) after processing tabular data into SPSS. Since r counts $>$ r tables, the data shows that all statements are considered valid, and the r table used uses a significant level of 0.005 for 100 samples, which is 0.1966. So that there is no invalid data (missing), therefore, this analysis can use a number of these indicators. In order to be said that the questionnaire used in this study is credible (Reliability Test), the test variables X1, X2, and Y must have an alpha value (α) greater than 0.06. Because the data points are distributed along the diagonal line and the classical assumption test results in the significance value of Ashimp. Sig (2-tailed) is $0.200 > 0.05$, so it can be said that the data follows the normal distribution. The results of the multicollinearity test will have a negative value if the tolerance value is greater than 0.10 and the VIF value of each variable is less than 10.00. The study data did not show heteroscedasticity according to the requirements of the Glejser test if the significance value was greater than 0.05. Given that the results of the classical assumption test that includes these three criteria did not find any events of heteroscedasticity, multicollinearity, or heteroscedasticity, it can be concluded that all variables follow the normal distribution.

Table 2. Descriptive Statistics

Descriptive Statistics			
	Mean	Std. Deviation	N
SUM.Y1	26.5700	6.45302	100
SUM.X1	21.3600	5.92976	100
SUM.X2	26.3400	7.17631	100

Source: Primary Data Processed, SPSS 29

Based on the results of descriptive statistics that show that there are N or 100 valid samples, the performance data (Y) of 100 respondents has an average of 26.57 and a standard deviation of 6.453. Because the average value is greater than the standard deviation value ($26.57 > 6.453$), it can be concluded that there is a slight data deviation and the distribution of values is even.

It is known that the quality of human resources (X1) from 100 samples has an average value of 21.36 and a standard deviation of 5.929. This shows that the average value is greater than the standard deviation value ($21.36 > 5.929$), which shows that the data deviation is low and the distribution of values is even.

Based on 100 samples, work discipline (X2) had an average score of 26.34 and a standard deviation of 7.176. Because the average value is higher than the standard deviation value ($26.34 > 7.176$), it can be concluded that the data has a small deviation and the distribution of values is even.

1. Multiple Linear Regression Test.

From the perspective of HR quality, work discipline affects employee performance, as seen through non-standardized coefficients. Using the regression formula, we get: $Y = 1.817 + 0.493 X1 + 0.540 X2 + e$.

Table 3 Multiple Linear Regression Test Results

Coefficients^a								
Model	Unstandardized Coefficients			Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error					Tolerance	VIF
1	(Constant)	1.817	.786		2.313	.023		
	X1	.493	.042	.453	11.769	<.001	.586	1.707
	X2	.540	.035	.601	15.613	<.001	.586	1.707

a. Dependent Variable: SUM.Y1

Source: Primary Data Processed, SPSS 29

Source: Primary Data Processed, SPSS 29

- Assuming the value of human resource quality and work discipline remains fixed, the performance value of PT. Sari Segar Husada South Lampung is 1.817 units, as shown by the constant value $Y = 1.817$.
- The performance of employees of PT. Sari Segar Husada South Lampung will increase by 0.493 points if the quality of human resources increases by one unit and the value of work discipline remains fixed, based on the variable regression coefficient $X_1 = 0.493$
- If the work discipline of PT. Sari Segar Husada South Lampung increases by one unit and the quality of human resources remains fixed, then the variable regression coefficient $X_2 = 0.540$ indicates that employee performance will increase by 0.540.

2. Determination Coefficient Test.

Table 4 Results of Correlation Coefficient Test and Determination Test

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.957 ^a	.916	.914	1.89094	1.776

a. Predictors: (Constant), SUM.X2, SUM.X1

b. Dependent Variable: SUM.Y1

Source: Primary Data Processed, SPSS 29

Based on the table, the R value of the correlation test is 0.957. This value explains why employee performance is strongly correlated with work discipline and the quality of human resources. Furthermore, the R Square value of 0.916 in the table above shows that work discipline and human resource quality have an influence on the performance of PT. Sari Segar Husada South Lampung, with an amount of 91.6% and the remaining 8.4% came from the influence of other variables.

3. The partial influence of the quality of human resources and work discipline on performance

Based on the results of the t-test in table 3, the results of t-calculation $> t$ tables, $X_1 11,769 > 1,985$ and $X_2 15,163 > 1,985$ can be said that work discipline and quality of human resources have a partially positive effect on performance. In accordance with previous research conducted by Kina Atika and Nisa Ulul Mafra (2020) which stated that the quality of human resources has a positive influence on performance. and research conducted by Jeli Nata Liyas and Reza Primadi (2017) which stated that work discipline has a positive influence on employee performance.

4. The Influence of Human Resource Quality and Work Discipline on Simultaneous Performance

Table 5 Test Results f

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3775.672	2	1887.836	527.969	<.001 ^b
	Residual	346.838	97	3.576		
	Total	4122.510	99			

a. Dependent Variable: SUM.Y1

b. Predictors: (Constant), SUM.X2, SUM.X1

Source: Primary Data Processed, SPSS

The calculation table shows that the results of the f test of 527.969 (f calculation) > 3.09 (f table) reject H_0 and show that work discipline and the quality of human resources have a significant effect on employee performance positively. This shows that if the free variable and the bound variable change at the same time, then the bound variable will also change at the same time. This is in accordance with other studies that have examined the influence of work discipline and the quality of human resources on organizational performance. These two elements have a partial and simultaneous influence, as studied at the Office of Women and Children's Empowerment and Population Control and Family Planning of Pesawaran Regency by Laradika, I. R., & Kawulusan, B (2022).

Conclusion

Knowing how work discipline and HR quality affect employee performance is the main goal of this study. Sari Segar Husada, a city in the south of Lampung. After reviewing the previous discussion and its impact on the formulation of the problem, we can say that:

1. The human resource quality variable had a positive (11.769) and significant (<0.001) influence on performance.
2. Performance was positively influenced by work discipline, which had a significant partial influence (<0.001) and a strength of 15.163.
3. The results of the assessment of dependent and independent variables simultaneously or together show that work discipline and human resource quality have a positive influence on performance, with a significant value of 0.001 and an effect size of 527.969.
2. Practical advice for PT. Sari Segar Husada is to increase incentives and benefits according to employee workload and spur motivation and solidarity in the organization to retain competent employees.

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