

The Influence of Discipline on Work Performance of J&T Express Employees at Sukahaji Branch, Majalengka Regency

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|-----------------------------|---|----------------------|
| Abstract | This research aims to find out and obtain the data and information needed to process, analyze and interpret disciplinary problems that can affect employee work performance. The object of this research is the employees of J&T Express Sukahaji Branch, Majalengka Regency. The research method used is descriptive and verification methods. The sample in this study was 25 respondents using saturated sampling. Data collection techniques are by using questionnaires, interviews and observation. Data instrument testing is carried out by means of validity testing, reliability testing, data normality testing, correlation coefficient analysis, regression coefficient analysis, determination coefficient analysis, and hypothesis testing. The results of this research state that: (1) discipline at the J&T Express Sukahaji Branch in Majalengka Regency has reached more than 60% which is proven, namely 77.1% or $t_{count} > t_{table}$ ($40.768 > 1.701$). (2) work performance at J&T Express Sukahaji Branch in Majalengka Regency has reached more than 60% which is proven, namely 79.5% or $t_{count} > t_{table}$ ($51,642 > 1,701$). (3) Discipline has a positive and significant effect on employee work performance at the J&T Express Sukahaji Branch in Majalengka Regency, because $t_{count} > t_{table}$ ($3.810 > 1.713$). From the research results, it can be concluded that discipline influences employee work performance, this is proven by the calculation results of the t_{count} value being greater than t_{table} ($3.810 > 1.713$). The magnitude of the influence of discipline on the work performance of J&T Express Sukahaji Branch employees in Majalengka Regency is 38.7%, while the remaining 61.3% is influenced by other factors not researched by the author. | |
| Keywords | Work Discipline; Work Performance; Employees | |
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1. INTRODUCTION

According to Hasibuan in Sinambela (2016:355) "Work discipline is a person's ability to regularly, persistently and continuously work in accordance with applicable regulations without violating established rules." According to Sinambela (2018:355) concluded that:

Work discipline is an important concept in human resource management which reflects employees' awareness and willingness to comply with all organizational regulations and applicable social norms. Work discipline is not only about compliance with rules, but also includes developing attitudes and



behavior that are in line with organizational expectations. Good discipline allows organizations to achieve goals more efficiently and effectively. In this context, work discipline acts as a communication tool between leaders and employees, where leaders can convey the desired expectations and standards, while employees adjust their behavior according to established rules.

Good work discipline will increase employee productivity. Disciplined employees tend to work more efficiently, follow existing procedures, and minimize errors. This in turn increases the organization's output and reduces costs arising from inefficiencies and errors (Judge, 2017). Apart from that, disciplined employees generally have a more organized and structured work environment. This can increase job satisfaction because employees feel safer and know what is expected of them. High job satisfaction can reduce employee turnover and increase loyalty (Armstrong, M. (2014)).

Work discipline also helps in control and compliance with organizational policies and procedures. This is important to ensure that all activities run according to established standards, reducing the risk of breaking laws and regulations (Mathis, R.L., & Jackson, J.H. (2011)). Additionally, consistent work discipline helps in developing a strong organizational culture. This culture reflects the values and norms valued by the organization, which can become the basis for employee behavior and overall organizational operations (Dessler, G. (2013)).

Through the application of work discipline, organizations can foster and develop employees to have better performance. Good discipline encourages employees to continue learning and improving their skills, which will ultimately improve the quality of human resources in the organization (Matteson, M.T. (2013)). Good work discipline also plays a role in conflict management. By having clear rules and procedures, the potential for conflict between employees can be minimized. Even if a conflict occurs, existing procedures can help resolve it quickly and fairly (Luthans, F. (2011)).

To implement effective work discipline, organizations need to establish clear rules and procedures that are communicated to all employees. Employees must understand what is expected of them and the consequences of breaking the rules (Schein, E. H. (2010)). Apart from that, leaders must be role models in terms of discipline. They must show commitment to existing rules and norms, so that employees feel compelled to follow them. Organizations must also carry out regular monitoring and evaluation of the implementation of work discipline. This allows organizations to detect and address discipline issues early before they become larger problems. Giving rewards to employees who are disciplined can motivate them to continue to maintain this behavior. On the other hand, providing fair sanctions for disciplinary violations is also important to enforce the rules.

Work discipline is a key element that supports the success of an organization in achieving its goals. By implementing good work discipline, organizations can create a work environment that is productive, harmonious and oriented towards achieving common goals. Employees at the J&T Express Sukahaji

Branch, Majalengka Regency, in carrying out their duties, are required to carry out their duties in a responsible manner towards their duties. To support sorting and delivery of goods on time. To make this happen, it is necessary to provide incentive coaching to improve the quality of employee work.

Singodimedjo in Sutrisno (2011: 86), says that "Discipline is an attitude of a person's willingness and willingness to obey and adhere to the regulatory norms that apply around him." Good employee discipline will speed up a good company, while a declining company will become an obstacle and slow down the achievement of company goals. The dimensions and indicators of work discipline above, the author uses dimensions and indicators according to Singodimendjo in Sutrisno (2011:94) which include:

1. Obey the time rules:
 - a. Working hours.
 - b. Home time.
 - c. Timely rest hours according to the applicable regulations in the company, organization or agency.
2. Comply with organizational and agency regulations:
 - a. Basic rules about how to dress.
 - b. Behave at work.
3. Obey the rules of conduct at work:
 - a. Demonstrated by carrying out work in accordance with position and duties.
 - b. Responsibilities at work.
4. Comply with other regulations in the organization or agency:
 - a. Rules about what employees can and cannot do in an organization.

According to Sutrisno (2011:150), "Work performance is the result of a person's efforts which are determined by their personal characteristics abilities and perceptions of their role in the job." As for Flippo(2012:20) Things that can be measured work performance include "quality of work, quantity of work, responsibility, cooperation, initiative".

According to Flippo (2012:22), the dimensions of a person's work performance can be measured as follows:

1. Quality of Work, related to punctuality, skills and personality in doing work.
2. Work Quantity, relates to the provision of additional tasks given by superiors to their subordinates.
3. Responsibilities, related to the results of work that has been completed and the use of work results.
4. Cooperation is an attitude of employees that shows the level of cooperation in completing work.
5. Initiative, relates to the extent to which employees think originally and based on their own initiative to solve the problems they face.

According to Flipppo (2012:28) states that work performance indicators are as follows:

1. Accuracy, thoroughness, skill in work results.
2. Speed in carrying out tasks.
3. Complete tasks and maintain work facilities and responsibilities.
4. Ability to work together with colleagues.
5. Think original in completing tasks.

Improving and increasing the quality of employees is of course not only determined by responsibility, but is also influenced by internal factors such as accuracy, skill, thoroughness and work implementation. However, in this research the author limits the discipline and work performance aspects of employees at J&T Express Sukahaji Branch, Majalengka Regency. Based on the background above, it can be concluded that the problem formulation is as follows: How is the discipline of J&T Express employees at Sukahaji Branch, Majalengka Regency, How is the work performance of J&T Express employees at Sukahaji Branch, Majalengka Regency, Is there an influence of discipline on the work performance of J&T Express employees at Sukahaji Branch, Majalengka Regency.

2. METHODS

Research methods are ways of collecting, processing and producing data so that they can solve research problems. According to Sugiyono (2017:2), "Research methods are basically scientific characteristics for obtaining data with certain purposes and uses". This type of research is a quantitative research approach.

Population and Sample

In this study, the population was employees of J&T Express Sukahaji Branch, Majalengka Regency. For this reason, the author used the saturated sampling method to take this sample. The definition of sampling according to Sugiyono (2014: 78) is as follows: "Saturated sampling is a sample determination technique when all members of the population are used as samples."

Based on the sampling technique above using a saturated sampling technique from a population of 25 people, all employees taken as samples.

Data collection technique

When viewed from the data source, data collection can use primary sources and secondary sources. Primary sources are data sources that directly provide data to data collectors, and secondary sources are sources that do not directly provide data to data collectors, for example through other people or documents. In this research, the primary data source used is direct interviews with respondents, while the secondary data source in this research is data or documents contained in companies that are relevant to the problems in this research.

Data analysis technique

Descriptive Analysis

Descriptive analysis is research carried out to determine the value of the independent variable and dependent variable (Sugiyono 2017:206). This analysis uses a formula

$$\text{Total Score} = (\text{Actual Score}) / (\text{Ideal Score}) \times 100\%$$

The actual score is the answer of all respondents to the questionnaire that has been submitted. The ideal score is the highest score or weight or all respondents are assumed to choose the answer with the highest score.

Verification Analysis

Verification analysis is a research method that aims to test the truth of a hypothesis which is carried out through data collection in the field and is used to examine the relationship between the variables studied. In this research, the analysis used is the data normality test, simple correlation analysis, simple regression analysis and calculation of the coefficient of determination.

3. FINDINGS AND DISCUSSION

3.1. Research result

Descriptive Analysis

In this research, the author distributed questionnaires to 25 respondents who were employees of J&T Express Sukahaji Branch, Majalengka Regency, to find out data regarding the Work Discipline and Work Performance variables. The following are the results of the descriptive analysis in this research:

Table 4.1
Descriptive Analysis of Variables

| No | Variable | Actual Score | Ideal Score | Percentage | Category |
|----|------------------|--------------|-------------|------------|----------|
| 1 | Work Discipline | 771 | 1,000 | 77.1 | Tall |
| 2 | Work Performance | 795 | 1,000 | 79.5 | Tall |

Source: Primary data processing

Verification Analysis

Analysis is used to analyze data or samples and the results are applied to the population. This analysis is suitable for use in this research, because the population and sample are clear.

1. Normality test

From the Kolmogorov-Smirnov results table for the variable MarkKolmogorov-Smirnov for work discipline with a significance of 0.114 is greater than $\alpha = 0.05$. This means that product completeness is normally distributed. Then MarkKolmogorov-Smirnov for work performance with a significance of 0.200 is greater than $\alpha = 0.05$. This means that purchasing decisions are normally distributed.

2. Simple Correlation

From the primary data processing table (SPSS) it can be concluded that the significance value for work discipline and work performance is $0.001 < 0.05$, which means there is a significant correlation between product completeness and purchasing decisions. Meanwhile, the Pearson correlation value is 0.622 according to the Correlation Coefficient Interpretation. The r value shows a strong relationship between product completeness and purchasing decisions at Alfamart Kadipaten.

3. Simple Linear Regression

From the results of these calculations, the following equation can be written: $Y = a + bx$

$y = 16.307 + 0.510X$ which means: if work discipline is zero, then work performance will be constant at 16,397. If there is an increase in product completeness of 1, there will be an increase in purchases of 0.510.

4. Coefficient of Determination

Work Discipline has an influence of 38.7% on work performance, and the remaining 61.3% is influenced by other variables not studied. According to the standard measuring guidelines for providing an interpretation of the correlation coefficient, it shows that product completeness has a weak influence on the work performance of J&T Express employees, Sukahaji Branch, Majalengka Regency.

Hypothesis test

One Sample t test

1. Discipline at J&T Express Sukahaji Branch, Majalengka Regency has reached at least 60% of the criteria that are expected to be accepted, there is no difference between what is suspected in the population and data collected from the sample. From the sample calculations, the discipline average was 77.1% of the expected criteria.
2. Work performance at J&T Express Sukahaji Branch, Majalengka Regency has reached a minimum of 60% of the criteria expected to be accepted, there is no difference between what is expected in the population and data collected from the sample. From the sample calculations, the average work performance was 79.5% of the expected criteria.

Partial t test

$df-1 = 23$, which is 1.713 for a significance value of $\alpha = 0.05$. From the partial t test table above, the value of $t = 3.810$ is obtained while the t table is 1.713. Thus $t_{count} > t_{table}$ ($3.810 > 1.713$) and significance value (0.000) $<$ probability 0.05. So it can be concluded that the null hypothesis (H_0) is rejected and the alternative hypothesis (H_a) is accepted. In this case, there is a partial influence of work discipline variables on work performance of employees of J&T Express Sukahaji Branch, Majalengka Regency.

Discussion

1. According to the results of the research conducted, it was found that work discipline among J&T Express Employees at Sukahaji Branch, Majalengka Regency reached 77.1% of the ideal score. The percentage of respondents' response criteria shows that Discipline among J&T Express employees at Sukahaji Branch, Majalengka Regency is considered high.
2. According to the results of research conducted, it was found that work performance at the J&T Express Sukahaji Branch, Majalengka Regency reached 79.5% of the ideal score. The percentage of respondents' response criteria shows that According to employees, the work performance of J&T Express Sukahaji Branch Majalengka Regency employees is considered good.
3. The results of this research state that: (1) discipline at the J&T Express Sukahaji Branch in Majalengka Regency has reached more than 60% which is proven, namely 77.1% or $t_{count} > t_{table}$ ($40,768 > 1,701$). (2) work performance at J&T Express Sukahaji Branch in Majalengka Regency has reached more than 60% which is proven, namely 79.5% or $t_{count} > t_{table}$ ($51,642 > 1,701$). (3) Discipline has a positive and significant effect on employee work performance at the J&T Express Sukahaji Branch in Majalengka Regency, because $t_{count} > t_{table}$ ($3.810 > 1.713$). From the research results, it can be concluded that discipline influences employee work performance, this is proven by the calculation results of the t_{count} value being greater than t_{table} ($3,810 > 1,713$). The magnitude of the influence of discipline on employee work performance J&T Express Sukahaji Branch in Majalengka Regency was 38.7% while the remaining 61.3% was influenced by other factors not researched by the author.

4. CONCLUSION

From the results during the research, there are several conclusions that the author can draw up regarding the influence of discipline on work performance at J&T Express Sukahaji Branch, Majalengka Regency, including:

1. Discipline at J&T Express Sukahaji Branch, Majalengka Regency has reached 77.1% and is included in the high criteria.
2. Work performance at J&T Express Sukahaji Branch, Majalengka Regency has reached 79.5% and is included in the high criteria.
3. Discipline has a positive and significant effect on employee work performance at J&T Express Sukahaji Branch, Majalengka Regency. Because the t_{count} value is greater than t_{table} ($3.810 > 1.713$). The amount of discipline that influences employee work performance at J&T Express Sukahaji Branch, Majalengka Regency is 38.7%, while the remaining 61.3% is influenced by other factors that were not researched.

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