



# The Role Of Work Discipline In Improving Employee Performance Pt. Anisa Jaya Utama

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## ABSTRACT

The purpose of this study is to determine the role of work discipline in improving employee performance at PT. Anisa Jaya Utama. The research was conducted at PT. Anisa Jaya Utama which is located at Jl. Raya Tamelang, Krajan Hamlet, Mekarjaya Village, Purwasari District, Karawang Regency. The population in this study was 120 employees. The method used in this study is a qualitative descriptive method with data collection techniques, namely observation, interviews, and questionnaires. The result of this study is that there are still many undisciplined employees which results in decreased achievements in their performance. This can be proven from the results of observations, interviews and questionnaire results. And the solution provided so that the role of work discipline in PT. Anisa Jaya Utama is: 1) The company provides attendance tools in the form of fingerprints, or other android applications. 2) Given a letter of reprimand both oral and written. For a written reprimand the company gives SP1, SP2, SP3 until it is issued. 3) Sops are made for employee attendance, such as SOPs for incoming employees and SOPs for returning employees.

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## INTRODUCTION

Human resources (HR) is one of the most important factors cannot even be separated from an organization, either an institution or a company. Human Resources is also the key that determines the development of the company. In essence, HR is in the form of humans who are employed in an organization as movers, thinkers and planners to achieve the goals of the organization. Human Resources (HR) in general are productive individuals who work as drivers of an organization, both in institutions and companies that have a function as an asset so that their abilities must be trained and developed. Human resources generally consist of two, namely macro human resources, namely the number of people of productive age in an area, and micro human resources in a narrow sense, namely individuals who work in an institution or company. The definition of human resources at a

macro level is all humans as residents or citizens of a country or within certain territorial boundaries who have entered the age of the workforce, both those who have entered the age of the workforce, both those who have already or have obtained work. Human Resources (HR) is a very important thing and must be owned in an effort to achieve organizational or company goals. Human resources are the main element of the organization compared to other resource elements such as capital, technology, because humans themselves control other factors. Human resources who perform well will make it easier for the organization to achieve its vision, mission, and goals. This human resource factor is an important element to be considered by the organization. because human resources with good performance are needed in supporting the successful implementation of organizational activities. Without human resources with good performance, it will be difficult for an organization to achieve the goals that have been set.

Performance or performance is a description of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision, and mission of the organization as outlined through the strategic planning of an organization. Performance can be known and measured if an individual or group of employees already has criteria or benchmark success standards set by the organization. Therefore, without the goals and targets set in the measurement, then the performance of a person or organizational performance may not be known if there is no benchmark for success. Performance according to Mangkunegara (2016: 67) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Performance is a function of motivation and ability. Employee performance is very important in the company's efforts to achieve its goals. Higher performance implies an increase in efficiency, effectiveness, or higher quality of completing a series of tasks assigned to an employee in an organization or company. Performance can be said as the result of work that has an influence and is closely related to organizational goals because it contributes to the progress of the organization. Within the company, of course, it has an achievement plan or target with the aim of improving the quality and quantity of the company. Employee performance is very important in the company's efforts to achieve its goals. Higher performance implies an increase in efficiency, effectiveness, or higher quality of completing a series of tasks assigned to an employee in an organization or company. Performance can be said as the result of work that has an influence and is closely related to organizational goals because it contributes to the progress of the organization. Within the company, of course, it has an achievement plan or target with the aim of improving the quality and quantity of the company. Employee performance is very important in the company's efforts to achieve its goals.

Higher performance implies an increase in efficiency, effectiveness, or higher quality of completing a series of tasks assigned to an employee in an organization or company. Performance can be said as the result of work that has an influence and is closely related to organizational goals because it contributes to the progress of the organization. Within the company, of course, it has an achievement plan or target with the aim of improving the quality and quantity of the company. Higher performance implies an increase in efficiency, effectiveness, or higher quality of completing a series of tasks assigned to an employee in an organization or company. Performance can be said as the result of work that has an influence and is closely related to organizational goals because it contributes to the progress of the organization. Within the company, of course, it has an achievement plan or target with the aim of improving the quality and quantity of the company. Higher performance implies an increase in efficiency, effectiveness, or higher quality of completing a series of tasks assigned to an employee in an organization or company. Performance can be said as the result of work that has an influence and is closely related to organizational goals because it contributes to the progress of the organization. Within the company, of course, it has an achievement plan or target with the aim of improving the quality and quantity of the company. or higher quality of completion of a series of tasks assigned to an employee in an organization or company. Performance can be said as the result of work that has an influence and is closely related to

organizational goals because it contributes to the progress of the organization. Within the company, of course, it has an achievement plan or target with the aim of improving the quality and quantity of the company. or higher quality of completion of a series of tasks assigned to an employee in an organization or company. Performance can be said as the result of work that has an influence and is closely related to organizational goals because it contributes to the progress of the organization. Within the company, of course, it has an achievement plan or target with the aim of improving the quality and quantity of the company.

Discipline is a very important function and is the key to achieving goals because without good discipline it is difficult to achieve maximum goals. Discipline is also a feeling of being obedient and obedient to the values that are believed to be his responsibility, such as duties in the office and employee attendance at adjusted hours in the company. The higher the discipline, the performance of employees will also increase, so that employees will sincerely work as best as possible to achieve the goals of a company (Jepry & Mardika, 2020). Work discipline is the attitude of a worker's willingness to carry out existing regulations in an organization or company. Work discipline is an employee attitude that reflects respect and obedience to the rules and regulations of the organization that exists within an employee, which causes the employee to adapt voluntarily to the rules and regulations of the organization or company (Sandhi & Satria 2020).

The research was conducted at PT. Anisa Jaya Utama which is located at Jl. Raya Tamelang, Krajan Hamlet, Mekarjaya Village, Purwasari District, Karawang Regency. PT. Anisa Jaya Utama is a company engaged in B3 waste transporter services. From the observations, the problems that occur at PT. Anisa Jaya Utama are that their work discipline is still not effective and efficient. This resulted in the employee's performance also decreasing, this statement can be proven from the results of the pre-survey of work discipline data and the results of the pre-survey of employee performance data.

**Table 1.** Pre Survey Work Discipline Variables

No	Statement	Respondent	Yes	Not
1	Does the company make rules for working hours in, working hours for breaks, working hours for going home?	30	10	20
2	Does the company make rules on how to dress in discipline?	30	8	22
3	Do employees behave in a friendly manner with leaders and co-workers?	30	11	19
4	Do employees carry out their duties properly according to the rules?	30	9	21
5	Do employees carry out their duties with full responsibility?	30	10	20
6	Do employees maintain behavior according to applicable norms?	30	12	18
TOTAL			33.3%	66.6%

Source: pre-survey Processed by researchers, 2022

Based on the data in the table above, it can be concluded that the results of the pre-survey of work discipline as a whole, namely in statement number 1, respondents gave no answers 20 (66.7%) and respondents who gave yes answers 10 (33.3%). In statement number 2 respondents gave no answer 22 (73.3%) and respondents who gave yes answers 8 (26.7%). Statement number 3 respondents gave no answer 19 (63.3%) and respondents who gave yes answers 11 (36.7%). In statement number 4, respondents who gave no answers were 21 (70%) and respondents who gave yes answers were 9 (30%). Statement number 5 respondents who gave no answer 20 (66.7%) and respondents who gave yes answers 10 (33.3%). And statement number 6 respondents who gave no answer 18 (60%) and respondents who gave yes answers 12 (40%). From the statement above, according to pre-survey data on work discipline variables at PT. Anisa Jaya Utama, it states that work discipline is still lacking. This can be proven from the answers of the respondents who answered no in the statement at most.

**Table 2.** Pre Survey Employee performance

No	Statement	Respondent	Yes	Not
1	Are employees able to complete work properly and thoroughly?	30	10	20
2	Are employees able to achieve the targets set by the leadership?	30	12	18
3	Are employees able to complete work on time	30	9	21
4	Do employees complete work effectively	30	12	18
5	Do employees always do work without having to ask others for help?	30	16	14
6	Are employees trying to correct mistakes made?	30	14	16
Total			40.5%	59.4%

Source: pre-survey Processed by researchers, 2022

Based on the data in the table above, it can be concluded that the results of the pre-survey of employee performance as a whole are in statement number 1, respondents giving no answers are 20 (66.7%) and respondents who give yes answers are 10 (33.3%). In statement number 2 respondents gave no answer amounting to 18 (60%) and respondents who gave yes answers amounted to 12 (40%). Statement number 3 respondents gave no answers amounting to 21 (70%) and respondents who gave yes answers amounted to 9 (30%). In statement number 4, respondents who gave no answers were 18 (60%) and respondents who gave yes answers were 12 (40%). Statement number 5 respondents who gave no answers amounted to 14 (46.7%) and respondents who gave yes answers 16 (53.3%). From the statement above, according to pre-survey data on employee performance variables at PT. Anisa Jaya Utama, it states that employee performance is still not effective. This statement can be proven from the answers of the respondents who answered no in the statement at most. The results of the achievement of the delivery target data which states that the performance of its employees does not meet the achievement targets. The following is data on the achievement of the delivery target in 2020.

**Table 3.** Achievement of the 2020 Hazardous Waste Delivery Target

No	Month	Achievement target	2020	year 2021	Information
1	January	100%	86%	85%	Not achieved
2	February	100%	87%	87.5%	Not achieved
3	March	100%	90%	80%	Not achieved
4	April	100%	87.5%	85%	Not achieved
5	May	100%	98%	80%	Not achieved
6	June	100%	95%	85.5%	Not achieved
7	July	100%	85.5%	90%	Not achieved
8	August	100%	86%	88.5%	Not achieved
9	September	100%	99%	95%	Not achieved
10	October	100%	87.5%	89%	Not achieved
11	November	100%	87%	90%	Not achieved
12	December	100%	89%	85%	Not achieved

Based on the data above, it can be seen that shipments in 2020 and 2021 PT. Anisa Jaya Utama were recorded with information that they did not reach the targets set by the company. However, in September there was an increase in the number which was almost close to the achievement target, namely 99% in 2020. the delivery data proves that PT. Anisa Jaya Utama in its employee performance is still not optimal, circumstances like this can make it difficult for the company. Even the operational manager said that the decline in shipments was due to delays in delivery. Based on the results of observations and interviews, the cause of delays in delivery is caused by the low discipline of employees, especially in employee absenteeism, which is where there are still many employees who are late for work and there are still employees who are often not allowed to work. This resulted in disruption of the delivery process to consumers and the company was not able to achieve the target achievement that had been set. From the achievement data that proves that the

performance of PT. Anisa Jaya Utama's employees has not been achieved, due to the lack of employee discipline. This discipline at PT. Anisa Jaya Utama can be seen from the attendance data of its employees. The following is the attendance data for PT. Anisa Jaya Utama employees in 2020.

**Table 4.** Employee Attendance Data for 2020 – 2021

No	Absence Description	2020	year 2021
1	Sick	30	35
2	Permission	50	60
3	absent	45	49
	Number of employees	120	120
	Number of working days	350	350

*Source: Data from PT. Anisa Jaya Utama*

Based on table 4, it is known that the work attendance rate of employees at PT. Anisa Jaya Utama in 2020 with information on sick absences amounted to 30, permits 50, and absent 45. In 2021 there has been an increase in information on sick absences 35, permits 60, and absenteeism 49. This shows that the increasing absenteeism of employees will also decrease the resulting employee performance. This can be a benchmark also in work discipline and shows that the higher the level of employee absenteeism, the lower the level of employee discipline

## RESEARCH METHOD

This type of research uses a qualitative descriptive method. According to Qomariyatus Sholihah (2020) qualitative descriptive method is the process of observing or observing objects in depth with experience as the basis for the analysis. The place used in this research is PT. Anisa Jaya Utama which is located on Jl. Raya Tamelang Dusun Krajan Ds. Mekar Jaya, Purwasari District, Karawang Regency, West Java. Data collection techniques in this qualitative research is to conduct observations and interviews.

a. Observation

This observation is carried out by looking directly at the field, such as examples of workspaces and work environments that can be used to determine a factor that is worthy of being supported for research related to work discipline and employee performance at the company.

b. Interview

Interviews were conducted to find out and complete the data and efforts to obtain accurate data and appropriate data sources. In this study, researchers interviewed 3 sources, including employees at PT. Anisa Jaya Utama.

c. Questionnaire

Questionnaire is a data collection technique that is carried out by giving statements or questions addressed to respondents to be answered. Questionnaires were distributed to employees of PT. Anisa Jaya Utama

## RESULTS AND DISCUSSIONS

The results of the interview show that work discipline at PT. Anisa Jaya Utama is still lacking, because there are still many employees who don't come on time, there are no strict sanctions from company leaders to employees who violate the rules. This statement can be proven from the results of interviews conducted with three (3) sources. The following are interview data.

**Table 5.** Respondents Interview Results

No	Respondent	Question	Answer
1	operational manager	How is the work discipline at PT. Anisa Jaya Utama and what is the solution to improve Work Discipline in this company?	In my opinion, the work discipline in this company is still not effective because there are still many employees here who don't come on time. And if the employee does not work or permission does not provide information. My solution, the company PT. Anisa Jaya Utama, should pay more attention to the work discipline of its employees, which until now has not been maximized
2	Administrative staff	How is the work discipline at PT. Anisa Jaya Utama and what is the solution to improve work discipline in this company?	The work discipline at PT. Anisa Jaya Utama is still not firm enough for the sanctions given by the leadership to employees who violate the regulations. And I also think that the level of discipline in this company is still lacking in employee absenteeism. In my opinion, to improve work discipline in this company, it is even more decisive for leaders to give sanctions to their employees.
3	Invoice Admin	How is the work discipline at PT. Anisa Jaya Utama and what is the solution to improve Work Discipline in this company?	In my opinion, the work discipline at PT. Anisa Jaya Utama is still lacking, this company does not pay much attention to the discipline of its employees because in this company there are no regulations regarding discipline, many employees in this company are not punctual in their working hours, there are still many who procrastinate their work so I think the responsibility of employees in this company is still lacking, my solution is to make permanent rules for discipline, and sanctions for employees who violate the rules

Observation results show that the problems that cause discipline at PT. Anisa Jaya Utama is still lacking, namely:

- a. Violation of working hours
- b. Delay in completing assignments or work
- c. Still using manual attendance
- d. There are no strict sanctions for employees who violate the rules

## Discussion

### a. How is the work discipline at PT. Anisa Jaya Utama?

From the results of the interview, it can be proven that the role of work discipline at PT. Anisa Jaya Utama is still not optimal. This was stated from the answers of the interviewees who said that the work discipline in this company was still not effective because there were still many employees here who didn't arrive on time, they were still not firm enough for the sanctions given by the leadership to employees who violated the rules, and there were no regulations regarding discipline. It can be seen that the role of work discipline is very important, because success comes from discipline, someone who is late for work will interfere or hinder other workers. To maintain discipline, we should be able to manage the best possible time at work.

From the results of observations it can be concluded that the problems that cause discipline at PT. Anisa Jaya Utama are still lacking, namely, there are still many employees who violate the provisions during working hours which result in delays in completing tasks or work that should be in accordance with the achievement targets so that they do not meet the achievement targets, and the results of direct observations of PT. Anisa Jaya Utama are still using manual attendance or it can be said that there is no attendance tool which results in employees often arriving not on time because they are still using manual attendance so that the hours of entry and return of the employee cannot be known. from direct observation that there are no strict sanctions for employees who violate the regulations.

From the results of the pre-survey questionnaire that has been carried out, it can be concluded that the work discipline and performance of employees at PT. Anisa Jaya Utama is still lacking and

can be declared not to be effective and efficient, this can be proven from the statements given by respondents. From the results of observations, interviews, and the results of the questionnaire the researchers concluded that the role of discipline is very important because with good work discipline, the resulting employee performance will also be good.

**b. What is the solution in improving work discipline at PT. Anisa Jaya Utama?**

From the results and discussion, researchers provide solutions to increase the role of work discipline, namely:

- a. The company provides attendance tools in the form of fingerprints, or other android applications.
- b. A written and verbal warning will be issued. For a written warning, the company gives Sp1, Sp2, and Sp3 until they are issued.
- c. SOPs are made for employee attendance, such as SOPs for incoming employees and SOPs for returning employees.

From the results and discussion, it can be concluded that the role of work discipline is very important in improving employee performance. With maximum work discipline, it will produce maximum performance. This can be proven from the results of interviews, questionnaire results, work achievement results, and employee attendance data results which state that the role of work discipline is still lacking, resulting in low employee performance.

## CONCLUSION

Based on the results of research on the role of work discipline at PT. Anisa Jaya Utama, that: Work discipline at PT. Anisa Jaya Utama is still lacking because there are still many employees who don't come on time, there are no sanctions for employees who violate the rules, and delays in completing work. The solutions given to improve the role of work discipline at PT. Anisa Jaya Utama are: 1) The company provides attendance tools in the form of fingerprints, or other android applications, 2) A warning letter is given both verbally and in writing. For a written warning, the company provides SP1, SP2, and SP3 until they are issued, 3) SOPs are made for employee attendance, such as SOPs for incoming employees and SOPs for returning employees.

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