

72-Acman-Turnitin

by Abraham Dwi Arlando

Submission date: 12-Sep-2023 05:37AM (UTC-0700)

Submission ID: 2164057470

File name: 72-Article_Text-387-2-2-20230801_1.docx (62.78K)

Word count: 2769

Character count: 16391

The Effect of Work Motivation and Discipline on Employee Performance

(Study at a company engaged in telecommunications in Bandung)

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ABSTRACT

This study intends to look into and assess how motivation and work ethics affect employee performance at one of Bandung's technology, information, and communication enterprises.

Path analysis is the research methodology employed since this study aims to understand how employee performance is related to motivation and work ethic. Additionally, it seeks to comprehend the link structure and the impact of predetermined research variables.

According to the research's findings, motivation greatly influences employee performance. Workplace discipline has a significant impact on how well employees perform. Motivation and work discipline significantly impact how healthy employees perform at one of the businesses in Bandung's telecommunications sector.

According to the study's findings, one of the companies in Bandung's telecommunications industry has motivated and disciplined employees who are moving in the right direction.

Key Words: Employee Performance, Work Discipline, and Motivation

INTRODUCTION

As information technology has developed, conventional channels like letters, coins, and home telephones have given way to wireless mobile phones or cell phones as they are more frequently known. We can now address contemporary needs through more sophisticated platforms like the Internet, thanks to the advancement of information and communication technology.

A breakthrough in information and communication technology, the Interconnected Network, more often known as the Internet, combines sophistication, usefulness, and ease.

In order to meet the objectives of the business, the employees, and the community, human resource management can effectively and efficiently manage the workforce. By workload assignments, human resource planning can evaluate the present and future workforce needs, prevent personnel shortages, and guarantee optimal performance of all activities.

Every employee in an organization wants a secure work environment and friendly coworkers. Employees are expected to be able to work to their total ability and enjoy their jobs in these situations.

¹ Karyawan tidak hanya secara formalitas bekerja dikantor, tetapi harus mampu merasakan dan menikmati pekerjaannya, sehingga ia tidak akan merasa bosan dan lebih tekun dalam beraktivitas. Para karyawan akan lebih senang dalam bekerja apabila didukung oleh berbagai situasi yang kondusif, sehingga dapat mengembangkan keterampilan yang dimilikinya.

The output or outcome of a process is referred to as performance (Nurlaila, 2010, p. 71). The quality or amount of something produced or service supplied by someone performing job activities is referred to as performance in the behavioral management method (Luthans, 2005: 165). A company's personnel's performance can be raised, contributing to its overall success. According to Rivai and Basri (2005), performance is the overall success rate of a person over a given length of time in completing their activities compared to numerous alternatives, such as work-output standards, targets, goals, or previously established and widely accepted criteria.

A Bandung-based telecoms company's staff performance could have been better due to a lack of employee motivation and discipline. A motivating factor is something that encourages someone to act. Employees who are adequately motivated at work have the spirit and drive to perform duties efficiently and successfully. They have the drive to succeed because they want to improve and grow. On the other hand, lazy employees work half-heartedly, lack ambition for progress, and complain about their workplace's culture.

According to Rivai and Sagala in Priansa (2014): 269, performance is the actual conduct displayed by everyone as an accomplishment of work results created by their function in the company.

According to a preliminary survey by researchers, three factors contribute to the subpar performance of telecommunications company employees in Bandung: The quality of work achieved is based on something other than suitability and readiness requirements. There needs to be more initiative or enthusiasm for accepting new tasks and increasing responsibility. There are reliability concerns about employee attendance and on-time task completion.

Performance is a person's outcome when carrying out activities according to their skills, efforts, and opportunities. Considering the factors above, performance is the result attained by a person in carrying out activities based on their abilities, experience, sincerity, and time spent per previously established standards and criteria.

According to Asri Nur Fadillah (2010), examining an individual's skills and abilities is insufficient for improving employee performance. Ensuring that personnel are positioned by their competencies and abilities also requires placement accuracy.

A preliminary poll indicates that employees at a specific Bandung-based telecoms company need to be more motivated to their full potential. Three factors bring on this lack of motivation:

self-actualization needs: Employees want and need to pursue their passions and skills. Recognition needs: Examples include compliments, rewards, presents, certifications, and more. Social needs: Examples include not having any pals at work and having family issues.

Workplace motivation inside a business is both a simple and challenging topic. When given what they want, people are often simple to encourage (Luthans, 2006). When a person acts in the beginning because of physical or psychological deficits, this process is called motivation. Essentially, it serves as

a stimulant to accomplish a specific objective. If this requirement is not met, employee incentive to work lessens, which hurts performance.

Work discipline is another element that affects employee success at this Bandung telecommunications firm and incentives. Workplace discipline at the organization still needs to improve, as seen by a lack of accuracy, a lack of respect for established norms and standards, and a lack of completion of tasks.

Employee performance can be improved via workplace discipline. A worker with high work discipline indicates their feeling of responsibility for their tasks. According to Hasibuan, employee performance is significantly impacted by discipline.

Within a corporation, discipline and production are frequently directly correlated. High levels of discipline among employees will translate into high levels of productivity for the business. However, excessive discipline can increase employee motivation or cause workplace stress. This condition is because some employees are prone to laziness without strict disciplinary measures.

When management and all staff uphold a high standard of discipline, excellent performance can be attained. Workplace discipline is a crucial aspect of managing employees. Sound discipline makes it easier for a business to do its best work.

According to a prior study by Yoga Arsyenda (2013), motivation and work ethics affect employees' performance. They found that the results of multiple regression with F-test and t-test suggested that work ethic and motivation impacted employee performance. Eight work discipline indices significantly impact a Bandung-based telecommunications company's employee performance.

Based on the research⁵ conducted there and considering the observed occurrences, there is a critical need to learn more about the impact of work motivation and discipline on employee performance at this telecom firm.

METHOD

Both descriptive and verifiable approaches are used in this investigation. In order to offer accurate insights into the subject being investigated, researchers assess the findings and make conclusions. These research techniques make it possible to find essential relationships between the variables examined.

For this study, the Bandung telecommunications firm employs 35 employees or technicians. No samples were taken because the population was less than 100, and a complete population study (census) was carried out for the research instead.

Work motivation is one of the study's independent variables (X). When motivated at work, people are more likely to be persistent and enthusiastic about getting the job done.⁶ Extrinsic motivation comes from outside sources, and intrinsic motivation comes from within the person. Physiological needs, security and safety needs, social needs, recognition needs, and self-actualization needs are some of the components of motivation. Workplace discipline is another independent variable (X) in this study besides motivation. A disciplined person is aware of and eager to follow all workplace policies and societal conventions. Precision, quality artistry, and adherence to standards are all aspects of work discipline.

Employee performance is the study's dependent variable (Y). Performance is the recorded results produced by a particular job function over a specified period. Some performance factors are work quantity, work quality, knowledge and skills, creativity, teamwork, dependability, initiative, and personal attributes.

Data Testing Techniques

Test of Validity

Construct validity is used in this investigation. This kind of validity is connected to particular generalizations and abstractions. It entails developing a particular idea with constrained interpretations for research objectives. It is defined to enable measurement and observation.

Test for Reliability

It is reliable when a tool can be relied upon for data collection. Data generated by a reliable instrument will be reliable. A reliability test aids in determining a research tool's consistency or whether it consistently produces the same results when used repeatedly, even on different respondents.

Reliable measurements are those that have a high-reliability coefficient. A more significant correlation coefficient improves the level of reliability.

RESULT AND DISCUSSION

This study took place for four months, with the findings of the questionnaires being gathered and the respondents' responses tabulated. There were 14 female participants and 21 male participants, which means that there were more male participants than female participants, according to the data from the questionnaire. According to age characteristics, 15 employees were under the age of 25, 12 were between the ages of 26 and 38, 5 were between the ages of 39 and 50, and 3 were over the age of 50. There were five high school (SMA/SMK) graduates, 2 Diploma 1 holders, 13 Diploma 3 holders, 13 Strata 1 (bachelor's degree) holders, 3 Strata 2 (master's degree) holders, and 2 Strata 3 (Doctorate) holders among the participants' highest educational levels. Regarding the length of their employment, ten respondents had worked for less than a year, 16 for between one and five years, 6 for between five and ten years, and 3 for more than ten years.

Table 1 Displays The Results Of The Validity And Reliability Tests

Motivation		Work Discipline		Employee Performance	
Item	Korelasi	Item	Korelasi	Item	Korelasi
1	0,389	1	0,569	1	0,583
2	0,503	2	0,382	2	0,482
3	0,429	3	0,552	3	0,465
4	0,431	4	0,446	4	0,425
5	0,625	5	0,376	5	0,544
6	0,468	6	0,516	6	0,486
7	0,426	7	0,310	7	0,445
8	0,440	8	0,559	8	0,362
9	0,747	9	0,643	9	0,518

10	0,717	10	0,316	10	0,416
11	0,477	11	0,617	11	0,358
12	0,346	12	0,332	12	0,353
13	0,404	13	0,484	13	0,375
14	0,663	14	0,337	14	0,639
15	0,399	15	0,368	15	0,436
Cronbach Alpha					
Motivation	0,848				
Employee Performance	0,831				
Employee Performance	0,824				

The 15 statement components, which comprise motivation, work discipline, and employee performance, are displayed in Table 1. These items are all legitimate because they each have correlation values > 0.300. The reliability test results show a Cronbach's alpha score above 0.700, further indicating validity.

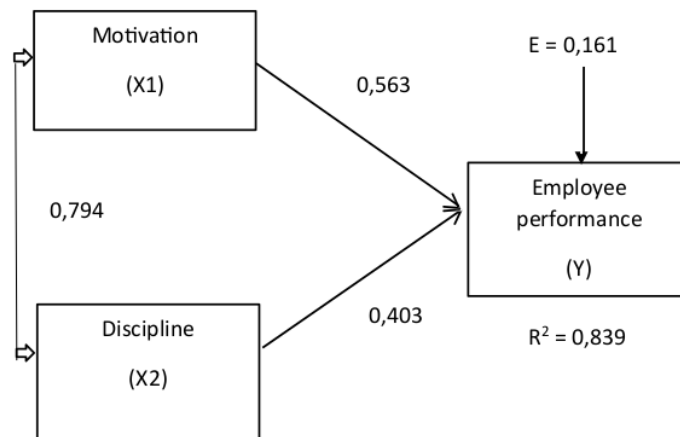


Figure 1. Path Analysis

From the image above, we can infer that the correlation between discipline and motivation is 0.794, or 79.4%. Employee performance is influenced by motivation in a ratio of 0.563, or 56.3%, and by discipline in a ratio of 0.403, or 40.3%. As a result, the epsilon value is 0.161 or 16.1%, while the R Square value is 0.839, or 80.3%.

Because α is less than 0.05, the simultaneity test results showed a significant value of 0.000. This result shows that the alternative hypothesis (H1) is accepted, and the null hypothesis (H0) is rejected. This suggests that both discipline and motivation influence employee performance at the same time.

Ability and motivation are the variables impacting performance, according to Mangkunegara (2005:67). Incentives other than pay are also vital for motivating employees to reach their objectives. Facilities must be optimized by businesses so that workers may work effectively. The ability of the leader to inspire workers is crucial. Positive employee relationships are produced, and employees feel close to their leaders when leaders keep open lines of communication and create a welcoming workplace. Employee motivation also comes from the possibility of advancement and personal progress. Employee participation in decision-making increases their sense of worth in their jobs.

Malthis (2007:115), who claimed that a person's skill, motivation, and assistance received determines the performance a corporation expects from them, supports this view. Suharto and Budhi Cahyono's earlier research (2005:67), which examined the connection between motivation and worker performance on an annual basis, found that job motivation had a beneficial impact on worker performance. Due to clear goals guiding their actions, motivated employees are more likely to do their responsibilities passionately.

Enhancing employee work discipline is crucial for increasing productivity. Examining timeliness and rule adherence makes it possible to ascertain an employee's level of discipline. Employees who experience poor discipline may feel less responsible for their work. Use rewards and penalties to restore waning discipline in order to recover control.

This research is supported by Moenir's (2004:113) assertion that any organization's human resources should exhibit work discipline. A successful business follows a disciplined process to achieve its objectives. All workers in a company or organization should be disciplined and follow any set, written or unwritten, norms. This strategy can enhance productivity and foster a healthy work environment. According to Ariana's (2013:224) research, firms can improve work performance by focusing more on employee skills, rewards, disciplinary actions, and closer supervision. These arguments emphasize the importance of work discipline in boosting productivity.

According to Robin, referenced in Sayuti (2009:216), evaluating various characteristics, such as adherence to work hours, can help determine how motivated an employee is at work. According to Hasibuan (2005:67), motivation seeks consistency, decreased absenteeism, and consideration of employees' accountability for their work. According to a 2014 study by Resti Lufitasari, employee performance is significantly influenced by job motivation and discipline.

This idea affirms that motivation and work discipline are closely associated with accomplishing the company's objectives and maximum work output.

Employee performance is, on the whole, pretty good. However, many areas of employee performance still require improvement, particularly the company's capacity to raise the bar for work quality so that staff members can pay close attention and concentrate on operational standards and guidelines to maximize performance outcomes. The analysis and resolution of problems move more quickly when people are more aware of the value of teamwork. Companies should be able to provide training to boost staff inventiveness to be equipped to handle assigned jobs.

CONCLUSION

According to research, a Bandung-based telecommunications company's staff motivation levels are generally satisfactory. This result is demonstrated by the corporation paying employees their expected compensation, motivating them to put forth more effort in achieving the company's objectives. The workers' sense of community fosters respect and confidence among coworkers and managers.

A telecoms business in Bandung has a generally disciplined work atmosphere. However, many areas have room for improvement, including job descriptions. Some workers keep working in roles that are not their assigned ones. Employees should concentrate on tasks given to their jobs to ensure timely completion of work. Robust and determined leadership is necessary to uphold corporate rules. Since some employees routinely disregard work hours, increasing employee discipline awareness is essential. A more disciplined approach to work completion and attendance significantly impacts employee performance, producing the best outcomes.

An Indonesian telecoms company's employee performance shows generally positive results. As certain employees still need to contribute substantially to the team's performance, improved collaboration is crucial. Every employee should be well-versed in all aspects of their job.

The author suggests that the organization give employees suitable work environments, pay more attention to the level of needs and facility suitability related to workload, and assure job security from multiple angles, as every job has some risk.

The author suggests that to improve workplace discipline, the organization implements consequences for tardiness that are fair to all employees. Regarding absenteeism, the organization should treat disciplined and undisciplined employees differently, rewarding those who work hard. In order to prevent employees from feeling disadvantageous, the company must maintain justice and equality for all employees and fulfill its commitment to pay salaries. These actions could assist the business in successfully achieving its objectives.

According to the author, the organization should develop employee abilities, offer facilities to encourage talent development, and undertake training to achieve these goals to improve employee performance.

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