Implementation of Work Discipline in the HERO Division (Head of Rengasdengklok Representative Office) of PT Telkom Karawang

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Highlights:

• Work discipline is whether or not someone is able to work stably and not violate the rules and regulations that apply in a company.
• Factors that influence the level of employee discipline, namely leadership factors

Abstract

This study aims to determine the application of work discipline at PT. Telkom Karawang Hero Division (Head of Rengasdengklok Representative Office) as well as knowing the factors that cause employee discipline to decrease, and knowing the implementation that must be carried out at PT. Telkom Karawang Division Hero Division (Head of Rengasdengklok Representative Office). This study uses descriptive qualitative methods with data collection techniques in the form of observation and interviews. Sources of data used in this study are primary and secondary data. Data analysis technique used is data reduction and data display. The results of this study are the implementation carried out at work at PT. Telkom Karawang Hero Division (Head of Rengasdengklok Representative Office) is good enough, but it is undeniable that there are still employees who are not disciplined with regulations. This can be seen from the factors that reduce employee discipline, namely the lack of a leadership role in motivating employees. While the implementation that must be done is to optimize the leadership role in motivating employees, supervision is also given every day and compensation or rewards can be given to employees so that the level of employee discipline increases and produces optimal performance.

Keywords: Work Discipline, Employee, Performance

1. Introduction

Advances in science and technology in the current era of globalization are increasingly developing following the progress of the times. The high competition of companies in the current generation is so fast and sophisticated. Of course, a qualified workforce is needed and is able to carry out a job in the company. Because basically the progress of a company can be determined by good human role in the progress of a company because they are the driving force in a company and is an important asset in an agency which of course needs to be trained and developed its ability
to achieve maximum results [1]. Because in achieving company success, of course, work discipline is needed which must be owned by every employee, every employee is required to be self-aware and responsible for their duties [2].

Discipline is the act or behavior of employees against the rules set by the company, both written and unwritten [3]. The rules here cover absenteeism, late attendance, and early departure of employees. This problem is employee non-compliance with regulations that management needs to address wisely. Many interpret that employee compliance with discipline occurs when employees consistently attend and leave on time. This opinion is one of the things demanded by the company. Therefore discipline can be interpreted as written or unwritten behavior. The importance of work discipline in a company greatly affects the progress of the company itself because to produce optimal work results, those who do it voluntarily and without coercion comply with all regulations and do not forget their duties and responsibilities [4].

Within the company, of course, it is very important to apply work discipline to employees, because the application of work discipline will certainly affect the progress of the company and produce optimal performance. Because high discipline will create maximum work results, both when entering/leaving work and completing tasks and responsibilities [5]. The application of work discipline can certainly improve employee performance results. In addition, supporting factors are needed in the form of a work environment. A good work environment such as cleanliness, security, and good facilities will make employees feel comfortable and calm at work. This of course will lead to a sense of pleasure for employees in carrying out the tasks that have been given by the company [6].

Work discipline can be affected by several factors, one of which is the lack of work motivation of employees so it is not uncommon for employees to be undisciplined [7]. Therefore the effort that is being made is to pay attention to work discipline possessed by employees, this is an important factor to get effective results, the role of a leader is very important in motivating employees, leaders must be able to motivate each of their employees to instill good discipline, and comply with the rules set by the company. In work discipline, rules and punishments are needed which are certainly needed to create good order [8]. Discipline in a company regulation can be said to be good if some employees comply with the rules and regulations that have been set in the company. On average, companies will take action against employees who are deemed to have made a mistake, but taking action without a cause will certainly cause discomfort for this action, causing the quality of work owned by employees to decrease [9] [10].

The problems that are happening at PT. Telkom Karawang namely that there are still some employees who are late to work, and do not come to work. The application of this work discipline has a big impact on a company. One of the most important functions in human resource management is discipline. Because the better the level of discipline of an employee, the higher the work performance that will be produced. The purpose of this study is to find out how the work discipline is applied at PT. Telkom Karawang Hero Division (Head of Rengasdengklok Representative Office), how is it implemented, and the factors that influence work discipline at PT. Telkom Karawang Hero Division (Head of Rengasdengklok Representative Office). Based on the explanation above, the author is interested in writing an article with the title "Implementation of Work Discipline in Improving Employee Performance in the HERO Division (Head Of Representative Office Rengasdengklok) PT Telkom Karawang"

2. Literature Review

"Work discipline is whether or not someone is able to work stably and not violate the rules and regulations that apply in a company" [11]. Discipline comes from the word discipline. The term discipline comes from the Latin "disciplina" which refers to learning and teaching activities. While the English term is "discipline" which means: 1) orderly, obedient or controlling behavior, self-mastery, 2) training in forming, and straightening or perfecting something, as a mental ability or moral character, 3) punishment given to train or improve, and 4) sets or systems of rules for behavior. In the Big Indonesian Dictionary, discipline means (1) discipline (at school, military, etc.), (2) obedience (obedience) to disciplinary regulations and so on, and (3) fields of study that have certain objects, systems, and methods [12]. Work discipline is a corporate medium for communicating with employees which indirectly gives direction to employees so they can change their behavior and increase awareness in complying with applicable rules and regulations [13] [14]. From the above understanding, it can be concluded that discipline is obedience (compliance) to regulations (orders and so on). In this sense of discipline, there are 2 main keywords, namely obedience (obey) and rules (order).
3. Research Methods

The method used in this study is a qualitative method in a descriptive form that describes and analyzes phenomena or facts through the resulting data, activities, activities, thoughts, perceptions, and understanding of a person or group [15]. Qualitative research as an activity that is structured based on data and is carried out critically and scientifically in order to get to the core of a problem that occurs [16]. The research location is located at Jalan Alun-Alun Selatan No.1, Nagasari, Kec. Karawang Bar. Karawang Regency, West Java. The focus of this research is the application of work discipline at PT. Telkom Karawang Hero division (Head Of Representative Office Rengasdengklok) and factors that influence work discipline. This study uses primary and secondary data sources. The primary data source is the head of the Hero Division (Head of Representative Office Rengasdengklok). Secondary data sources are in the form of photos or documents related to the core of the research. Collecting data in this study using the method of observation, interviews, and documentation. The data analysis technique uses data reduction, and data display then draws conclusions. Data validity was tested by triangulation of data collection methods.

3. Results and Discussion

3.1. Result

Based on the results of research conducted by the author at PT. Telkom Karawang Hero Division (Head Of Representative Office Rengasdengklok) through direct interviews with leaders from the Hero division (Head Of Representative Office Rengasdengklok) said that for the application of work discipline at PT. Telkom Karawang made a working contract agreement between the company and the employees. This agreement is the rights of an employee and the obligations of an employee. After an agreement between the two parties, a document appears which is the Collective Labor Agreement [17]. Regarding the application of work discipline at PT. Telkom Karawang at that time the company had made documents in the form of work schedules and the return of all employees, but there were still employees who did not know the schedule that had been displayed, for example, there were still some who arrived late. Working hours at PT. Telkom Karawang Hero Division (Head of Rengasdengklok Representative Office) is given eight hours of work time and one hour of rest each day. Schedule of work implementation is one part of application of work discipline established so that employees can carry out its implementation in an orderly manner [18]. The details of working time at PT. Telkom Karawang is given a schedule as shown in Table 1.

<table>
<thead>
<tr>
<th>Monday - Friday</th>
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<tbody>
<tr>
<td>Morning</td>
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<tr>
<td>Break</td>
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<tr>
<td>Return to work</td>
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</tbody>
</table>

Based on the Figure 1 above that all employees are present and responsible but it is not possible that every employee is late to enter the workplace, this can be seen through the results of observations made by researchers on June 23 that there are still employees who are late for work.
Following are the efforts made by PT. Telkom Karawang to improve Work Discipline, namely as follows: Formulation of rules and norms; regulations within the company are quite important because they determine optimal employee performance or not. Leadership; the task of a person is also very important for the progress of a company. A company leader must be able to encourage the enthusiasm of his employees so that they can be disciplined and able to comply with applicable regulations in order to achieve the desired success goals of the company. The forms of an award given by the leadership of PT. Telkom Karawang Hero Division (Head of Representative Office Rengasdengklok) to employees who comply with the regulations that apply in the company, namely get appreciation from the leadership of the company, and given a bonus in the form of an additional salary. After the implementation of work discipline, in fact, there are still several indicators that employees are not fully disciplined. Any of these indicators will be explained in the Table 2.

<table>
<thead>
<tr>
<th>No</th>
<th>Types of Work Discipline Problems</th>
<th>Problem Indicator</th>
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<tbody>
<tr>
<td>1</td>
<td>Come to work</td>
<td>Late</td>
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<td></td>
<td></td>
<td>Roll call</td>
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<tr>
<td>2</td>
<td>Starting and ending work hours</td>
<td>Buy some time</td>
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<td></td>
<td></td>
<td>Skipping work</td>
</tr>
<tr>
<td>3</td>
<td>Use of active working hours</td>
<td>Family meeting</td>
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<td></td>
<td></td>
<td>Non-work chat</td>
</tr>
</tbody>
</table>

The penalties that companies give to employees who are not disciplined include: [19] Light Punishment; the action given by the company to employees who commit minor violations is to only give verbal warnings or direct reprimands. Moderate Penalties; actions given by the company to employees who commit moderate violations, namely giving warning letters to employees who cannot follow company rules will not be allowed to work / will not get jobs that employees normally do on the same day. Severe Punishment; actions given by the company to employees who commit serious violations will be given sanctions in the form of termination of employment by the company.

With example Figure 2 on the side that there are employees who cannot comply with the regulations that have been implemented, then this is a warning to employees to be able to comply with the regulations that have been set by the company because discipline affects the progress of the company in the future.

Based on research conducted at PT. Telkom Karawang Hero division (Head Of Representative Office Rengasdengklok), there are several evaluations that companies must pay attention to regarding sanctions imposed on employees who violate company regulations. Interviews were conducted on June 23 at PT. Telkom Karawang certainly resulted in a problem what happened in the company "The problem of work discipline that is violated by employees at PT. Telkom Karawang Hero division (Head Of Representative Office Rengasdengklok) for now is a delay in working hours, which is caused by traffic jams the journey taken by employees who have a place that is quite far from the company, there are road closures and others. So for the first sanction that was carried out, namely not getting a customer number / not getting a job that day. The company will spontaneously give direct sanctions to employees who are not disciplined at work. However, if employees are not deterred from the sanctions that have been given by the company, then the...
The factors that influence employee work discipline include: incentives and benefits are given. This affects performance results, by giving employees who violate regulations and provide direction to employees. Not only discipline because some management employees themselves understand the rules and responsibilities in completing a job, but it cannot be concluded that in general, some employees have good work discipline. 

Then, In general almost all employees speculate that they work for personal and family needs if they already have a family. They will certainly try very hard to get a job to meet their daily family needs and personal needs. Therefore this is very influential on the performance of employees in the company. The form of appreciation that the company provides for the welfare of employees at PT. Telkom Karawang Hero division (Head Of Representative Office Rengasdengklok) that is, in addition to providing a basic salary, compensation is also given in the form of awards or incentives to employees who excel. The factors that influence employee work discipline include: Leadership Factor; if a leader is unable to provide direction or motivation to employees, of course, this will hinder the performance of the employees themselves. The employee must be able to manipulate the minds of employees to keep working hard and comply with applicable regulations. Monitoring factor; supervision here is quite important because all employees do not necessarily do their job properly, therefore a supervisor must supervise what employees do during working hours in order to produce optimal work results. Employee Welfare Factors; in addition to the basic salary that the company has provided, compensation is also given to employees who are always exemplary at work, for example, incentives and benefits are given. This affects performance results, by giving compensation this will certainly foster the enthusiasm and motivation of every employee, and with this employee, discipline can be said to increase.

3.2. Discussion

Based on the research results prove that the employees of PT. Telkom Karawang Hero division (Head Of Representative Office Rengasdengklok) there are still employees who have work discipline that has not reached company satisfaction. This can be seen through the results of observations made by researchers directly that there are still some employees who are incompetent in carrying out their obligations and there are still employees who have not been able to achieve the level of work performance desired by the company. Some employees who violate the rules that the company has implemented seem to occur because of the lack of awareness that employees have of the regulations that apply in the company. Therefore, it is important to hold monthly company meetings to motivate employees and provide direction to employees. Not only motivation is given by the leadership but other things need to be given, and the form does not have to be money but appreciation or praise for the discipline carried out by the employee. And don't forget for employees who are reluctant to be disciplined, namely that they will be given punishment or sanctions according to the mistakes the employee has made. The results of research conducted by Hamsinah 2021 with the title The Role of Electronic Human Resource Management (E-HRM) and Career Planning on the Performance of Bank Employees in South Tangerang. The results of the study showed that office has implemented work discipline, This shows that the provision of training will have an effect on increasing employee performance [20]. From the previous research examples above, it can be concluded that there are factors that influence the level of employee discipline, namely the leading factor in which the role of a leader greatly influences employee discipline. A leader must be able to provide direction or motivation to employees so that employees can comply with all rules and regulations that exist in the company.

4. Conclusion

Based on the results of careful research by the author regarding the implementation of work discipline at PT. Telkom Karawang Hero division (Head Of Representative Office Rengasdengklok) it can be concluded that in general, some employees have good work discipline because some employees themselves understand the rules and responsibilities in completing a job, but it cannot
be denied that there are still employees who have not been able to comply with regulations and responsibilities in their duties. Seeing the problems that occur in the company PT. Telkom Karawang Hero division (Head Of Representative Office Rengasdengklok) is influenced by the factor of a leader because a leader is very important because it greatly influences employee discipline. Therefore a solution is carried out to deal with these problems, namely by means a leader must be able to provide direction or motivation to employees so that employees comply with applicable regulations. So that it will trigger an attitude of high responsibility from an employee towards company rules and regulations.

Authors' Declaration

Authors' contributions and responsibilities – The authors made substantial contributions to the conception and design of the study. The authors took responsibility for data analysis, interpretation, and discussion of results. The authors read and approved the final manuscript.

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