Implementation of Work Discipline That Affects Employee Performance in the Genera Administrative Services Section in the Pebayuran District Office Bekasi District

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Highlights:
• Work discipline is an attitude and behavior of a person that shows obedience, obedience, loyalty, regularity, and order to the regulations of the company or organization and the prevailing social norms.
• Expected In The General Administrative Services Department At The Pebayuran Subdistrict Office Bekasi Regency is able to improve employee performance so that the implementation of work runs smoothly

Abstract
This study aims to determine the implementation of work discipline that affects the performance of employees in the general administration service section at the Pebayuran District Office, Bekasi Regency, which is located at Jalan Raya Pebayuran, Kertasari Village. The research method used is a qualitative descriptive method. To obtain information, data collection techniques were carried out by triangulation (combined) using the methods of observation, interviews, questionnaires and data sources. The population of this study were all employees of the Pebayuran sub-district office, totaling 40 employees and the sample of this study was 8 employees in the general administration service division. The results of the study show that the level of discipline for employees of the general administration service section at the Pebayuran sub-district office, namely attendance is quite low in 2021, the low level of employee absenteeism affects the level of employee performance in making E-KTP in 2021, it is necessary to take action from the leadership to can increase the employee's absenteeism by giving punishment in the form of a verbal warning if the employee commits a minor violation, SP1 and SP2 if the employee commits a moderate violation, SP3 if the employee commits a serious violation, then the leadership provides an attendance or fingerprint application for all employees. It is hoped that in the future, after the application of work discipline, the performance of the general administration service employees of the Pebayuran sub-district office will increase, and their discipline and performance will also increase.

Keywords: Employee Performance, Work Discipline, District Office, Absence Application
1. Introduction

Human resources according to are the most important thing in an organization, both government organizations and private organizations to achieve the goals or targets to be achieved [1]. Human resources are decisive in achieving the goals of the organization or company by optimizing performance and contributing effectively to activities within the organization [2]. Human resource management has the duty and function of managing human elements properly so that a workforce that is satisfied with their work is obtained [3].

Every organization has high expectations so that employees can improve their best performance. Because performance is one element of individual success at work. The human factor is an important part of the organization because good employee management is one way to improve performance [4]. Therefore, to improve employee performance, they must be able to measure and improve the application of discipline in influencing employee performance. Performance refers to the work or job appearance of employees that can be demonstrated. Thus, the work of an employee can be seen from the results of his work, tasks, and activities over a certain period of time [5].

It can be said that work discipline is the key to realizing organizational goals and the employees concerned [6]. Good discipline means employees are aware and willing to do their job well. Discipline is needed both by individuals and by agencies, with good work discipline, a company or organization can achieve its goals. Good discipline can create a good performance [7]. This research was conducted in a government organization that deals directly with the community and is assisted by the village head, RT and RW. Which is a sub-district in Bekasi Regency, West Java Province. Administratively, Pebayuran District is divided into 13 villages/wards.

This research was conducted in a government organization that deals directly with the community and is assisted by the village head, RT and RW. Which is a sub-district in Bekasi Regency, West Java Province. Administratively, Pebayuran District is divided into 13 villages/wards. This can be seen from the target of making a monthly e-KTP for 2021 has not been achieved, due to poor work discipline affecting the performance of employees [8]. Performance in every sub-district organization is needed because performance is work performance and work productivity, one of the performance factors is the work discipline of the employees themselves [9]. Based on the phenomena described above, the authors conducted a study entitled "Implementation of Work Discipline Affecting Employee Performance in the General Administration Services Section at the Pebayuran District Office, Bekasi Regency".

2. Literature Review

2.1. Work discipline

According to work discipline is a tool or means for an organization to maintain its existence, this is because, with high discipline, employees or subordinates will obey all existing regulations so that work can be carried out according to a predetermined plan [10]. There are three indicators of Work Discipline according to namely: Time discipline, is defined as attitudes and behavior that show adherence to working hours which includes attendance and compliance of employees during working hours and employees can carry out tasks in a timely and correct manner. Regulatory discipline. Written and unwritten rules and regulations are made so that organizational goals can be achieved properly. For this reason, it requires a loyal attitude from employees toward the commitments that have been set. Loyalty here means obedience and obedience in carrying out orders from superiors and regulations, rules that have been set. Discipline of responsibility. One form of employee responsibility is the use and maintenance of equipment as well as possible so that it can support production activities to run smoothly, as well as the ability to face the work that is the responsibility of an employee.
2.2. Employee Performance

Achievements achieved by a person are called job performance or what we usually call performance [11], an employee who carries out his functions in accordance with the responsibilities given and succeeds in quality and quantity is the definition of performance according to [12]. The purpose of performance according to is to adjust individual performance expectations with organizational goals, compatibility between efforts to achieve individual goals and organizational goals will be able to achieve good performance [13]. Performance indicators according to, namely: Work quantity this shows the amount of work produced by individuals or groups as a standard requirement for work. Quality of work every employee in an organization or company must meet certain requirements to be able to produce work that matches the quality demanded by a particular job. Punctuality each job has different characteristics, for certain types of work must be completed on time. Commitment the level at which an employee can carry out his work functions and responsibilities to the agency or company. Cooperation ability not all work can be completed by just one employee, for certain types of work it may have to be completed by two or more employees [14]. Performance appraisal purposes According to performance appraisal is an organizational process for assessing the performance of its employees [15]. The purpose of conducting performance appraisals in general is to provide feedback to employees in an effort to improve their performance and increase organizational productivity, especially with regard to policies towards employees such as for the purpose of promotion and salary increases.

3. Method

The research method that the author uses is a qualitative descriptive method [16], " is a research method that aims to explain or describe a situation, event, object or person, or everything related to variables that can be explained in words ." To obtain information, data collection techniques are carried out in a triangulation (combined) manner and data analysis is inductive, by comparing information or data in different ways. In this study [17], the authors used the method of observation, interviews, questionnaires, and data sources. The population of this study was all employees at the Pebayuran District Office, totaling 40 employees. The sample used in this study was 8 employees in the general administration service section.

4. Results and Discussion

4.1 Research result

The results of the research show that the human element is at the top and is the most important and decisive factor in the context of improving employee performance. Employee performance at the Pebayuran District Office is largely determined by good employee discipline. But in reality, in Pebayuran District there are still disciplinary violations committed by employees either intentionally or unintentionally. Disciplinary violations that are often committed by employees in the general administrative services section of the Pebayuran District Office are employees who do not come to work, besides that violation of working time result in delayed assignments. This is caused by several factors, namely: There is no written order regarding work discipline. There is no SOP regarding employee work discipline. Not giving punishment to employees who violate it. Absences that are still done manually.

To overcome this, the leadership of the Pebayuran District Office needs to do a number of things, namely: Leaders make SOPs regarding attendance/ absence for Pebayuran sub-district employees. Leaders must provide punishment to employees who violate work discipline in the form of verbal warnings (if employees only make minor mistakes), SP1 and SP2 (moderate reprimands, for example, not providing information for 3 days at work), and SP3 (severe warning for not being notified during 5 working days and immediately dismissed). Leaders provide attendance or fingerprint applications to make it easier for employees to enter and leave
attendance. Leaders notify all employees to be absent for applications that have been provided by the company.

4.2 Discussion

Through observation and interviews with 3 people, namely the sub-district head, the sub-district secretary, and general administration service employees, the answers were obtained as follows: Head of Pebayuran District. Question: How is the discipline of the employees at the Pebayuran District Office, especially the general administration service section? And how to improve discipline to improve employee performance in the future? Answer: Overall, the employees here are good and disciplined, but for the administrative services section there is still a lack of discipline, because many employees are often absent. The employee still commits ongoing disciplinary violations resulting in a lot of delayed work. Until now the E-KTP is still piling up, due to a lack of employee discipline, so later I will make an application for the absence of all employees without exception having to be absent in the application and later I will make regulations with clear SOPs regarding discipline.

District Secretary. Question: How is the discipline of the employees at the Pebayuran District Office, especially the general administration service section? and how to improve discipline to improve employee performance in the future? Answer: I have negotiated with the sub-district head, he said he would provide punishment in the form of a letter of warning SP1, SP2, and SP3, and would make absence applications for all employees and then he also said he would make regulations with clear SOPs regarding discipline, I hope in the future with The existence of these efforts can improve work discipline and employee performance, especially in the general administration service section.

Employees of the public administration service section. Question: How is the discipline of the employees at the Pebayuran District Office, especially the general administration service section? and how to improve discipline to improve employee performance in the future?. Answer: discipline, it is true that now it is often absent so that the work is piling up, especially for the manufacture of E-KTP and especially in the service department which must serve the community properly and correctly. To answer problems regarding work discipline that affect the performance of public administration service employees at the Pebayuran District Office, the authors distributed questionnaires to 8 employees of the general administration service section. The following are the results of the work discipline questionnaire that has been distributed to employees of the general administration service at the Pebayuran District Office. From Figure 1, it can be seen that there are still employees whose discipline is not good, with the red diagram showing from 6 to 1 employee who answered badly about the statements in the employee discipline questionnaire in the general administration services section.

Figure 1. Work discipline questionnaire

Data sources from the Pebayuran District Office regarding the level of employee attendance at the general administrative services section of the Pebayuran sub-district office, it shows that there are still several employees who violate work discipline. Table 1 is the absentee level data for the general administration services section for 2021.
From Table 1 above it can be seen that in April, May, June and October there were most employees who were absent without explanation. This shows that work discipline related to employee absences in the general administration section at the Pebayuran District Office is still not good. The main reason why employees often commit violations of work discipline is due to the lack of reprimands from superiors and leaders of the Pebayuran District office. In addition, the reason employees often violate discipline is because the leadership does not set a good example. From the results of the questionnaire and attendance data discussed above regarding work discipline at the Pebayuran District Office in relation to employee performance, the low work discipline that exists causes low employee performance, where many problems occur in employee performance, thus disrupting and hindering implementation goal attainment. Figure 2 is the result of an employee performance questionnaire that was distributed to 8 employees in the general administrative services section of the Pebayuran District Office.

From the diagram in Figure 2, it can be seen that there are still employees whose performance is not good. The red diagram shows that from 5 to 2 employees who answered poorly about the statements in the employee performance questionnaire in the general administration services section. The things that show the performance of employees at the Pebayuran District Office is still not good can be shown in Table 2.

<table>
<thead>
<tr>
<th>Month</th>
<th>Permission (people)</th>
<th>Sick (people)</th>
<th>Without explanation (people)</th>
<th>Amount (people)</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>2</td>
<td>4</td>
<td>-</td>
<td>6</td>
</tr>
<tr>
<td>February</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>March</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>April</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>May</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>June</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>July</td>
<td>4</td>
<td>5</td>
<td>-</td>
<td>9</td>
</tr>
<tr>
<td>August</td>
<td>4</td>
<td>5</td>
<td>-</td>
<td>9</td>
</tr>
<tr>
<td>September</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>October</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>November</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>December</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Month</th>
<th>Manufacture targets e-KTP/ Month</th>
<th>E-KTP printed / Month</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>600</td>
<td>426</td>
<td>Not achieved</td>
</tr>
<tr>
<td>February</td>
<td>570</td>
<td>448</td>
<td>Not achieved</td>
</tr>
</tbody>
</table>
Based on the results above, it can be seen that the target for making E-KTPs was only achieved in May, August and October, while for the following months there were still many E-KTPs that had not been achieved. The lower the level of discipline an employee has, the lower the employee's performance will be. Employee discipline will affect employee performance factors which will later affect employee performance improvement [18].

Based on the results of the questionnaire and performance data above, the performance of administrative staff in the E-KTP section is still very low [19]. Therefore, it is necessary to make very significant changes by changing the way employees work by increasing discipline at work. Leaders must go down directly to provide the application of discipline through attendance SOPs, punishment, or warnings/penalties to employees who lack discipline. Create an attendance application for use by all sub-district employees.

The solution to overcoming obstacles when applying work discipline to public administration service employees in Pebayuran District. Given the existence of violations committed by employees in the general administrative services section [20] of the Pebayuran District Office, this shows that the level of employee discipline must continue to be improved to improve performance. Therefore officials or superiors at the Pebayuran District Office need to implement stricter work discipline, courage, and firmness, because the leadership acts as controller for the company. The problem-solving efforts that need to be carried out by the Leaders at the Pebayuran District Office in implementing work discipline that is useful for improving employee performance are as follows: Leaders develop SOPs regarding attendance/absence for Pebayuran sub-district employees. Leaders must provide punishment to employees who violate work discipline in the form of verbal warnings (if employees only make minor mistakes), SP1 and SP2 (moderate reprimands, for example, not providing information for 3 days at work), and SP3 (severe warning for not being notified during 5 working days and immediately dismissed). Leaders provide attendance or fingerprint applications to make it easier for employees to enter and leave attendance. Leaders notify all employees to be absent on time, both coming in and going home.

### 5. Conclusion

Based on the discussion above, it can be concluded that, the application of work discipline to employees of the general administration services section at the Pebayuran District Office needs to be improved and enhanced through a predetermined strategy, namely by making an SOP on attendance. Making attendance or fingerprint applications. Punishment is given to employees who violate work discipline in the form of verbal warnings (if employees only make minor mistakes), SP1 and SP2 (moderate reprimands for example not providing information for 3 days at work), and SP3 (severe warnings without notification for 5 days work and immediately laid off). All employees are required to be absent on time, both coming in and going home.
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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