Implementation of Employee Work Discipline at BPR NBP 32 Karawang

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This article contributes to:

Highlights:
• Work discipline must always be controlled and monitored during implementation; this must become a standard in a company
• One of the rules that BPR NBP 32 Karawang employees must obey is the company’s working hours by recording attendance when entering and leaving by the provisions that apply in the company.

Abstract

This study aims to determine how to apply employee work discipline at BPR NBP 32 Karawang. This research was conducted at BPR NBP 32 Karawang which is located at Komplek Johar Indah Block A-3. This study used a qualitative descriptive method with a population of 39 employees with a triangulation data collection technique through interviews, literature studies and portfolio documents resulting from research activities. The results of this study indicate that every month many employees do not come to work, besides that there are still employees who do not attend on time or are late. Based on the results of the study it can be concluded that all employees and leaders of BPR NBP 32 Karawang are required to take attendance through the SISCHA application. Every employee who commits a violation in both light categories will be subject to sanctions in the form of a supervisor’s warning, for moderate categories will be subject to salary deductions and severe categories will be subject to sanctions with warning letters and termination of employment.

Keywords: Work Discipline, Company Regulations, Employees

1. Introduction

Human resources are an essential asset of the company and play a role as the prime mover in the activities or activities of the company. Therefore, it needs to be managed properly by human resource management [1]. To balance employee needs with company requirements, it must be ensured that human resources need to be managed and trained. A company is said to be successful if it achieves company goals with the ability of human resources to improve employee performance [2]. Every company, whether written or not, has a code of ethics that must be followed in relation to work and wants employees to adhere to it in order to be more productive [3].

Every company wants the performance of employees who are disciplined and responsible. Lack of discipline has always been a frequent problem. According to Marlina et al [4], a discipline is a form of employee self-control and regular implementation, which shows the seriousness of the work team in an organization. Work discipline must always be controlled and monitored during...
Discipline is one of the most important things in human resource management. The better the level of employee discipline, the better the performance achieved [5].

Ordinary work discipline reflects an employee’s great sense of responsibility for the tasks assigned to him. This triggers work ambition, morale and the realization of a company’s goals. Therefore, every company should have a good work discipline attitude, because a high work discipline attitude will greatly affect the progress of the productivity of the company’s human resources. This research was conducted at the People's Credit Bank Nusantara Bona Pasogit 32 or commonly shortened to BPR NBP 32 is a banking financial services company that has been established since March 11, 1995 domiciled in Karawang, West Java province by Decree No.Kep-038/KM.17 /1995 license to run a business as an Rural Bank approved by the Minister of Finance of the Republic of Indonesia as a conventional-based financial institution. In carrying out its business, BPR NBP 32 implements the company’s vision and mission "To become a healthy, trusted and best BPR in Karawang. "Creating honest and professional human resources in their field". "Providing fast and accurate service based on technology". "Creating various BPR products and services according to customer needs." "Improving the welfare of customers, employees and managers and owners”.

All rules of conduct for employees of BPR NBP 32 Karawang have been written in the Decree between employees and management; one of the rules that must be obeyed is the provisions on company working hours by recording attendance when entering and leaving in accordance with the provisions that apply in the company. In addition, there are also prohibitions contained in the regulation, namely being late to enter the company or leaving earlier than the specified company working hours without the permission of the superior, as well as the prohibition to leave the workplace without the permission of the superior. In carrying out daily tasks related to work discipline at BPR NBP 32, every month many employees do not come to work, apart from that there are still employees who do not attend on time or are late.

Enforcing employee discipline is a challenging thing to implement. Leader behavior in the organization is very decisive in the application of employee discipline. From the results of research conducted by Hendri et al [6] with the title " The Effect Of Compensation, Work Discipline And Motivation On Employee Productivity In The Service Pekanbaru City Msme Cooperative "shows that compensation, work discipline and motivation simultaneously affect employee productivity at the Department of Cooperatives of UMKM in Pekanbaru City conducted by Marlina [4], with the title " Improving Employees Working Discipline With Punishment, Reward, and Implementation of Standard Operational Procedures" which states that An employee can perform their work based on the demands of the organizational program plan that has been established, with the aim that all work objectives can be achieved. If the implementation of work can be achieved optimally, it means that the officer has fulfilled his works and obligations in accordance with the established working standards. However, it is different from the results of research conducted by Yani et al [7], with the title " The Relationship between Work Motivation, Work Discipline and Employee Performance at the Regional Secretariat of Bogor City “showed the result that there is a positive and significant relationship between work motivation and work discipline together with employee performance as indicated by the multiple correlation coefficient of ry1.2 = 0.810 with the degree of strength of the relationship.

The purpose of this study is to find out how to apply employee work discipline at BPR NBP 32 Karawang to find out problems and solutions that can provide benefits as improvements for employees and leaders in the company. Based on the phenomenon and several studies that have been carried out, further research is needed regarding the application of work discipline, apart from that the existing problems greatly affect the process of the company's goals. Therefore, from the phenomena that exist, the authors are interested in conducting research with the title "Implementation of Employee Work Discipline at BPR NBP 32 Karawang".

2. Literature Review

According to Hecklau [8], human resource management is a strategic approach to managing skills, motivation, development, and work organization. According to Mahapatro [9] human resource management is the science and art of managing labor relations and roles in an effective and efficient way to contribute to organizational, employee and social goals. According to Edy [10] human resource management is the search, selection, development, maintenance, and use of human resources both to achieve both individual and organizational goals. Based on the

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understanding of human resource management above, the author can emphasize the important parts of life that support human needs, both organizations and individuals.

According to Henokh [11] work discipline is a tool used by managers to communicate with their employees, which changes a behavior and all applicable social and rules that must be obeyed by the company. Increase awareness and motivation to comply with the norms. Meanwhile, according to Michael [12] discipline is a management action that encourages members of an organization to fulfill various regulatory requirements. In other words, employee discipline aims to increase and shape the knowledge, attitudes and behavior of employees, as well as helping these employees voluntarily cooperate with other employees to improve their abilities in carrying out their duties. Based on the understanding of work discipline above, the author can testify that work discipline plays an important role in the company. Because work discipline generally violates the feeling of working, increasing enthusiasm for work and internal strength [13]. Good work discipline makes it easier for a company to achieve its company goals. The dimensions and indicators of work discipline that can be implemented by all employees working at the company are the time observance dimension, which consists of coming to work on time, using time effectively, never being absent/absent from work. Then the extent of work responsibilities, which consists of complying with all organizational or company regulations, work targets, making daily work reports [14].

3. Research Methods

In this study, researchers used a descriptive method with a qualitative research approach with case studies. In qualitative research, the primary consideration in data collection is the selection of informants. The informant determination technique in this study was taken using a non-probability sampling technique which is a sampling technique that does not provide equal opportunities for each element or member of the population to be selected as a sample [15]. One type of non-probability sampling technique used is purposive sampling, namely sampling with certain considerations [16]. Determining the subject of the informant in this case was taken by finding parties directly involved with the case in knowing the employee’s work discipline to fulfill the representativeness and completeness of the information [17]. The number of subjects in this study were 5 (five) people consisting of the Main Director, Head of Section, and 3 staff at BPR NBP 32 Karawang.

According to Sulyok [18], data sources in qualitative research are divided into two, namely primary data sources and secondary data 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 through documents. Furthermore, when viewed in terms of methods or techniques of data collection, data collection techniques can be carried out by observation (observation), documentation and a combination of both (triangulation). In this qualitative research, researchers used triangulation techniques. Hanson [19] defines triangulation as a data collection technique that combines various data collection techniques and existing data sources. The purpose of triangulation is not to find the truth about some phenomena, but rather to increase the researcher’s understanding of what has been found [20]. In this research, the triangulation used is data source triangulation and theory triangulation. Until then, complete data from various sources form the basis for drawing conclusions. Triangulation was carried out so that researchers understand better about their research so that the data obtained will be more consistent, thorough and certain in research related to the Application of Employee Work Discipline at BPR NBP 32 Karawang.

3. Results and Discussion

3.1. Result

Based on the results of field research that the author has done at BPR NBP 32 Karawang, there are several problems, including many employees who do not come to work every month, besides that there are still employees who are not present on time or are late according to company working hours regulations from Monday to Friday from 07.45 WIB to 17.00 WIB and Saturday from 07.45 WIB to 12.00 WIB perform facial recognition attendance in the Human Capital Information
System (SISCHA) application. An example of a SISCHA application image can be seen in Figure 1.

To solve this problem, the company leadership enforces regulations for employee discipline, including: All employees and leaders of BPR NBP 32 Karawang are required to take attendance through the SISCHA application. Every employee who commits a violation in both light categories will be subject to sanctions in the form of a supervisor's warning; medium types will be subject to salary deductions and severe categories will be subject to sanctions with warning letters and termination of employment. If employees obey and comply with work discipline regulations, the company will reward them every year.

Based on the results of research conducted by the author at BPR NBP 32 Karawang, the causes of the large number of employees who do not come to work and are absent on time or on time can be analysed. Some analysis of the causes of the occurrence of many employees who do not come to work and there are employees who are not present on time or are late in accordance with company working hours regulations every month include the following: Employees who are late to enter the company more than 07:45 WIB in accordance with company working hours provisions which causes blank attendance in the Human Capital Information System (SISCHA), Employees who do not take attendance usually have reasons to forget to be absent, but employees who are late to enter the company do not attend so that they are not recorded as late in the system, Causes of employees who do not come to work by giving various reasons including absenteeism, leave and illness.

In addition, the cause of many employees not coming to work and arriving late or not on time is due to the absence of Employee Operational Standards (SOP) that regulate employee work discipline; so far, BPR NBP 32 only uses regulatory guidelines written in employee decrees. and company. This was also confirmed by the Main Director of BPR NBP 32 Karawang which was contained in the results of interviews with 5 informant subjects as follows: The Main Director explained that "overall the employees at BPR NBP 32 are not good enough because there are some employees who are often one week late and one month late. So far this has been done for punishment in the form of verbal warnings, salary cuts to warning letters, but indeed we realize that at this time there has not been a standardized SOP regarding the work discipline of BPR NBP 32 Karawang, which emphasizes that regulations are not there to be violated and every employee is obliged to comply with regulations in accordance with the work agreement agreed at the beginning. The Head of Operations explained that "discipline at BPR NBP 32 is quite good but there are some employees who are not disciplined. For this reason, employees who are late must be given a punishment so that they are deterrent and given punishment. Admin staff explains that "discipline is important for the company, especially if the company wants to be more advanced, especially discipline when working". Customer Service explained that "discipline at BPR NBP 32 is currently quite good compared to before, employees often arrive late." The teller explained that "discipline at BPR NBP 32 is very minimal because there are still many employees who arrive late either intentionally or unintentionally, or because of traffic jams but the facts are like that".

From the results of these interviews it can be concluded that the work discipline of BPR NBP 32 employees is still not going well and there is a need for significant improvement from company leaders for changes in improving the work discipline of BPR NBP 32 employees.
Based on Table 1, the BPR NBP 32 Karawang employee absentee data shows that the highest number of employees who are not included in the table above in February is 53 frequencies, meaning that 2 people in one day do not come to work on the contrary, for the highest number of employees who are late in the table above, in May as many as 117 frequencies means that there are 5 people in one day who are late. Based on Table 2, the work discipline questionnaire for BPR NBP 32 Karawang shows that from the 1st statement, the punctuality of employees' work with good results is 17 and 22 results are not good, for the 2nd statement, the effectiveness of employees in working time with good results is 29. The results are not good 10; for the 3rd statement, the level of employee attendance is 11 with good results and 28 bad results, for the 4th statement employees follow the company's (SOP) with 13 good results and 26 bad results; for the 5th statement the work targets achieved by employees with good results 19 and bad results 20, for the 6th statement employees make daily work reports with 28 good results and 11 bad results. From these statements there are 2 statements with the most bad results, namely the punctuality of employee work with a total of 22 and the employee attendance rate with total 28. Based on the results of interviews, data and questionnaires for employee work discipline at BPR NBP 32, it still needs to improve. From the results of the interviews to improve employee work discipline, from the results of the attendance data there are still employees who do not come to work and are late for work and from the results of the questionnaire there are 2 statements with bad results, namely work timeliness and employee attendance levels.

<table>
<thead>
<tr>
<th>Period (Month)</th>
<th>Number of Employees (Person)</th>
<th>Number of Absences (Frequency)</th>
<th>Number of Tardiness (Frequency)</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>39</td>
<td>25 days</td>
<td>48</td>
</tr>
<tr>
<td>February</td>
<td>39</td>
<td>25 days</td>
<td>53</td>
</tr>
<tr>
<td>March</td>
<td>39</td>
<td>25 days</td>
<td>32</td>
</tr>
<tr>
<td>April</td>
<td>39</td>
<td>25 days</td>
<td>27</td>
</tr>
<tr>
<td>May</td>
<td>39</td>
<td>25 days</td>
<td>15</td>
</tr>
<tr>
<td>June</td>
<td>39</td>
<td>25 days</td>
<td>5</td>
</tr>
<tr>
<td>July</td>
<td>39</td>
<td>25 days</td>
<td>40</td>
</tr>
<tr>
<td>August</td>
<td>39</td>
<td>25 days</td>
<td>30</td>
</tr>
<tr>
<td>September</td>
<td>39</td>
<td>25 days</td>
<td>30</td>
</tr>
<tr>
<td>October</td>
<td>39</td>
<td>25 days</td>
<td>29</td>
</tr>
<tr>
<td>November</td>
<td>39</td>
<td>25 days</td>
<td>25</td>
</tr>
<tr>
<td>December</td>
<td>39</td>
<td>25 days</td>
<td>43</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No</th>
<th>Question</th>
<th>Good</th>
<th>Not Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Employee timeliness</td>
<td>17</td>
<td>22</td>
</tr>
<tr>
<td>2</td>
<td>Employee effectiveness in working time</td>
<td>29</td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>Employee attendance rate</td>
<td>11</td>
<td>28</td>
</tr>
<tr>
<td>4</td>
<td>Employees follow company regulations (SOP)</td>
<td>20</td>
<td>19</td>
</tr>
<tr>
<td>5</td>
<td>Work targets achieved by employees</td>
<td>19</td>
<td>20</td>
</tr>
<tr>
<td>6</td>
<td>Employees make daily work reports.</td>
<td>28</td>
<td>11</td>
</tr>
</tbody>
</table>
Based on the flowchart in Figure 2 for attendance above. The workflow of the Human Capital System (SISCHA) is as follows: Enter the SISCHA application; after entering the SISCHA application then click attendance and check distance detection, then perform face recognition absences in the SISCHA application, and have made attendance enter. Attendance for entering the human capital information system (SISCHA) can be seen in Figure 3.

![Figure 2](image1)

**Figure 2**
Flowchart of attendance at BPR NBP 32

Based on the Figure 4. flowchart for attendance home above. The workflow of the Human Capital System (SISCHA) as follows: Enter the SISCHA application, after entering the SISCHA application, click attendance and check the distance detection, then perform facial recognition absences in the SISCHA application, and have done attendance home. Home Attendance Human Capital Information System (SISCHA) is shown in Figure 5.

![Figure 4](image2)

**Figure 4**
Flowchart of return attendance at BPR NBP 32
Weaknesses in the SISCHA application system are still frequent interruptions, especially in determining the distance and camera detection when taking attendance. The power of the internet is also very influential when making attendance at the SISCHA application system, when the internet is being disrupted the SISCHA application system is also experiencing interference. From these problems, the author has a solution to the problems including the following: The company regarding weaknesses in the SISCHA application system is trying to be able to continue updating the SISCHA application with a better and more optimal system so that it can maximize the discipline of BPR NBP 32 Karawang employees, all employees and leaders of BPR NBP 32 Karawang are required to take attendance through the SISCHA application, Every employee who commits a violation in both light categories will be subject to sanctions in the form of a supervisor’s warning, for medium categories will be subject to salary deductions and severe categories will be subject to sanctions with warning letters and termination of employment. This will also be legalized soon through the creation of an SOP for work discipline for BPR NBP 32 Karawang employees, so that employees comply with the regulations set by the company.

4. Conclusion

Based on the description and some findings in the field while the writer was carrying out research at BPR NBP 32 Karawang, it can be concluded as follows: The work discipline of BPR NBP 32 Karawang employees is still not going well because there is no SOP that regulates field, so far BPR NBP 32 is only guided by regulations in the work agreement decision letter. There are areas for improvement in the SISCHA application system, namely the frequent occurrence of errors in the application when determining distance detection and the camera when going to take attendance which hinders employees from using the SISCHA application. Every employee who commits a violation in both light categories will be subject to sanctions in the form of a supervisor’s warning, for moderate categories will be subject to salary deductions and severe categories will be subject to sanctions with warning letters and termination of employment.

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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