

Work Discipline and Its Impact on Performance of Healthcare Civil Service Personnel in Hospital Management Systems

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Abstract:

This study aims to analyze the relationship between work discipline and the performance of the State Civil Apparatus. The method used in this research is a survey method, the form of this research is descriptive quantitative. The sampling method is saturated sample in this research is 98 respondents. The data collection method used a questionnaire and documentation study. The analysis technique uses simple linear regression analysis. The results of this study indicate that work discipline has a positive and significant effect on the performance of the State Civil Service Apparatus.

Keywords: Work Discipline and Performance of the State Civil Apparatus

INTRODUCTION

Every organization or company has various important parts to be able to support the ongoing activities of the organization or company in achieving organizational or company goals. Human resources (HR) is one of the various parts that are very important. HR is the most important component of driving an organization or company in formulating an organization or company strategy, which carries out the operating process and ultimately the goals of an organization or company are realized (Sakban et al., 2019).

The potential of every human resource (HR) in the organization or company must be utilized as well as possible so that it can provide optimal output. The success of an organization or company is strongly influenced by the individual performance of its employees. Every organization or company will always try to improve employee performance, with the hope that the goals of the organization or company will be achieved (Latief, 2012). The same opinion according to Titin, (2019) states that the success of organizations in improving organizational performance is very dependent on the quality of the Human Resources in their work or work so that organizations need to have capable and high-performing employees.

The Banten DPRD Secretariat is a regional apparatus for the Banten province that assists in the implementation of the Banten DPRD function mechanism. In administering the government, the Banten DPRD Secretariat has the main task of carrying out secretarial and financial administration, supporting the implementation of the duties and functions of the

DPRD, as well as providing and coordinating experts needed by the DPRD in carrying out their rights and functions as needed.

The problems experienced by the Banten Provincial DPRD Secretariat at this time are regarding the decline in the performance of employees. The leadership has determined performance standards every year, but each employee does not reach the performance standards set by the leadership. The decline in the performance of the ASN employees of the Banten Provincial DPRD Secretariat is a violation of work discipline.

According to Rivai et al., (2014) that work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior as well as an effort to increase awareness of prevailing social norms. Discipline is something that absolutely must be instilled in every employee in an organization or company. The biggest thing in employee discipline is time management, in this case, working hours. If the time is often violated, it can be said that the employees become undisciplined resulting in a decrease in employee performance. In the opinion of Permatasari et al., (2015) in forming a disciplined attitude, organizational leaders must be able to communicate all applicable norms in the organization in order to form employee awareness to comply with existing rules. Work discipline can be formed through training, education or habits with certain examples. In addition to communicating the rules well, managers or leaders also play an important role as role models for their subordinates. A good level of work discipline will ultimately improve employee performance. Hasibuan, (2008) discipline is the most important function of human resource management and the key to achieving goals because without good discipline it is difficult to achieve maximum goals.

Previous research has a lot of research on the discipline of employee performance but there are differences of opinion. Research conducted by Purnomo et al., (2017) that the results of the study show that work discipline has a positive and significant effect on employee performance. Meanwhile, Andriani's research, (2018) that there is no positive influence of discipline on the performance of PAUD Kec. Coconut Gutter. With this, the researcher wants to find out more about the influence in a different research location, namely the State Civil Apparatus, secretary of the Banten Provincial DPRD.

LITERATURE REVIEW

Discipline

Discipline according to Siagian, (2009) is a management action to encourage its members to meet the demands of various company regulations. Meanwhile, according to Permatasari et al., (2015) work discipline is the willingness of employees to obey the rules and norms that apply within the company, both written and unwritten rules. Meanwhile, according to Simamora (2015: 234) discipline is a procedure that corrects or punishes subordinates for violating rules or procedures. Based on this opinion, it can be concluded that work discipline is the rules and norms made by the organization, both written rules and unwritten rules so that employees are obeyed.

According to Commings in Damanik, (2019) can be done in two ways, namely:

(1) Preventive discipline is an action taken to encourage workers to follow or comply with norms and rules so that violations do not occur. The aim is to increase workers' awareness of the policies and regulations of their work experience.

(2) Corrective discipline is an action that follows a violation of the rules, it tries to minimize further violations so that it is hoped that future behavior can comply with regulatory norms.

Indicator is an important thing in implementing work discipline. Because this can be a reference that affects the employee's work discipline. According to Agustini, (2011) there are indicators that affect the level of employee discipline, namely:

1. Attendance level
2. Work procedures
3. Obedience to superiors
4. Work awareness
5. Responsibilities

Performance

According to Mangkunegara, (2016) performance 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. Meanwhile, according to Arya Widiatmaja, (2019) that performance is the result of real work achieved by a person in carrying out the tasks assigned to him in accordance with the criteria and goals set by the organization. According to Sutrisno, (2016) performance is a person's success in carrying out tasks, work results that can be achieved by a person or group of people in an organization or company in accordance with their respective authorities and responsibilities.

From some of the above understanding according to experts, it can be concluded that employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties, the goals expected by a company in accordance with responsibilities.

According to Dharma (2003) the main criteria in measuring performance can be done in the following ways:

- 1) Quality, which is related to whether or not the quality produced.
- 2) Quantity, namely the amount that must be completed or achieved.
- 3) Punctuality, which is in accordance with the planned time.

The relationship between Discipline and Performance

Work discipline must be owned by every employee and can be cultivated in order to support organizational goals. Discipline is a manifestation of compliance with work rules and responsibilities of all components to the company (Ratnasari, 2018). Work discipline is an attitude, behavior, and actions that are in accordance with both written and unwritten regulations. The decrease in the discipline of employees will affect the performance of these employees. Conversely, when the level of employee discipline is high, the company's targets will be completed on time. there will be no delay in the products that must be produced so that the product results will be stable every month. In addition, the quality of the product will also be maintained. This shows that employee performance can be improved with high work discipline.

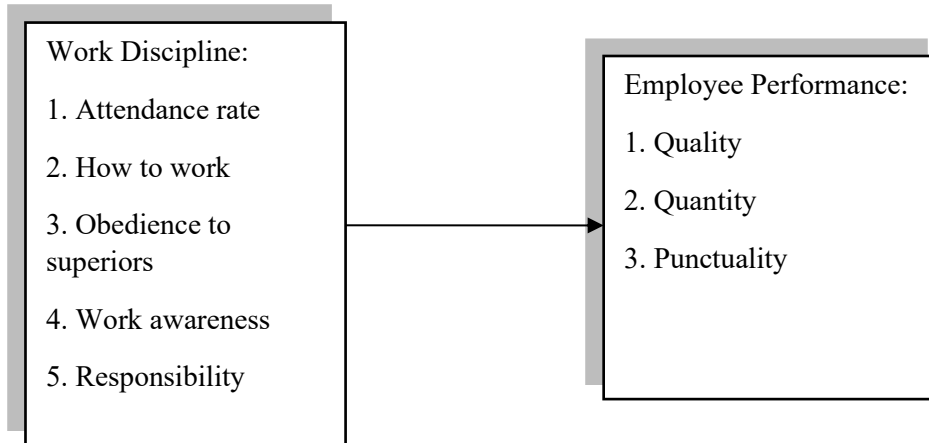
According to Tyas & Sunuharyo, (2018), it shows that employees have the awareness to obey and comply with applicable regulations in the workplace, compliance with work regulations, one of which can be with employees obeying working hours regulations so that they leave before work, come home from work on time, work according to the working hours, using the rest time in accordance with the provisions and not violating the rules. Adherence to regulations will make employees comfortable and smooth at work, which will ultimately improve employee performance.

Based on the results of Ratnasari's research, (2018) the existence of high discipline such as attendance, punctual entry and exit from work and compliance with regulations and carrying out duties and obligations have been able to provide an increase in employee performance. With high discipline possessed by employees who are able to provide increased performance in achieving company targets, it will also get better. According to research (Tyas & Sunuharyo, 2018) under work discipline has a positive and significant effect on performance. These things prove that work discipline is an important factor in improving employee performance. With good work discipline from employees such as arriving on time, carrying out work in accordance

with what has been determined by the company, obeying company regulations, it will be able to improve the performance of these employees so that company targets will be achieved.

H1 : Discipline has a positive and significant effect on ASN Performance

Based on the literature review that has been described previously, the conceptual framework of the research can be described as follows:



Picture1. Research Paradigm

RESEARCH METHODS

Methods This research is quantitative research. The type of data used in this study is data obtained from respondents' responses to the questionnaire/questionnaire given (Ahmadi & Sulistyono, 2018). The data source of this research is primary data, namely data obtained directly from respondents through questionnaires. The collection technique in this study used a questionnaire. The measurement scale uses an ordinal scale. The measurement method uses a Likert scale. The method of analysis using multiple regression analysis. The population in this study were State Civil Apparatus Employees (ASN) at the Banten Provincial DPRD Secretariat.

The population is a generalization area consisting of objects and subjects that have certain qualities and characteristics determined by researchers to draw conclusions (Sugiyono, 2013). The population of ASN at the Banten Provincial DPRD Secretariat is 98 people. This study uses a saturated sample so that the sample is 98 ASN people.

RESEARCH RESULTS AND DISCUSSION

Validity Test

According to Ghozali, (2018) the validity test is used to measure the validity or validity of a questionnaire. A questionnaire as a research instrument is declared valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire. The results of testing the instrument were carried out on N = 98 respondents. An instrument/questionnaire or test material is declared valid or considered eligible, if the coefficient value of $r_{count} > r_{count} = 0.196$. The results of the validity test with SPSS are below:

Table 1. Results of Validity Test

Variable	No. Item Statement	Validity Coefficient	Description
Work Discipline	X.1	0.857	Valid
	X.2	0.908	Valid
	X.3	0.863	Valid
	X.4	0.872	Valid

	X.5	0.705	Valid
Employee Performance	Y.6	0.897	Valid
	Y.7	0.835	Valid
	Y.8	0.855	Valid

Source: Processed primary data, 2020

Based on Table 1. above, it shows that all correlation coefficients of the research variable indicators tested are greater than 0.196 ($r > 0.196$). Thus these results indicate that all research indicators are proven that is valid.

Reliable Test

According to Arikunto (2010) reliability is an instrument that can be trusted enough to be used as a data collection tool because the instrument is good. Reliability testing in this study uses the formula *Cronbach Alpha*. According to Malhotra, (2010) the value *Cronbach Alpha* acceptable is > 0.600 . Reliable test results with SPSS are below:

Table 2. Reliable Test Results for

Variables	Cronbach Alpha	Description
of Work Discipline (X)	0.815	Reliable
Employee Performance (Y)	0.827	Reliable

Source: Processed primary data, 2020

Based on Table 2, the value is *Cronbach Alpha* > 0.600 . then all variables are reliable.

Test Simple Linear Regression Simple

analysis linear regression is used to calculate how much influence the independent variable, namely Work Discipline (X) has on the dependent variable, namely Employee Work Performance (Y). analysis Simple linear regression in this study using the SPSS program. in order to obtain the value of the influence of the independent variable on the dependent variable through the relationship of the Work Discipline variable (X) to the Employee Performance variable (Y) with a significant 5% ($\alpha = 0.05$). The results of simple linear regression tests in this study, namely: The results of simple regression analysis can be seen in table 3 below:

Table 3. Coefficients

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,045	,750			5.392,000,

Total_X1	390,037	738	10.440	000
a. Dependent Variable: Total_Y				

Based on table 3 above the results of the simple linear regression analysis, the following equation is obtained:

$$= a + b_1X_{1++}$$

$$= 4.0450.390 X$$

1. The constant value is 4.045, indicating that if the Work Discipline (X) variable is 0, then Employee Performance (Y) is 4.045. This means, without or before the Work Discipline variable (X) in the organization, the amount of Employee Performance (Y) is 4.045.

2. Employee Performance (Y) will increase by 0.390 units for each additional unit of Work Discipline (X). So, if Work Discipline has increased by 1 unit, then Employee Performance will also increase by 0.390 units assuming the other variables are considered constant.

Partial Test (t test)

The results of the t test (t test) using SPSS are:

Table 4

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,045	,750			5.392,000
	Total_X1		390,037	738	10.440	000
a. Dependent Variable: Total_Y						

Hypotension testing (t-test) is a test used to determine whether there is an effect of each independent variable partially. Partial testing of work discipline on the performance of State Civil Apparatus (ASN) employees in the Banten Provincial DPRD secretariat environment. Measurement ie value_t greater than t_{table} (10,440 > 1,984) and the value of Sig 0.000 < 0.05 so that H₀ is rejected and H_a is accepted, meaning that there is a positive influence of work discipline on employee performance.

Coefficient of Determination Determination

analysis is used to determine the percentage contribution of the influence of the work environment variable and work motivation simultaneously on the performance variable.

Table 3

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate

1,	738 ^A ,	545,540	1.437
a. Predictors: (Constant), Total_X1			

The results of the calculation of the SPSS computer program listed in table 4.13 above, the coefficient of determination (*R Square*) between knowledge and performance is 0.545 or 54.50%, indicating that employee performance is contributed and influenced by work culture and work discipline by 54.50% while the remaining 45, 50% is explained by other variables outside the variables tested.

DISCUSSION

Based on the results of the hypothesis and the direction of the influence of the work discipline variable on employee performance, it is 0.390 as shown by the coefficient of the test path. seen from the resulting $t_{\text{value arithmetic}}$ is greater than t_{table} ($10,440 > 1,984$) and the value *Sig* of 0.000 is smaller than 0.05 ($0.000 < 0.05$) so that H_0 is rejected and H_a is accepted, meaning that there is a positive and significant influence on work discipline. on the performance of employees at the Banten Provincial DPRD Secretariat.

Empirically several studies that are in line with the results of this study are the results of research (Arya Widiatmaja, 2019; Broto, 2014; Damanik, 2019) that work discipline has a positive and significant influence on employee performance. And in line with Siagian's theory (2009) suggests that discipline is a management action to encourage its members to meet the demands of various company provisions.

Thus it can be explained that work discipline is a person's awareness and willingness to obey the rules that exist in the organization and applicable social norms (Hasibuan, 2016: 193). Work discipline can have an impact on the personal life of employees that affect the organization. Organizations need to monitor every action and behavior taken by employees while working. If there is an act of fraud that is not in accordance with the rules or something that is annulled from the facts, the company should impose penalties for its employees. In this case the role of the leader is expected to be able to make work discipline regulations that apply to all employees. If there are employees who violate work discipline, the leader can give sanctions in the form of verbal warnings, written warnings, and even dismissal if the violation is deemed serious.

CONCLUSIONS AND SUGGESTIONS

Conclusion

Based on the analysis and discussion of the results of hypothesis testing, it can be concluded several points in this study, namely:

1. There is a positive and significant influence between Work Discipline Variables on Employee Performance.
2. From the results of the coefficient of determination test (R^2) obtained a value of 54.50%. This can be explained by the work discipline variable (X), while the rest is influenced by other variables that are not included in this research model.

Suggestions

Based on the results of the research and the conclusions described previously, suggestions can be put forward as input for both academic and practical interests, namely:

1. The application of Work Discipline is very important in order to improve employee performance and achieve organizational goals. Judging from this low level of attendance, verbal and written warnings must be given.
2. Timeliness in performance is also less due to habitual work being piled up and completed at the end of the month.

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