

## The Influence of Work Discipline and Work Motivation on Employee Performance at CV Wisata PO Rukun Jaya

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### Abstract

Based on the results of studies conducted by researchers, it appears that the performance of employees at the PO Rukun Jaya company is very poor. This condition is characterized by employees often arriving late and decreasing company income every year. This is due to the lack of work discipline and work motivation of PO employees. Rukun Jaya, with high discipline and providing the right motivation, employees or subordinates will comply with all existing regulations so that work implementation can proceed according to predetermined plans, and employee performance will increase. This research aims to determine the influence of work discipline and work motivation partially or simultaneously on the performance of PO employees. Rukun Jaya. The population in this study were PO employees. Rukun Jaya. The sampling technique in this research is a saturated sample, namely taking the entire population to be used as a sample. The sample taken in this research was 30 respondents. The method for collecting this data uses a questionnaire, while the method in this research uses multiple linear regression analysis. The results of this research show that work discipline has a positive and significant effect on performance seen from  $t_{count} > t_{table}$ , namely  $3,413 > 1.701$ , motivation has a positive and significant effect on performance also seen from  $t_{count} > t_{table}$ , namely  $33,046 > 1.701$  and simultaneously the variables of discipline and motivation have a positive effect and significant for performance is shown by  $F_{count} > F_{table}$ , namely  $28,137 > 3.34$ . Of all the results, both partially and simultaneously, the sig value is smaller than 0.05 or  $0.000 < 0.05$ , meaning that  $H_a$  is accepted and  $H_o$  is rejected, which means that the variables of work discipline and motivation together have a positive and significant influence on employee performance. P.O. Rukun Jaya.

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## 1. INTRODUCTION

In the current era of modernization and globalization, people's needs for carrying out their activities are increasing. Along with this progress, the development of transportation facilities is very much needed as a means of supporting activities. This can be seen from the development of transportation in Indonesia, one of which is land transportation, namely bus transportation.

The growing population and increasing public interest in using land transportation services, especially bus transportation services to tour or travel to various regions, has caused more and more new entrepreneurs to look at business opportunities in the field of bus transportation services in the form of Autobus Companies (PO) which serving between cities between provinces or within provinces as well as for tourism services. Currently in Karawang City, which is the largest city in West Java, many new business units have emerged and new businesses are growing in Karawang City. This was also followed by the increasingly rapid development of business in the form of transportation services, especially POs in the city of Karawang. This is proven by the increasing number of new POs appearing in Karawang City, causing competition between POs to become increasingly fierce.

The public's need to travel long distances is very large, coupled with the development

of the tourism industry in Indonesia, which is the result of the government's hard work. The government has provided various accommodation facilities, travel agencies, promotions, recreation, provision of land, sea and air transportation, tourism education, ease of tourism to Indonesia and investment in the tourism industry which is expected to be a source of foreign exchange income.

Transportation is the most important supporting tool in the tourism industry. Transportation is a tool for transporting the movement of people or goods which has essentially been known naturally since humans have been on this earth, even though the movements are still simple (Ismayanti, 2009). From year to year the need for transportation increases, so the government must provide facilities and infrastructure so that movement can take place safely, comfortably, smoothly and economically. Most Indonesian people use land transportation when traveling for tourism, such as private cars and public transportation because it is considered very economical.

Human resources are central figures in organizations and companies. In order for management activities to run well, the company must have employees who are knowledgeable and highly skilled and strive to manage the company as optimally as possible so that employee performance increases. According to Budi Setiyawan and Waridin (2006), employee performance is the result or performance of employee work which is assessed in terms of quality and quantity based on work standards determined by the organization. Good performance is optimal performance, namely performance that meets organizational standards and supports the achievement of organizational goals.

A good organization is an organization that tries to improve the capabilities of its human resources, because this is a key factor in improving employee performance. Increasing employee performance will bring progress for the company to be able to survive in an unstable competitive business environment. Therefore, efforts to improve employee performance are the most serious management challenges because success in achieving company goals and survival depends on the quality of performance of the human resources within it.

Work discipline is one aspect that influences employee performance. Zesbendri and Aryanti (2009) stated that discipline is the main capital that influences employee performance levels. According to Ardanadkk (2011), Work Discipline is an attitude of respect, respect, obedience and obedience to applicable regulations, both written and unwritten and being able to carry them out and not evade accepting the sanctions. Iriani (2010) added that employee discipline is absolutely necessary so that all activities that are and will be carried out run according to the predetermined mechanism. With work discipline, employees will not take actions that could harm the company.

Order is the main characteristic of an organization or company, while discipline is one method of maintaining this order. The main goal of discipline is to increase efficiency as much as possible by preventing waste. Discipline is needed for further organizational or company goals, to maintain efficiency by preventing and correcting individual actions in bad faith towards the group. Furthermore, discipline seeks to protect good behavior by establishing desired responses (Tohardi, 2002).

Another factor that also improves employee performance is work motivation. Hariandja (2007) states that motive can be interpreted as the effort that encourages someone to do something. Motive can be said to be the driving force within and within the subject to carry out certain activities in order to achieve a goal. In fact, motive can be said to be an internal condition (preparedness). Starting from the word motive, motivation can be interpreted as a driving force that has become active. Motives become active at certain times, especially when the need to achieve a goal is felt or urgent.

According to Azwar (2001), motivation is stimulation, encouragement or energy

generation that a person or group of people has who is willing to act and cooperate optimally in carrying out something that has been planned to achieve the goals that have been set. According to Sutrisno (2009), motivation is an attitude or encouragement that comes from within a person to carry out a certain activity. The importance of work motivation was conveyed by Handoko (2000), as a driving force that can realize behavior to achieve goals and self-satisfaction. Shadare (2009) also states that employee motivation is a strategy to improve employee performance. Because of the importance of motivation, in an organization or company, good motivation is needed to achieve company goals.

PO Rukun Jaya is a transportation services industry which is one of the companies that provides tourism services for renting buses between cities and provinces. The facilities provided are reclining seats, LCD TV, VCD, tape, karaoke, full AC.

Based on the results of a preliminary study conducted by researchers, it appears that the employee discipline factor at the PO Rukun Jaya company is very lacking. This condition is characterized by employees often arriving late. In fact, to achieve results in accordance with the company's expected goals, there needs to be good work discipline from employees. 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 implementation can proceed according to the predetermined plan.

Employee motivation at PO Rukun Jaya tends to be lacking, this is known from the results of interviews conducted by researchers with several employees. Employees are less enthusiastic about doing their work. According to the company leadership, every month the company and all its employees carry out an evaluation to find out the monthly results achieved. If they have achieved the target, the PO Rukun Jaya employees are given rewards to motivate them to be more active in carrying out their work in the future. However, giving these rewards still does not motivate employees. This is proven by the fact that there are still many employees who are less enthusiastic about working.

The following data shows that the performance of employees in this service sector company has decreased by looking at the company's revenue data from 2021-2023 as follows:

**PO Rukun Jaya Income Data Table 2022-2023**

<b>Year</b>	<b>Total Income PO Rukun Jaya ( RP )</b>
2021	2.2184.825.000
2022	2.205.820.000
2023	1.890.856.000

From the explanation and data above, it shows that PO Rukun Jaya's total income for 3 consecutive years has decreased. Based on the owner's statement, this decrease in income is partly caused by decreased employee performance, such as employees who are not on time in picking up tenants, Lack of employee discipline and lack of ability to maintain buses. Because of this condition, it has given rise to various complaints from consumers so that demand for PO Rukun Jaya's transportation services has decreased to make PO Rukun Jaya a good and leading transportation service in the eyes of the public, then discipline and motivation are needed which can improve employee performance.

PO Rukun Jaya has a range of performance assessments for each employee that is used as benchmarks for work achievements in each period.

In general, the research results show that the performance of PO employees. Jaya Indah is quite good, but still needs to be improved. When viewed according to work group, the results are divided into 4 categories, namely: foreman (2.75) sufficient, financial

administration (3.5) good, marketing administration (4) good, driver (3.5) good, conductor (1.5 ) less, technicians (1.75) less, security (3) good. When viewed from factors performance employee results: the reliability factor (3.1) which includes elements of following instructions carefully and diligently has good results, as well as the attitude factor which includes elements of attitude towards instructions and cooperation has the same average value. Meanwhile, the quantity factor (2.7) includes the output of routine work and extra work, and speed of work has sufficient value. And finally, the quality factor (2.4) has the lowest average value, but is still in the adequate category. The performance of PO Rukun Jaya employees is actually quite good, but if we look back there are still many sectors that need to be improved. . Research on discipline has been carried out by many researchers. Based on the results of research conducted by Mark Alexander (2000), Aris Baharuddin (2012), discipline has a positive and significant effect on employee performance. The results of this research are inversely proportional to research by Satrijo Budiwibowo (2014), the research results of which show a negative effect between discipline and employee performance. In general, the results of research regarding motivation on employee performance are that there is a positive and significant influence. This is supported by research conducted by Bryan Johannes Tampi (2014) and Masood Asim (2013). Different results were obtained from research conducted by Harry Murti and Veronika Agustini Srimulyani (2013) that motivation had a negative effect on employee performance. Based on the description above, the researcher conducted research with the title: "Analysis of the Influence of Discipline and Work Motivation on Employee Performance (Study on Employees of the PO Rukun Jaya Tourism Bus Company)"

## 2. RESEARCH METHOD

This type of research is a type of quantitative descriptive research, according to Sugiyono (2019:16) quantitative methods can be defined as research methods based on positivist philosophy for researching certain populations or samples, collecting data using research instruments, data analysis, quantitative/statistical in nature, with the aim of testing the established hypothesis.

## 3. RESULT AND DISCUSSION

### **The Influence of Work Discipline (X1) on the Performance of Production Personnel (Y) PO. Rukun Jaya.**

Based on the results of the first hypothesis, namely regarding the Work Discipline variable on performance with a value of  $t_{count} > t_{table}$ , namely  $3,413 > 1.701$  and has a significant value smaller than the significance level of 0.05 or  $0.001 < 0.05$ , which means  $H_a$  is accepted, this shows that Work Discipline has an effect positive and significant on the performance of PO employees. Rukun Jaya. This is because work discipline is very important for employees. With the many new programs set by the company and the rapid development of technology, all employees are required to be able to adapt. By having Work Discipline and choosing the right Work Discipline method, it will be easier for employees to achieve the company's goals. (Lam, 2016).

The results of this research are in line with research (Perbadi, 2013) with analysis results which state that there is a significant influence between Work Discipline on employee performance. Thus, the hypothesis which states that there is a significant influence between Work Discipline (work ability on employee performance either jointly or simultaneously) is proven and acceptable. And supported by research (Halawi & Haydar, 2018) with the title research *Effects of Work Discipline on Employee Performance: A Case of Bonjus and Khatib & Alami Companies* which states that Work Discipline is able to influence the behavior and abilities of an employee which will also be able to result in

increased performance. This research is also supported by other research conducted by (Papa, Andoh, & Appiah, 2016) with the title *Effects of Work Discipline on the Performance of Senior Administrative of University of Cape Coast* that Work Discipline contributes 45% to performance *Administrative of University of Cape Coast*.

Level of intensity and method of Work Discipline in PO. Rukun Jaya needs attention and needs supervision or evaluation afterwards. This can be proven by data obtained through distributing questionnaires to 30 respondents and obtaining the lowest average value for statement number 3 which shows that employees must be more enthusiastic about participating in the Work Discipline program.

### **Influence of Motivation (X2) on Performance (Y) PO. Rukun Jaya.**

Based on the results of the second hypothesis, namely regarding the motivation variable on performance with a value of  $t_{count} > t_{table}$ , namely  $3,046 > 1.701$  and has a significant value smaller than the significance level of 0.05 or  $0.004 < 0.05$ , which means  $H_a$  is accepted, this states that motivation has a positive effect and significant impact on the performance of PO employees. Rukun Jaya. By compatibility between individual characteristics and job characteristics, the individual is able to carry out all the work assigned to him correctly and with maximum results, both in quality and quantity. This will also be able to improve the performance of PO employees. Rukun Jaya.

The results of this research are in line with research (Jaya & Rusvitawati, 2019) which also stated in their research that motivation has a significant positive influence on performance. It means *knowledge, skill, abilities, social skill, personal needs, value, interest* can form motivation well and can influence performance. And it is supported by research (Sulistiowati et al., 2018) which states that a person's low level of motivation can make it difficult to achieve a high level of performance.

Therefore, motivation for PO employees. Rukun Jaya needs more attention. This can be proven by data obtained through distributing questionnaires to 30 respondents and obtaining the lowest average value for statement number 4.

### **The Influence of Work Discipline (X1) and Motivation (X2) on the Performance (Y) of PO Employees. Rukun Jaya.**

Based on the data from the F test coefficient table regarding the variables Work Discipline and Motivation on Performance, it has a value of  $F_{count} > F_{table}$ , namely  $28.137 > 3.34$  and has a significant value smaller than the significance level of 0.05 or  $0.000 < 0.05$ , which means that the variables of work discipline and motivation work together. -sama has a positive and significant influence on performance. Based on table 4.21, it can be seen that the value of the coefficient of determination  $R^2$  (*Adjust R Square*) of 0.479, meaning that the contribution of work discipline and motivation together to performance is 47.9% and the remaining 52.1% is influenced by other factors outside the research. The advantage of this research is that this research is the first time research has been carried out using the Work Discipline and motivation variables together (simultaneously) which have a positive and significant effect on performance variables.

## **4. CONCLUSION**

Based on the results of data analysis regarding the influence of Work Discipline (X1) and Motivation (X2) on employee performance (Y) at PO. Rukun Jaya by testing three studies, it can be concluded as follows:

1. Work Discipline has a positive and significant effect on the performance of PO employees. Rukun Jaya. This means that the better the intensity of work discipline and the accuracy of the methods used, the better the performance.
2. Motivation has a positive and significant effect on PO employee performance. Rukun

Jaya. This means that the higher the level of suitability of employee characteristics with the work they undertake, the better performance can be achieved.

3. Work Discipline and Motivation together (simultaneously) have a positive and significant influence on PO employee performance. Rukun Jaya. This means that the better the quality and quantity of Work Discipline carried out and the better the supervision and motivation provided by the company, the impact it will have on improving employee performance.

Based on the research results, discussion and conclusions above that have been put forward, the researcher provides implications that are expected to be useful. The research implications are as follows

1. The results of research regarding the Work Discipline variable show that the Work Discipline carried out is good, but as with other large companies, there are still deficiencies that need to be corrected. In the third instrument with a value of 4.02, it shows that there are still some employees who are not enthusiastic about following the Work Discipline process. Companies can improve this by analyzing the needs and abilities of employees before implementing Work Discipline. In this way, the company is able to make employees more enthusiastic in following the Work Discipline process.
2. The results of research regarding motivation variables show that the suitability between a person's characteristics and their work is in quite good condition, but there are still several instruments that need to be improved, namely one of them is the 4th instrument with the lowest average value, namely 3.70, which shows that employees feel dissatisfied with power. what they have now. This has the implication that the lowest value on the motivation variable needs to be improved by motivating employees so that they are more confident in their work, *supervisor* You can also do activities *private sharing* with each employee so that they are able to convey what obstacles they face in their work more freely. With this step, it is hoped that this will improve the performance of PO employees. Rukun Jaya.
3. The research results of the variables Work Discipline and motivation together (simultaneously) have a significant and positive influence on employee performance and other variables are still needed to be able to continue with subsequent research which will have an influence on their performance. The results of this research can then be used as consideration in making company policies.

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