

The Influence of Organizational Culture and Work Discipline on Employee Performance at PT PLN (Persero) Masamba Customer Service Unit

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ABSTRACT

The results of this study aim to determine and explain the influence of Organizational Culture and Work Discipline on Employee Performance at PT. PLN (Persero) Masamba Customer Service Unit, this type of research uses a quantitative approach. The sample of this study is 40 employees, the simultaneous results of Organizational Culture and Work Discipline have a significant influence on Employee Performance with the value of the t test results of Organizational Culture obtained t value greater than t table ($0.317 > \alpha 0.05$) and Motivation in get a t count value of $0.000 < \alpha 0.05$.

Keywords: *Organizational Culture, Work Disciplic, Employee Performance*

INTRODUCTION

Human resources are the driving force behind business development, without human resources a company cannot operate. Human resources are also a factor that influences the development of a company, and this cannot be separated from human resources who are resilient and hard working, have a strong sense of responsibility, and have high productivity. Achieving high productivity is not an easy task. A very important factor in achieving high productivity is the application of a good organizational culture and good employee work discipline, because this is one of the factors that determine the success and progress of achieving goals. (Sedarmayanti, 2001). (Muratin, 2021)

An organization cannot develop into an advanced organization without strengthening its cultural foundations, and once the culture is strong, it will have a significant impact on the strategies implemented to achieve the goals set. Based on (Muis& Fahmi, 2018) there is a positive and significant influence between organizational culture and performance, which supports the theory from (Sutrisno, 2010), so to encourage active, engaged and productive employees, organizational culture must really manage as a management tool effective. Values in organizational culture are invisible, but can be a force that drives individual employee behavior to produce performance benefits. In addition, the purpose of the culture that exists within the organization is the willingness of human resources within the organization to change attitudes, (Munawir Nasir et al., 2021)

Without strengthening its cultural foundations, an organization cannot progress, and once culture is strong, it will significantly influence the techniques used to achieve its stated goals. Work discipline according to Muis& Fahmi (2018) is an attitude possessed by employees to respect, appreciate, and comply with business policies. In order for employees to get used to following the rules, discipline must be maintained and continuously improved. Work discipline is an attitude of company employees that usually has strong performance, according to previous studies, and has a beneficial effect on employee performance. Employees who follow work discipline guidelines also show work discipline. (Antika&Dwiridotjahjono, 2022)

PT. PLN (Persero) Masamba Customer Service Unit, South Sulawesi. This office serves the electricity-related needs of the community. Services such as applying for electricity installation, applying for voltage increases, checking PLN electricity bills, paying for electricity to complaints. Apart from visiting in person, now people can check electricity balance accounts online, pay electricity online with PLN tokens, pay online via ATMs or mobile applications. PT. PLN (Persero) Masamba Customer Service Unit is the only BUMN that oversees all aspects of electricity in the area, especially Masamba, and is the only branch with a significant number of visitors. Observing the widespread economic decline and poverty, especially in the area of PT. PLN (Persero) Masamba Customer Service Unit and swiftly appealed to PT. PLN

(Persero) Masamba Customer Service Unit to provide electricity needs and provide the best service to the community.

Based on the background above, the author raises the title *The Influence of Work Culture and Work Discipline on Employee Performance at PT PLN (Persero) Masamba Customer Service Unit*.

LITERATURE REVIEW

1. Organizational culture

Organizational culture is defined by Robbins and Coulter (2012) as general values, principles, habits, and operating methods that influence how individuals in organizations behave. Therefore, organizational culture must be formed and taught to members so that it becomes a standard of behavior for members in facing difficulties. Organizational culture refers to how members or a group of employees are able to deal with external and internal problems. Organizational Culture Indicators According to Robbins and Judge in (Wibowo, 2013): 1) Creativity and risk taking 2) Focus on specific matters 3) Focus on work results 4) Orientation of members to the organization 5) Introduction to the team 6) Being aggressive. According to Said Musnadi, M. Shabri Abd Majid, and Trice and Bayer in Fachreza (2018), In accordance with the dynamics of an ever-changing organizational climate, organizational culture is growing. As a result, there are many different ways to develop the notion of organizational culture, considering that the term "culture" is taken from the fields of

sociology and tropology, corresponds to the meaning of "culture", which has a national connotation, and its implications are so broad that different viewpoints can be observed. However, they argue that a shared value system lies at the heart of culture in the process of adaptation. and the implications are so far-reaching that different points of view can be observed. However, they argue that a shared value system lies at the heart of culture in the process of adaptation. and the implications are so far-reaching that different points of view can be observed. However, they argue that a shared value system lies at the heart of culture in the process of adaptation. (Salain, 2022).

2. Work Discipline

Work discipline, which is mostly used to inspire employees to be able to discipline themselves in carrying out work both individually and in groups, is very important for the growth of an organization. Work discipline is the most significant operational function in human resource management because it is directly related to employee performance. Work discipline according to Fahmi (2016) is the degree of compliance with applicable regulations and willingness to accept consequences or punishment if these regulations are violated. (Organization et al., n.d.)

3. Employee performance

One important factor that determines the success of an organization is performance. This metric has a strong correlation

with the quality of an organization's human capital. Organizations need quality human resources and competitive abilities to gain organizational competitive advantage in today's highly

competitive business environment. Employee performance is a function of managing organizational resources to achieve organizational goals, according to Wibowo (2013).

4. Conceptual Framework

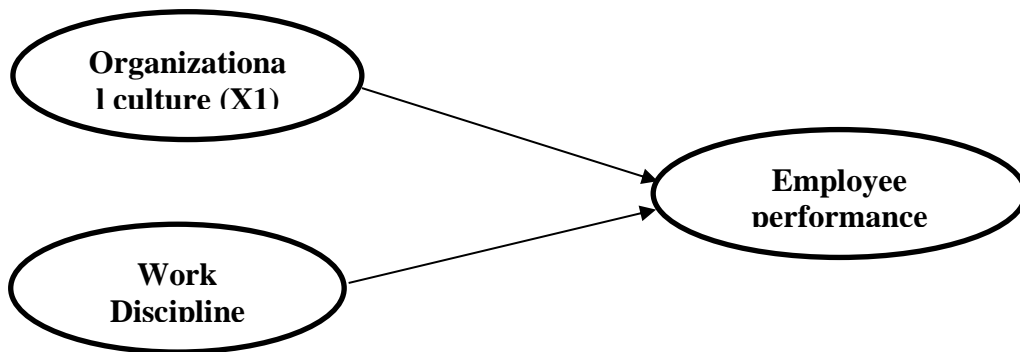


Figure 1. Conceptual Framework Image

Based on the Conceptual Framework, the researcher draws a hypothesis, namely:

- H1: It is suspected that Organizational Culture has an effect on the performance of employees of PT. PLN(Persero) Masamba Customer Service Unit
- H2: It is suspected that work discipline has an effect on the performance of employees at PT. PLN(Persero) Masamba Customer Service Unit.

RESEARCH METHODOLOGY

The research was started by observing PT. PLN (Persero) Masamba Customer Service Unit, gain access to theoretical resources relevant to research into the argumentative literature. There are two types of data in this study, namely raw data in the form of data from interviews and filling out questionnaires about PT. PLN

(Persero) Masamba Customer Service Unit.

This research method uses quantitative research with casual associative research techniques which explain that the independent variable (X) affects the dependent variable (Y), the variables in the study include Organizational Culture (X1), Work Discipline (X2) and Employee Performance (Y), place research conducted by researchers at PT. PLN (Persero) Masamba Customer Service Unit, using quantitative data obtained from respondents through questionnaires to determine the answers to research statements regarding Organizational Culture, Work Discipline and Employee Performance. Respondents in this study totaled 40 people where all involved were employees at PT. PLN (Persero) Masamba Customer Service Unit, taking samples using a sampling technique which means that all populations are sampled.

RESULT

1. T test results

Table 1. T test results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	std. Error	Betas		
(Constant)	3,300	5,481		0.602	0.55
1 BO	-0.187	0.184	-0.096	-1,015	0.32
DK	1.005	0.118	0.804	8,538	0

a. Dependent Variable: KK

Based on table 1. The results of the T test variable Organizational Culture (X1) have no effect on employee performance (Y) because the value of t count (t hit) = 1.015 < t table (t tab) = 2.021 and is significant because 0.317 > α 0.05. Whereas for the Work Discipline variable (X2) it influences the Employee Performance variable (Y) because the value of t count (t hit) = 8.538

> t table (t tab) = 2.021 and is not significant because 0.000 < α 0.05.

2. F test results

The F test is used to find out all the independent variables simultaneously on the dependent variable with a significant rate of 5% or 0.05 if F count > F table then the variables are jointly affected, based on the results of the f test research shown below.

Table 2. F Test Results

ANOVAa					
Model	Sum of Squares	Df	MeanSquare	F	Sig.
1 Regression	29,698	2	14,849	43,254	.000b
residual	12,702	37	0.343		
Total	42,400	39			

- a. Dependent Variable: KK
- b. Predictors: (Constant), DK,

- a. Compensation for Employee Performance at PT. PLN (Persero) Masamba Customer Service Unit

From the results of the t test, it is obtained that the calculated t value is smaller than the t table value (=1.015 < 2.017) with a significant value of 0.317. Based on the table above, it is known that the significant value is 0.317 > 0.05 and the calculated F value is 43.254 > F table 2.84. Thus that all the independent variables in this study simultaneously affect the

dependent variable. so that Ho is rejected and Ho is accepted, meaning that the technology variable has no positive and significant effect on the performance of employees at PT. PLN (Persero) Masamba Customer Service Unit

- b. Motivation Against Employee Performance at PT. PLN (Persero) Masamba Customer Service Unit

From the results of the t test, the calculated t value is greater than the t table value (=1.015 < 2.017) with a significant value of 0.000.

Based on the table above, it is known that the significant value is $0.000 < 0.05$ and the calculated F value is $43.254 > F$ table 2.84. Thus that all the independent variables in this study simultaneously affect the dependent variable. so that H_0 and H_1 are rejected, meaning that the technology variable has a positive effect and does not have a significant effect on employee performance at PT. PLN (Persero) Masamba Customer Service Unit.

1) **Organizational Culture on Employee Performance at PT. PLN (Persero)**

From the results of the research above, organizational culture (X1) does not have a positive and significant impact on employee performance (Y). This can be seen from testing the hypothesis that the organizational culture variable (X1) has value count (t_{hit}) = 1.015 $< t_{table}$ (t_{tab}) = 2.021 and is significant because $0.317 > \alpha 0.05$.

2) **Work Discipline Against Employee Performance PT. PLN (Persero)**

From the results of the research above, work discipline (X2) has a positive and significant impact on employee performance (Y). It can be seen from testing the hypothesis that the work discipline variable (X2) has value count (t_{hit}) = 8.538 $> t_{table}$ (t_{tab}) = 2.021 and it is significant because $0.317 > \alpha 0.05$

CONCLUSION

Referring to the statistical results, hypothesis testing and discussion above, it can be concluded that organizational culture has no positive and significant effect on employee performance, this is due to organizational culture at PT. PLN (Persero) Masamba Customer Service Unit indicates that if an organizational culture is developed it will not affect the quality of employee performance. Furthermore, work discipline has a positive and significant effect on employee performance, this shows that if job training is increased at PT. PLN (Persero) Masamba Customer Service Unit can improve employee performance.

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