

Analysis of the Influence of Work Discipline and Internal Communication on Teamwork at Ilir Timur 1 Police Station, Palembang City

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Abstract

This study aims to analyze the influence of work discipline and internal communication on teamwork at Polsek Ilir Timur 1 in Palembang. Teamwork is a crucial element in enhancing operational effectiveness, especially within law enforcement institutions. The research employs a quantitative method with a descriptive approach. Data were collected through questionnaires distributed to 75 members of the police sector and analyzed using multiple linear regression with the assistance of SPSS version 26. The results show that both work discipline and internal communication have a significant partial and simultaneous effect on teamwork. These findings indicate that a high level of discipline and effective internal communication can improve coordination, trust, and overall team productivity. The practical implications suggest that the management of Polsek Ilir Timur 1 should regularly implement work discipline training and enhance internal communication through routine meetings or open feedback systems. Further recommendations include promoting two-way communication channels and establishing ongoing discipline evaluations to foster a more conducive and professional work environment.

Keywords: *Work Discipline; Internal Communication; Teamwork*

INTRODUCTION

Human Resources (HR) are the primary asset in any organization, playing a crucial role in supporting the achievement of strategic goals, including in police institutions. High-quality HR is not only determined by individual skills but also by internal organizational factors such as work discipline and internal communication, which are key in fostering solid and effective teamwork (Hasibuan et al., 2023).

Work discipline refers to an individual's adherence to the organization's rules and norms. Christian & Kurniawan (2021) stated that work discipline reflects the willingness and awareness of employees to follow regulations and be responsible for the tasks assigned to them. Muna & Isnowati (2022) added that high work discipline encourages orderliness within the team, enhances work efficiency, and creates a professional work environment. In public organizations like the police, good discipline has a direct impact on the effectiveness of carrying out critical tasks that require timeliness, readiness, and procedural orderliness. Fauzia Afriyani (2024) also emphasized that work discipline functions as a communication channel between management and staff, influencing behavior and enhancing understanding of organizational policies.

In addition to work discipline, internal communication also plays a crucial role in building effective teamwork. Trihastuti & Endang (2019) stated that good internal communication enables smooth coordination, reduces misunderstandings, and strengthens synergy in achieving organizational goals. According to Hidayat (2021), effective internal communication should flow both vertically and horizontally, ensuring that each team member can receive and understand information clearly without structural barriers. Good communication creates transparency and strengthens bonds among team members.

However, in practice, many organizations face challenges in implementing work discipline and internal communication, including at Ilir Timur 1 Police Station in Palembang. Based on initial

observations, several prominent issues were found, such as delays in task execution, low adherence to standard operating procedures (SOP), and a lack of open communication forums between superiors and subordinates. Information from leadership is often not effectively communicated, causing coordination gaps and task interpretation issues. This situation impacts teamwork, reduces operational efficiency, and increases the potential for conflicts among team members.

Several previous studies have shown that work discipline and internal communication have a positive impact on the effectiveness of teamwork. Research by Christian & Kurniawan (2021) proved that work discipline contributes to efficiency and enhances cooperation among team members. Trihastuti & Endang (2019) also affirmed that effective internal communication accelerates decision-making and strengthens team coordination. However, a different result was found by Prathomo et al. (2022), which showed that internal communication does not always have a significant impact on teamwork, depending on organizational culture, leadership patterns, and the communication systems in place. This creates a research gap that warrants further investigation, particularly in public organizations like police institutions, which face unique structural and operational challenges.

This study is important because it focuses on a specific local context, namely the Ilir Timur 1 Police Station in Palembang, which has not been extensively studied in academic literature. The novelty of this research lies in its approach that combines two main variables, work discipline and internal communication, to assess their simultaneous effects on teamwork within a police institution. This study also aims to provide practical recommendations that can be applied by police management to improve HR quality and team effectiveness on the ground.

Based on the background above, this study aims to analyze the influence of work discipline and internal communication on teamwork at Ilir Timur 1 Police Station in Palembang. By understanding the factors that affect teamwork effectiveness, it is hoped that this research will provide recommendations for police management to improve work discipline and internal communication, thereby creating a more professional, productive, and harmonious work environment.

By gaining a deeper understanding of the factors influencing teamwork effectiveness, it is expected that the results of this study will provide valuable insights for the management of Ilir Timur 1 Police Station in formulating strategies to enhance work discipline and optimize internal communication, thereby fostering a professional, productive, and harmonious work environment.

METHODOLOGY

This study employs a descriptive quantitative approach to measure and analyze the impact of work discipline and internal communication on teamwork at Ilir Timur 1 Police Station in Palembang. This approach is chosen because it allows for an objective analysis of the relationships between variables based on numerical data. The population of this study consists of all members of Ilir Timur 1 Police Station, totaling 75 individuals. Due to the small population size, a saturated sampling technique is used, where the entire population is selected as the sample.

Data is collected through questionnaires, non-participatory observation, and literature studies. The questionnaire is designed using a five-point Likert scale ranging from 1 = Strongly Disagree to 5 = Strongly Agree. This instrument is used to measure respondents' perceptions of work discipline, internal communication, and teamwork. Validity testing is conducted using the Corrected Item-Total Correlation with a threshold ≥ 0.30 . Meanwhile, reliability testing is performed using Cronbach's Alpha, where all variables show values above 0.80, indicating that the instrument is reliable.

Data analysis is performed using multiple linear regression because the research model involves two independent variables that are analyzed against one dependent variable. This method is chosen because it can explain the simultaneous effects and contributions of each independent variable. Before performing regression analysis, classical assumption tests are conducted, including normality, multicollinearity, and heteroscedasticity tests. All data processing is done using SPSS version 26 software. This method is expected to provide empirical insights into the impact of work discipline and internal communication on teamwork, as well as serve as the basis for recommendations to enhance team effectiveness in the police environment.

RESULTS and DISCUSSION

Hypothesis Testing Results

Partial Test (t-test)

In the study by Anggraini et al. (2023), the t-test aims to assess the effect of an individual independent variable on the dependent variable. This test shows how much variation in the dependent variable can be explained by one independent variable. In this study, the t-test was conducted with a significance level of 5% ($\alpha = 0.05$).

Table 1. Partial Test (t-test)

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-1.777	.984		-1.806	.075
Work Discipline	.328	.084	.267	3.898	.000
Internal Communication	.731	.069	.722	10.552	.000

Source: Data Processed (SPSS Version 26 Output)

The t-test results indicate that work discipline has a positive and significant impact on teamwork, with a significance value of 0.000 (< 0.05). This suggests that the higher the level of discipline among the members of Ilir Timur 1 Police Station, the better the teamwork formed within the team. Work discipline creates order, responsibility, and consistency in carrying out tasks, which are essential in building a solid team.

Meanwhile, internal communication also has a positive and significant impact on teamwork, with a significance value of 0.000 (< 0.05). The higher beta coefficient value (0.722) indicates that internal communication is the most dominant factor influencing teamwork compared to work discipline. Effective communication facilitates the exchange of information, reduces conflicts, and enhances coordination among personnel, creating synergy in the execution of tasks.

Simultaneous Test (F-test)

In the study by Anggraini, W. et al. (2023), the F-test is used to examine the joint influence of all independent variables on the dependent variable. This test determines whether the model, as a whole, significantly explains variations in the dependent variable. In this analysis, a significance level of 5% ($\alpha = 0.05$) is applied.

Table 2. Simultaneous Test (F-test)

ANOVA ^a						
Model	Sum of Squares	df	Mean Square	F	Sig.	
1 Regression	1293.409	2	646.705	653.444	.000 ^b	
Residual	71.257	72	.990			
Total	1364.667	74				

Source: Data Processed (SPSS Version 26 Output)

The significance value of 0.000 (< 0.05) indicates that work discipline and internal communication simultaneously have a significant effect on teamwork. This confirms that the success of teamwork in institutions such as the police cannot be separated from the combination of adherence to rules and an open, structured communication pattern. Both factors complement each other in shaping a responsive, adaptive, and professional team.

Coefficient of Determination Test Results

According to the study by Anggraini, W. et al. (2023), the coefficient of determination test (R^2) is used to measure the extent to which the independent variables can explain the dependent variable. The R^2 value ranges from 0 to 1, where values closer to 1 indicate that the independent variables have a strong influence in explaining the variation in the dependent variable. Conversely, if the R^2 value is close to 0, it means that the independent variables have little to no ability to explain the dependent variable.

Table 3. Coefficient of Determination Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.921 ^a	.849	.844	.38708869

a. Predictors: (Constant), Komunikasi Internal, Disiplin Kerja

Source: Data Processed (SPSS Version 26 Output)

The coefficient test results in the table above show that the R value is 0.921, indicating a very strong relationship between the independent variables (Work Discipline and Internal Communication) and the dependent variable (Teamwork). The R Square value of 0.849 indicates that 84.9% of the variation in teamwork can be explained by the two independent variables, while the remaining 15.1% is influenced by other factors outside the model.

DISCUSSION

The Influence of Work Discipline on Teamwork

The results of the partial test (t-test) show that work discipline has a significant effect on teamwork, with a significance value of 0.000 (< 0.05). This finding indicates that the discipline of personnel at Ilir Timur 1 Police Sector plays a crucial role in forming a cohesive and well-coordinated team. Members who arrive on time, complete tasks according to procedures, and comply with superiors' directives help facilitate coordination in carrying out police duties, both in the field and within the internal organization. Discipline helps reduce role conflicts, improve efficiency, and strengthen a sense of responsibility within the team.

This result aligns with the findings of Anggoro K.R. et al. (2022), which state that work discipline directly influences team performance by increasing consistency and work order. On the other hand, some studies, such as those by Fitriani and Hidayat (2021), found that the influence of work discipline on team performance may decrease in organizations with flexible work patterns and informal structures-contexts that differ from the hierarchical structure of police institutions. These organizational differences may explain the variation in research outcomes.

Practically, this result suggests that enhancing teamwork at Ilir Timur 1 Police Sector can begin with a more consistent enforcement of a work discipline culture. The implementation of structured reward and punishment systems, as well as training on work ethic and professional responsibility, can help strengthen members' discipline. However, a limitation of this study lies in its data collection method, which relies on respondents' perceptions through questionnaires, thereby introducing potential bias in assessing actual disciplinary behavior.

The Influence of Internal Communication on Teamwork

The partial test results also show that internal communication has a significant effect on teamwork, with a significance value of 0.000 (< 0.05). The beta coefficient value of 0.722 even indicates that internal communication is the most dominant factor influencing teamwork. Effective communication—such as routine briefings, open case reporting, and two-way communication channels between members and leadership—has been proven to improve coordination and task understanding at Ilir Timur 1 Police Sector.

This finding is consistent with studies by Ali (2023) and Tafsir et al. (2023), which assert that internal communication not only strengthens working relationships among employees but also enhances overall team productivity. However, other studies such as Ramadhani (2022) found that the influence of internal communication may weaken in organizations with structural barriers or a culture of silence—an important point to consider when evaluating the communication culture within police institutions.

The practical implication of this result is the importance for the management of Ilir Timur 1 Police Sector to strengthen its internal communication system. This can be achieved through the implementation of digital communication platforms for daily reporting, interpersonal communication skills training, and the development of a work culture that promotes openness and trust. A limitation of this discussion is the lack of in-depth exploration of non-verbal or informal communication, which may also impact teamwork but was not captured in the research instruments.

The Influence of Work Discipline and Internal Communication on Teamwork

The results of the simultaneous test (F-test) indicate that work discipline and internal communication jointly have a significant influence on teamwork, with a significance value of 0.000 and an Adjusted R Square value of 0.844. This means that both variables together can explain 84.4% of the variation in teamwork within the Ilir Timur 1 Police Sector.

The strength of this relationship shows that the synergy between discipline and open communication is a crucial foundation for creating a resilient and responsive team. This result reinforces

previous findings by Anggoro K.R. et al. (2022) and Tafsir et al. (2023), which emphasize that the combination of individual behavior control (through discipline) and member integration (through communication) enhances team effectiveness and trust. However, these results may differ when applied to organizations with more decentralized systems or more flexible work cultures.

For the management of Ilir Timur 1 Police Sector, these findings serve as a critical foundation for designing team development programs based on two key approaches: strengthening discipline ethics through consistent SOPs and sanctions, and enhancing communication through both formal and informal channels. Human resource development strategies should be designed holistically and sustainably to maximize their impact on teamwork.

Nevertheless, one limitation of this study is its use of a quantitative approach and its focus on a single institution with a limited number of respondents, which means the results may not be widely generalizable to other police institutions.

CONCLUSION

Based on the results of multiple linear regression analysis, it can be concluded that work discipline and internal communication have a positive and significant influence on teamwork at Ilir Timur 1 Police Sector, Palembang City, both partially and simultaneously. Internal communication has been proven to have a more dominant effect compared to work discipline, as indicated by a higher beta coefficient. This shows that the effectiveness of teamwork is highly influenced by the openness and smoothness of communication among members as well as between superiors and subordinates. Simultaneously, the two independent variables contribute 84.9% to the variation in teamwork, as indicated by the R^2 value of 0.849. The remaining 15.1% is influenced by other factors outside the model, such as leadership, motivation, or organizational culture. The resulting regression equation shows that any increase in work discipline and internal communication will improve the quality of teamwork.

The practical implication of these findings is that the management of Ilir Timur 1 Police Sector needs to take concrete steps to strengthen these two main aspects. To enhance work discipline, measures such as monitoring work schedules, implementing performance-based evaluations, and consistently applying a reward and punishment system can be adopted. Meanwhile, to improve internal communication, it is recommended to establish regular communication forums, provide transparent reporting channels, and conduct communication skills training among team members. These strategies are believed to enhance coordination effectiveness and foster stronger team synergy.

Future research is recommended to involve more than one police institution or similar organizations so that the results can be compared and more broadly generalized. Additionally, it is suggested to include other variables such as leadership style, work motivation, or organizational culture to gain a more comprehensive understanding of the factors influencing teamwork.

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