



The Influence of Work Discipline and Work Environment on the Performance of Quality Assurance Division Employees at PT Mitra Transaction Indonesia, South Jakarta

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Abstract:

The purpose of this research was to determine the effect of work discipline and work environment on the employee performance of Quality Assurance division employees at PT Mitra Transactions Indonesia. This research was conducted for 3 (three) months, starting from October 2022 to December 2022. This research used a descriptive quantitative method. The respondents of this study were all employees of the Quality Assurance division at PT Mitra Transactions Indonesia, with a population of 53 (fifty three) employees and all of them were the sample in this study. The research instrument used a questionnaire to collect data from work discipline variables, work environment variables and employee performance variables.

Data analysis techniques used validity test, reliability test, descriptive analysis, normality test, heteroscedasticity test, multicollinearity test, multiple linear regression analysis, multiple linear correlation coefficient test, partial hypothesis test t test, simultaneous hypothesis test f test, and calculation of the coefficient of determination. The results of the descriptive analysis for work discipline variables, work environment variables and employee performance variables are in the good category of the Quality Assurance division at PT Mitra Transactions Indonesia. Based on a partial analysis of work discipline variables, work environment variables have a positive and significant effect on employee performance at PT Mitra Transactions Indonesia. Simultaneously, work discipline and work environment variables have a positive and significant effect on the performance of Quality Assurance division employees at PT Mitra Transactions Indonesia. The contribution of work discipline and work environment variables to the increase in employee performance variables is 62.2%, while the remaining 37.8% is influenced by other variables not examined by the authors in this study, such as work commitment, work motivation, job satisfaction, culture organization and so on.

KEY WORDS : Work Discipline, work environment and employee performance

INTRODUCTION

PT Mitra Transaction Indonesia or also known by the trade name Yokke is a subsidiary of the Company and BC Card Korea which operates in the field of electronic payment system services or Electronic Data Capture (EDC) where the Company owns 99.9% share ownership. PT Mitra Transaction Indonesia (Yokke) operates in the Acquiring Aggregator business sector. Employee performance is a result achieved by the employee in his work according to the criteria that apply to a particular job. Employee performance is a function of the interaction between ability and motivation. Employee performance is an important factor in obtaining optimal work results. Factors that influence employee performance can be divided into two groups, namely intrinsic factors and extrinsic factors. Intrinsic factors are factors that come from within and are carried by every employee since working at their place of work, namely educational institutions. Extrinsic factors concern things that come from outside the employee, including the physical condition of the work environment, interactions with other employees, the payroll system and leadership of a company.

The performance of employees at PT Mitra Transaction Indonesia in the Quality Assurance (QA) division is still unsatisfactory, because employee work discipline is not appropriate, where employees do not come according to the specified WFH or WFO schedule, also the work environment is less comfortable because the air temperature in the work room is too cold. and poor air ventilation so that work results are not effective and efficient, making QA performance considered poor by several related divisions. Employee discipline is something important for an organization because discipline will make the work done more effective and efficient. If discipline cannot be enforced, it is possible that the goals set by an organization will not be achieved. Good discipline reflects the extent of a person's responsibility for the tasks assigned to him. This encourages passion, work enthusiasm and the realization of the goals of the company, employees and society in general. Discipline will reflect strength, because someone who is successful in their work and studies is usually those who have high discipline. Apart from the work environment, work discipline will also influence employee work performance.

The work environment at PT Mitra Transaction Indonesia is good, but there are still several obstacles such as relationships between colleagues that are not cohesive, the room temperature is too cold and quantity constraints in the work environment such as limited work testing equipment, so that when employees are full WFO they have to borrow testing equipment from each other. . Work room temperature is the main factor in the work environment that influences employee performance, where temperatures that are too cold make employees move a lot from their work desks to keep their bodies from getting cold. The temperature of this room is deliberately cooler than the other rooms because the Quality Assurance (QA) division is in the same room as the server management division. The work environment at PT Mitra Transaction Indonesia is able to influence employee performance, where the air temperature in the work room is too cold, causing employees to move more and even leave the room to maintain body temperature. The Quality Assurance (QA) division is in the same room as the server management division, which is the division that maintains the operation of all transaction machines including EDC, computers, AC and etc.

LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

According to Hamali (2018:2) "Human resources is a strategic approach to skills, motivation, development and management of resource organization". The definition of human resources is individuals who work as drivers of an organization, both institutions and companies, who function as assets whose abilities must be trained and developed. Employee performance is a result achieved by the employee in his work.

According to Fahmi (2017: 188) "Performance is the result of a process which is referred to and measured over a certain period of time based on previously established provisions or agreements".

According to Sinambela (2018:335) states that "Discipline is the awareness and willingness of employees to comply with all organizational regulations and applicable social norms". Employee discipline is something important for an organization because discipline will make the work done more effective and efficient.

According to Nitisemitio in Faida (2019: 108) "The work environment is something around workers and can influence them in carrying out their assigned tasks". The work environment is something that includes physical, social and psychological conditions within the company and influences employee performance.

From a review of these theories, several hypotheses can be developed:

H1: Work discipline has a significant effect on performance employee.

H2: Work environment has a significant effect on performance employee.

H3: Work discipline doesn't have a significant effect on performance employee.

H4: Work Environment doesn't have a significant effect on performance employee.

H5: Work discipline and Work environment has a significant effect on performance employee.

METHODS

This research was conducted at PT Mitra Transaction Indonesia, IT QA division, located on Jl. General Sudirman No. Kav. 25, Floor 17-18 RT.10/RW.11, Kuningan, Karet Tengsin, Setiabudi District, South Jakarta City, Special Capital Region of Jakarta 10250. So using the independent variabel (X) in the form of: X1= Work Discipline; X2= Work Environment; Y=Performance employee at PT Mitra Transaction Indonesia, IT Quality Assurance division, South Jakarta.

This research uses descriptive quantitative methods. The respondents of this research were all employees of the Quality Assurance division at PT Mitra Transaction Indonesia, with a population of 53 (fifty three) employees and all of them were the sample in this research. This research instrument uses a questionnaire to collect data from work discipline variables, work environment variables and employee performance variables. Data analysis techniques use validity test, reliability test, descriptive analysis, normality test, heteroscedasticity test, multicollinearity test, multiple linear regression analysis, multiple linear correlation coefficient test, partial hypothesis test t test, simultaneous hypothesis test f test, and calculation of the coefficient of determination using SPSS version 25.0 program assistance with the following regression equation:

$$Y = a + b_1X_1 + b_2X_2$$

Information:

Y = Employee Performance

a = constant

b1 = regression coefficient of work discipline

b2 = regression coefficient of the work environment

X1 = work discipline variable

X2 = work environment variable

Before testing using regression analysis, the research data was tested using classic assumptions, consisting of the normality test, heteroscedasticity test and multicollinearity test. Then, for simultaneous hypothesis testing, use the F test and for partial hypothesis testing, use the T test. Meanwhile, to determine the most dominant variable influencing product sales value, use the standardized beta coefficient value.

RESULT AND DISCUSSION

The test results with multiple linear regression analysis can be seen from the following table:

Table 1. Results of multiple linear regression analysis of Work Discipline Variables (X1) and Work Environment (X2) on Employee Performance (Y)

		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	11.516	3.994		2.884	.006
	Work Discipline	.248	.109	.245	2.270	.028
	Work Environment	.497	.087	.618	5.712	.000

a. Dependent Variable: Employee Performance

Based on the results of the analysis of regression calculations in the table above, the regression equation $Y = 11.516 + 0.248X1 + 0.497X2$ can be obtained. From the equation above it can be concluded as follows:

- A constant value of 11.516 means that if the variables of work discipline (X1) and work environment (X2) are not considered then employee performance (Y) will only be worth 11.516 points.
- The work discipline value (X1) of 0.248 means that if the constant remains and there is no change in the work environment variable (X2), then every 1 unit change in the work discipline variable (X1) will result in a change in employee performance (Y) of 0.248 points.
- The work environment value (X2) of 0.497 means that if the constant remains and there is no change in the work discipline variable (X1), then every 1 unit change in the work environment variable (X2) will result in a change in employee performance (Y) of 0.497 points.

Based on the analysis results, the regression equation $Y = 11.516 + 0.248X1 + 0.497X2$ is obtained. The correlation coefficient value is 0.789 where the value is in the interval 0.600 - 0.799, meaning that the work discipline and work environment variables have a strong level of relationship. The coefficient of determination value obtained was 0.622 or 62.2%, while the remaining 37.8% was influenced by other factors that were not researched. Hypothesis testing obtained a calculated F value > F table or (41.204 > 2.79). Thus, H0 is rejected and H3 is accepted, this shows that there is a significant influence between the variables of work discipline and work environment on employee performance simultaneously at PT. Indonesian Transaction Partners Quality Assurance (QA) division.

CONCLUSIONS

Based on the description in the previous chapters, the results of the analysis and discussion regarding the influence of work discipline and work environment on employee performance at PT Mitra Transaction Indonesia, South Jakarta are as follows:

- Work discipline has a significant effect on employee performance with the regression equation $Y = 16.742 + 0.620X1$. The correlation coefficient value is 0.613, where the value is in the interval 0.600 - 0.799, meaning that the two variables have a strong level of relationship. The coefficient of determination value is 0.595 or 59.5%, while the remaining 40.5% is influenced by other factors not studied. Hypothesis testing obtained t value > t table or (8.452 > 2.008). Thus, H0 is rejected and H1 is accepted, this shows that there is a significant influence between work discipline on employee performance at PT. Indonesian Transaction Partners Quality Assurance (QA) division.
- The work environment has a significant effect on employee performance with the regression equation $Y = 17.310 + 0.615X2$. The correlation coefficient value is 0.789

where the value is in the interval 0.600 - 0.799, meaning that the two variables have a very strong level of relationship. The correlation coefficient value is 0.613, where the value is in the interval >0.600-0.799, meaning that the two variables have a strong level of relationship. The coefficient of determination value is 0.622 or 62.2%, while the remaining 37.8% is influenced by other factors not studied. Hypothesis testing obtained a calculated t value > t table or (5,543 > 2.008). Thus, H₀ is rejected and H₂ is accepted, this shows that there is a significant influence between the work environment on employee performance at PT. Indonesian Transaction Partners Quality Assurance (QA) division.

3. Work discipline and work environment have a significant effect on employee performance with the regression equation $Y = 11.516 + 0.248X_1 + 0.497X_2$. The correlation coefficient value is 0.789 where the value is in the interval 0.600 - 0.799, meaning that the work discipline and work environment variables have a strong level of relationship. The coefficient of determination value obtained was 0.622 or 62.2%, while the remaining 37.8% was influenced by other factors that were not researched. Hypothesis testing obtained a calculated F value > F table or (41.204 > 2.79). Thus, H₀ is rejected and H₃ is accepted, this shows that there is a significant influence between work discipline and work environment variables on employee performance simultaneously at PT. Indonesian Transaction Partners Quality Assurance (QA) division.

Suggestion

Based on the conclusions above as a result of the research, the researcher provides the following suggestions:

- a. The weakest statement of work discipline is indicator number 1, namely (Entering Work on Time), which only achieved an average score of 2.73. To make it even better, companies must make verbal and written regulations and provide sanctions for every employee who does not arrive on time.
- b. The weakest work environment statement is indicator number 3, namely (Air Temperature), which only achieved an average score of 3.47. To be even better, companies must pay attention to the air temperature in areas where the work environment is still lacking, so that employees become more comfortable at work.
- c. The weakest statement of employee performance is indicator number 1, namely (Quality), which only achieves an average score of 4.14. To be even better, the company must provide training or development for each employee to increase the abilities and qualities of all employees.

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