



The Effect Of Work Discipline On Employee Performance In Mc Donald, Pondok Gede Branch

Indra Solihin^{1*}, Nurhadi², Irnida Fara Syahada³, Erwin Suandan⁴, Klarisa Deo Saputri⁵

*Student Of Magister Management, Postgraduate Program, Universitas Pamulang,
Jl. Raya Puspiptek, Buaran, Kec. Pamulang, Kota Tangerang Selatan, Banten 15310*

Author's email: ¹indra_62201@unpam.ac.id; ²adinurhadi25@gmail.com; ³farairnida@gmail.com;
⁴masghembhenk27@gmail.com; ⁵Klarisadeos@gmail.com

Abstract. *This study aims to determine the effect of work discipline on employee performance at McDonald's Pondok Gede Branch.*

The method used is explanatory research with a sample of 55 respondents. The analysis technique uses statistical analysis with regression testing, correlation, determination and hypothesis testing.

The results of this study, the work discipline variable, obtained an average score of 3.758 with good criteria. Employee performance variables obtained an average score of 3.818 with good criteria. Work discipline has a positive and significant effect on employee performance with a regression equation value of $Y = 12.578 + 0.681X$, and a correlation coefficient value of 0.811 or having a strong level of relationship with a determination value of 65.7%. Hypothesis testing obtained a significance of $0.000 < 0.05$.

Keywords: *work discipline , employee performance .*

INTRODUCTION

In today's era of globalization, industrial competition is getting tighter. This competition arises because of several supporting factors. These factors include natural resources, human resources, facilities, and management. The first factor is in the form of natural resources as industrial processing commodities. This factor is available naturally in Indonesia, which is rich in natural resources. However, this abundant natural resource is still in the form of raw materials which really need excellent management. This management requires design, work programs, processing procedures to yield management. This management requires a humane responsibility because industrial competition has created unfair competition.

This is related to modern processing that leaves society's values and norms. Currently, environmental-based processing is urgently needed considering that the processing of

natural resources currently taking place is still far from expectations. This is related to the large number of processes that ignore AMDAL, which leads to negative excesses in the form of environmental damage and disasters.

On the other hand, Indonesia's abundant human resources are also very influential in economic competition. These resources are determinants of business competition related to the competencies and expertise that they provide. The large number of achievement-based university graduates has dominated job competition so that it is the majority of people who have competencies who are able to fill the economic cycle and the business world.

Based on the description above, it is clear that all the factors are connected. This connection creates a binding causal relationship. Uniquely, the human resource factor as the only humanistic factor has always been the starting point for content analysis. This is proven by several cases which state that every failure is always associated with human error.

Human error is a fact that is always analyzed when there is competition and failure in an organization or a business entity. Humans are considered to have deficiencies due to negligence or certain conditions. This fact indicates the need to improve human quality in an educational and competitive manner. Therefore, the development of human resources in an organization is very important.

Discipline factor plays an important role in improving employee performance. Discipline builds the character of being honest, responsible, loyal, and dedicated. Discipline creates people who obey the rules by increasing their maximum potential. Through discipline, employees will adhere to the rules strictly. Not only that, they are also accustomed to a culture of being punctual and able to manage work according to work procedures and demands. They do this with high loyalty regardless of the direct supervision or indirect supervision because their level of awareness and responsibility has been entrenched.

This fact will create a work culture that is simultaneously described, such as an increase in employee performance even without being supervised by a superior. They also leave things unrelated to work voluntarily. No wonder they always obey the rules with responsibility without coercion.

Work discipline has a variant of benefits both for the organization and for employees. The benefit of work discipline for the organization is to ensure that order is maintained and the execution of tasks is smooth, so as to obtain optimal results. The benefits for employees are a pleasant working atmosphere, thereby increasing the work ethic and enthusiasm for improving business performance and results. Thus, employees can carry out their duties with full awareness and can develop their energy and mind as much as possible.

The description above is in accordance with the studies of several experts. One of the studies related to the facts above is the study described by Wilson Bangun (2012: 4). Wilson stated that one of the organizational resources that has an important role in achieving its goals is human resources. Therefore, the importance of the role of humans in both short and long term competition in the business agenda of an organization must have more value than other organizations.

Wilson's statement was also emphasized by Malayu Hasibuan. According to Malayu Hasibuan (2013: 194), work discipline is "an attitude of behavior and actions in accordance with the regulations of the company, both written and unwritten". The disciplinary factor plays a very important role in the implementation of employee work. In the end, employees who have high work discipline will have good performance because work time is used as best as possible to carry out work in accordance with predetermined targets.

The company has a quality and performance development program that is outlined in the business change agenda. This program runs in tune with several facts, data, and performance processes. This journey is inseparable from the obstacles that are always accompanied by the performance process. This requires an effort to maintain the condition of the company so that it can always run efficiently. This defense effort aims to improve performance with maximum results. However, improving performance will not be successful

if it is not supported by adequate resources. One of the most important resources in a company is employee performance.

Employee performance has several basic criteria. One of these criteria was proposed by Anwar. According to Anwar Prabu Mangku Negara (2013: 67) employee performance is "The work results in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him". This statement implies that employee performance is the ability that the employee has at work that results in the relative strength of the individual in identifying his involvement in the company. Employee performance is needed in the organization, so that work productivity goes well and the organization gets its production results, directly increasing the amount of production which leads to organizational progress.

In the end, companies and business entities always need human resources in the form of employees who have high work discipline, dynamic and good performance, employees who are able to take advantage of time, and can meet job targets in accordance with the targets set by the company. This can improve the work ethic and quality of the company. Increasing work ethic and quality indicates that the company's targets or goals are maximally achieved. If the company's goals are achieved, the company's competitiveness and prestige will increase both in the national and international scope.

The relationship between discipline and human resources within the company must be applied in any company in Indonesia. This application is urgently needed as a result of economic development and increasingly fierce competition. Related to this, Mc Donald Pondok Gede Branch as one of the companies engaged in fast food also has a quality improvement program that is in line with human resource development in the form of increasing employee resources.

The development of the times requires this company to always maintain and improve the quality and quality of food and service that has been carried by a well-known fast food restaurant. This increase is carried out through increasing the discipline of employee performance optimally. The discipline in question is related to the authentic employee's performance in the form of a recap of records related to the results obtained from certain job functions or certain activities within a certain period of time.

Along with the development of the company McDonald's Pondok Gede branch also has several internal and external obstacles that affect the quality of the company. Internal constraints related to decreased employee discipline which resulted in a decrease in results and performance. This obstacle occurs due to a lack of assertiveness from superiors. Not only that, the prone to imposing sanctions and punishments for these violations reinforces the decline in the quality of workers. On the other hand, the firmness of the leader and the provision of sanctions and punishments in accordance with the deeds are indications that the achievement of the company's goals is worth applying.

Another obstacle that allegedly occurs within the company, namely the lack of motivation or encouragement for employees through giving rewards or prizes for targets that have been achieved so that it affects employee performance. The motivation needed by human resources is in the form of rewards for the performance that has been given. Rewards can be in the form of promotions or bonus rewards. However, the obstacles that arise are getting stronger when companies allow these constraints to continue without designing persuasive actions or preventive actions. Constraints in the form of authentic evidence of decreased performance are described in the following report.

For more details, see table 1.1 regarding production results in 2019 as follows:

Table 1.1
Report on the achievement of targets for 2019

Month	Company Target	Realization	Information
Oktober	1,5 M	1,62 M	Target Realization

November	1,7 M	1,76 M	Target Terealisasi
Desember	2 M	1,94 M	Unrealized Targets

Source: Data processed in 2019

The table above shows that employee performance has decreased in production. The company's target in October is 1.5 Billion (One Billion Five Hundred Million Rupiah) and has achieved the expected target of the company of 1.57 M (One Billion Five Hundred Million Rupiah). In the following month, the company also increased its production target by 1.7 billion (One Billion to Hundred Million Rupiah).

The increase in target is due to monthly sales of changes in progress, so the company's year-end target in December is 2 billion (two billion Rupiah). However, due to several factors, the expected achievement of the company did not reach the target set by the company with indications of a decrease in discipline which affected performance.

The decline in the quality of employees and the decline in performance is due to the low level of discipline in attendance and in the performance of the employees themselves. This data starts from the increasing level of absenteeism, late arrival to work, and half an hour of rest time. Many employees still take advantage of their break time. There have been no penalties for employees who are still absent from discipline and lack of assertiveness from leaders towards employees at McDonald's Restaurant Emerald Bintaro Branch.

The author concludes that there is an effect of work discipline on employee performance in attendance from year to year. The recapitulation results show that there are still employees who do not come to work without notifying their superiors or without information from TK (Without Information). The data above, shows an initial picture of a decrease in the level of work discipline and employee performance. Based on the above background, the author is motivated to conduct research with the title: "The Effect of Work Discipline on Employee Performance at Mc Donald Pondok Gede Branch".

LITERATURE REVIEW

2.1 How is the work discipline at Mc Donald Pondok Gede Branch?

2.2 How is the performance of employees at McDonald's Pondok Gede Branch?

2.3 Is there any influence between work discipline on employee performance at McDonald's Pondok Gede Branch?

RESEARCH METHODS/METHODOLOGY

3.1 To find out the conditions of work discipline at McDonald's Pondok Gede Branch.

3.2 To determine the condition of employee performance at McDonald's Pondok Gede Branch.

3.3. To determine the effect of work discipline on employee performance at McDonald's Pondok Gede Branch.

a. To find out the conditions of work discipline at McDonald's Pondok Gede Branch.

b. To determine the condition of employee performance at McDonald's Pondok Gede Branch.

c. To determine the effect of work discipline on employee performance at McDonald's Pondok Gede Branch

RESULTS AND DISCUSSION

1. Descriptive Analysis

In this test, it is used to determine the highest minimum and maximum score, the rating score and the standard deviation of each variable. The results are as follows:

Table 1 . Results of Descriptive Statistics Analysis

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Work discipline (X1)	55	29	47	37.58	4,810
Employee Performance (Y)	55	29	49	38.18	4,042
Valid N (listwise)	55				

Labor discipline obtained variance minimum of 29 and a variance of maximum 47 with rating score of 3,758 with standard deviation 4,810. This score is included in the scale range from 3.40 to 4.19 with good or agree criteria.

The performance of the employees obtained the variance minimum of 29 and a variance of maximum 49 with rating score of 3.818 with a standard deviation of 4,042. This score is included in the scale range from 3.40 to 4.19 with good or agree criteria.

2. Verificative analysis .

This analysis aims to determine the effect of the independent variable on the dependent variable. The test results are as follows:

a. Simple Linear Regression Analysis

This regression test is intended to determine changes in the dependent variable if the independent variable changes. The test results are as follows:

Table 2 . Simple Linear Regression Test Results

Model	Coefficients ^a				
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	12,578	2,560		4,914	.000
Work discipline (X)	.681	.068	.811	10,083	.000

Based on the test results in the table above, the regression equation $Y = 12.578 + 0.681 X$ is obtained. From this equation it is explained as follows:

1) A constant of 12.578 means that if there is no work discipline, then there is an employee performance value of 12.578 points.

2) The regression coefficient of work discipline of 0.681, this figure is positive it means that whenever there is an increase in labor discipline by 0.681 points, the performance of employees will also be increased by 0.681 points.

b. Correlation Coefficient Analysis

Correlation coefficient analysis intended to determine the strength of the relationship of the independent variables on the dependent variable. The test results are as follows:

Table 3 . Results of Testing the Correlation Coefficient of Work Discipline on Employee Performance .

Correlations^b

		Work discipline (X1)	Employee Performance (Y)
Work discipline (X1)	Pearson Correlation	1	.811 **
	Sig. (2-tailed)		.000
Employee Performance (Y)	Pearson Correlation	.811 **	1
	Sig. (2-tailed)	.000	

Based on the test results obtained a correlation value of 0.811 means that work discipline has a very strong relationship with employee performance .

c. Analysis of the coefficient of determination

The analysis of the coefficient of determination is intended to determine the percentage of influence of the independent variable on the dependent variable . The test results are as follows:

Table 4 . Results of Testing the Coefficient of Determination of Work Discipline on Employee Performance .

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.811 ^a	.657	.651	2,388

value was 0, 657 , meaning that work discipline had an effect of 65.7% on employee performance , while the remaining 34.3% was influenced by other factors that were not carried out by the research .

d. Hypothesis testing

Hypothesis testing with the t test is used to determine which hypothesis is accepted.

Hypothesis formulation : There is a significant influence between work discipline on employee performance .

Table 5 . Results of Hypothesis Test of Work Discipline on Employee Performance .

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	12,578	2,560		4,914	.000
	Work discipline (X)	.681	.068	.811	10,083	.000

Based on the test results in the table above, the value of t count > t table or (10.083 > 2.006) is obtained, thus the hypothesis that there is a significant effect between work discipline on employee performance is accepted.

1. Respondent's Answer Condition Variable Work discipline

Based on the respondents' answers, the variable of work discipline obtained a rating score of 3.758 in the scale range from 3.40 to 4.19 with good or agree criteria.

2. Conditions of Respondents' Answers to Employee Performance Variables

Based on the respondents' answers, the employee performance variable obtained a rating score of 3.818 in the scale range from 3.40 to 4.19 with good or agree criteria.

3. The Effect of Work Discipline on Employee Performance

Work discipline has a significant effect on employee performance with the regression equation $Y = 12.578 + 0.681X$, the correlation value is 0.811 or has a strong relationship with the influence contribution of 65.7%. Hypothesis testing obtained t value $>$ t table or ($10.083 > 2.006$). Thus the hypothesis that there is a significant effect between work discipline on employee performance is accepted.

CONCLUSION

1. Conclusion

- a. The variable of work discipline obtained a rating score of 3.758 in the scale range from 3.40 to 4.19 with good or agree criteria.
- b. The employee performance variable obtained a rating score of 3.818 in the scale range from 3.40 to 4.19 with good or agree criteria.
- c. Work discipline has a significant effect on employee performance with the regression equation $Y = 12.578 + 0.681X$, the correlation value is 0.811 or strong and the influence contribution is 65.7% while the remaining 34.3% is influenced by other factors. Hypothesis test obtained t value $>$ t table or ($10.083 > 2.006$).

2. Suggestions

- a. Work Discipline Variable (X) from the results of the questionnaire shows that Mc Donald Pondok Gede for assigning assignments must be adjusted to the employees' abilities and as a manager it must be fair to all employees and not differentiate among employees.
- b. Employee Performance Variable (Y) from the results of the questionnaire shows that McDonald's Pondok Gede Branch for employee tardiness or break time exceeds the predetermined time, a manager must provide assertiveness in taking a stand in the form of a warning or sanction. The ability of cooperation between employees is one important factor where this restaurant is classified as a fast food restaurant (fast food) where cooperation is needed to get optimal results and the amount of work must be proportional to the ability of employees to achieve the goals of the company.
- c. For further researchers, it is necessary to add other variables and not only be limited to two variables, because there is the possibility that other variables have a more significant effect on performance.

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