

## **ANALYSIS OF COMMUNICATION DISCIPLINE AND EMPLOYEE ATTENDANCE IN INCREASING WORK PRODUCTIVITY: A QUALITATIVE STUDY AT WARKOP WARKOOPS DEPOK**

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### **Abstract**

This study aims to examine how discipline and attendance affect the increase in work productivity in Warkop in the Warkoops area, Depok. The research approach used is qualitative, with data collection through direct observation and interviews with employees and business owners. The findings of the study show that aspects of discipline, including punctuality, compliance with regulations, and consistency in the implementation of tasks, play an important role in encouraging work productivity. In addition, the low attendance rate also supports smooth operational activities and customer service. However, there are still obstacles in the form of a lack of routine supervision and fluctuations in work motivation. Therefore, improving work discipline and more effective attendance management is expected to be a strategic step to maintain productivity sustainably in the warkop business environment.

**Keywords:** discipline, attendance, work productivity, qualitative study, coffee shop.

### **Introduction**

In the midst of increasingly competitive business competition, human resources are the main key to organizational success, including in small businesses such as coffee shops (warkop). Employee work productivity is not only determined by technical ability, but also by non-technical factors such as discipline, communication, and attendance. Employees who are highly disciplined and able to communicate well will form a positive work atmosphere, which ultimately increases work effectiveness and efficiency.

According to Rivai (2015), work discipline is a form of awareness and a person's willingness to obey the rules and norms that apply in the workplace. Discipline reflects the extent of the employee's responsibility to his or her duties. Meanwhile, Hasibuan (2017) emphasized that effective communication plays an important role in building coordination, avoiding misunderstandings, and strengthening working relationships between employees. The combination of discipline and good communication will create an overall increase in performance and productivity.

Employee attendance is also a clear indicator of discipline. High absenteeism often has a direct impact on decreased productivity as it leads to disruptions in workflow, imbalances in the division of tasks, and decreased teamwork. Therefore, good attendance management is an important aspect of effective human resource management.

Warkop Warkoops Depok as one of the small businesses that is developing in the Depok area faces challenges on the internal side, especially related to fluctuations in attendance and communication patterns between employees that are not stable. These conditions affect the smooth running of daily operations and overall productivity.

Through a qualitative approach with interview, observation, and documentation methods, this study aims to explore in depth how communication discipline and employee attendance affect work productivity at Warkop Warkoops Depok. The results of the research are expected to make a theoretical contribution in enriching the study of the relationship between discipline, communication, and work productivity in micro businesses. Practically, the results of this research can be a reference for the management of Warkop Warkoops in designing a strategy to improve performance through strengthening discipline and internal communication. Thus, this study focuses on the analysis of the role of communication discipline and employee attendance as the main factors in increasing productivity, as well as examining the relationship between the two in forming an effective and sustainable work culture.

### **Theoretical Framework**

Communication Discipline describes employees' observance of communication rules and ethical standards that are implemented within an organization, both in hierarchical and peer-level interactions (Udiani & Sudibya, 2020). Strong communication discipline helps foster better coordination and prevents misunderstandings or internal conflicts.

Employee Absenteeism and Work Discipline are interrelated concepts, where absenteeism during working hours may serve as a reflection of an employee's commitment to work discipline (Partika et al., 2020). Frequent absenteeism often leads to reduced productivity, since the absence of personnel increases the workload of others and disrupts workflow efficiency (Simamora, 2020).

Work Productivity can be understood as the efficiency level between the results obtained and the resources expended (Wijayanti, 2021). Within the warkop setting, productivity is typically assessed through aspects such as the speed of service delivery, the number of customer orders fulfilled, and the overall quality of work performance.

### **Methods**

The study adopts a qualitative research method with a case study approach focused on War-kop Warkoops Depok.

- 1. Data Collection:** Data were obtained through in-depth interviews with the manager or owner and several employees (approximately 4-5 people), complemented by direct observations of workplace activities and an analysis of documents concerning attendance records and communication standard operating procedures (SOPs). The data collection process combined observation and interview techniques, with the chosen approach designed to align with the research objectives and to determine the specific focus and depth required for subsequent stages of data gathering (Effendy et al., 2025).

2. **Key Informants:** Informants were chosen purposively, comprising the HR manager and a number of employees representing various job positions, including baristas and servers.
3. **Data Analysis:** The collected data were analyzed through three stages: data reduction, data display (in narrative form and supported by interview quotations), and conclusion drawing based on the analytical framework of Miles and Huberman.

### Results and Discussion

The interview findings indicate that most communication within the organization occurs informally. While communication discipline related to order processing in the kitchen and bar areas is relatively structured, information regarding work schedules or policy updates is often conveyed verbally and lacks proper documentation, potentially leading to miscommunication.

Employee attendance at Warkop Warkoops is relatively high, reflecting good punctuality and time discipline. The manager enforces strict sanctions for lateness or unexplained absences, which effectively promotes employee discipline.

In terms of productivity, consistent attendance ensures that there are enough employees available during busy hours, thereby maintaining service speed and accuracy. Similarly, good communication discipline in the core operational process—particularly during order preparation—helps reduce inefficiency and speeds up product delivery. Violations of SOPs are subject to internal sanctions, with problem-solving handled without involving external parties.

#### 1.1 Table of Interview Results

Report	Informant's Answer
Leader	Despite existing regulations, breaches of SOPs remain frequent, and the sanctions applied are not stringent enough to create a strong deterrent effect. Additionally, certain internal issues are still resolved with the involvement of external parties, which is unnecessary. Enhanced communication among employees would enable such problems to be managed internally, thereby preserving both work discipline and productivity levels.
Employee 1	Attendance discipline still requires improvement, as some employees continue to arrive late for work. Communication among staff members is generally good; however, occasional delays and a lack of coordination still negatively impact customer service and overall teamwork.
Employee 2	Supervisors tend to be less transparent with their subordinates and are sometimes unwilling to consider feedback from lower-level employees. As a result, two-way communication has not been fully optimized.
Employee 3	The morning shift often faces challenges due to several employees arriving late. In contrast, the night shift tends to be more disciplined as it involves fewer workers. However, communication is not always effective, particularly because of insufficient

	reporting regarding material inventory.
Employee 4	Attendance discipline at this workplace still requires improvement. Some employees occasionally arrive a few minutes late due to personal reasons, which can disrupt operations.
Employee 5	Communication among team members is generally good, and its influence is noticeable, particularly in customer service and team coordination. However, the work environment is sometimes less conducive.

Based on interviews with four staff members and the management, it was revealed that attendance discipline remains a challenge due to its inconsistent implementation. Communication both among employees and across departments has not yet functioned optimally, leading to delays and instances of miscommunication. To address these issues, employees proposed holding regular meetings, introducing a digital attendance system, and establishing formal communication groups to strengthen discipline and coordination at work.

### Conclusion

Based on the qualitative research conducted at Warkop Warkoops Depok, it can be concluded that both communication discipline and employee attendance are integral and mutually reinforcing elements in achieving optimal work productivity. The study found that attendance discipline, when supported by systematic supervision and a transparent sanction mechanism, plays a vital role in ensuring the availability and reliability of human resources. Consistent attendance allows for balanced work distribution, minimizes disruptions during peak hours, and contributes to better service quality for customers.

Meanwhile, communication discipline particularly in operational processes such as order taking and preparation functions as the backbone of workflow efficiency. Employees who adhere to established communication procedures are better able to coordinate tasks, avoid misunderstandings, and maintain the speed and accuracy of service delivery. However, the study also revealed that communication outside operational contexts, such as discussions regarding policy updates or schedule changes, remains largely informal and poorly documented. This condition can lead to information gaps and inefficiencies in daily operations.

To address these challenges, it is recommended that Warkop Warkoops formalize its non-operational communication systems through structured channels such as written announcements, official digital communication platforms, or scheduled coordination meetings. Additionally, implementing a consistent feedback mechanism between management and employees would foster openness, trust, and accountability. Strengthening these two aspects is expected to build a more disciplined and communicative work culture that aligns with the goals of productivity and service excellence.

In conclusion, this study emphasizes that the combination of attendance and communication discipline is not merely a procedural matter, but a strategic foundation for sustaining employee performance and overall business productivity. By institutionalizing discipline in both attendance management and communication

practices, Warkop Warkoops can create a more professional, efficient, and collaborative work environment that supports its growth as a competitive microenterprise in the service sector.

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