

**ANALYSIS OF THE IMPACT OF WORK MOTIVATION AND
WORK DISCIPLINE ON EMPLOYEE PERFORMANCE
AT PT. TELKOM AKSES MEDAN**

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Abstract

Employee performance is the process of attaining the company's organizational goals in accordance with the company's regulations. To achieve optimal work results, the organization must have disciplined personnel, as discipline is an attitude that demonstrates the employee's commitment to the job. Therefore, to produce disciplined employees, it is necessary to provide these employees with direction and desire to work harder, which will result in the production of high-quality goods and skilled personnel. This study aims to analyze the impact of work motivation and work discipline on employee performance at PT. Telkom Akses Medan. This study employs a quantitative methodology with an associative approach. The population consists of all PT Telkom Akses Medan personnel, and the sample size is 79 individuals. The results indicate that despite the fact that PT Telkom Akses Medan employees lack discipline, work discipline has no effect on employee performance, since the performance is very fulfilling and the company appreciates the way it operates. This study also demonstrates that PT Telkom Akses Medan's performance is significantly affected by employee motivation.

Keywords: *Employee Performance, Motivation, Work Discipline*

1. INTRODUCTION

In essence, each and every organization requires human resources that are of a high quality. Human resources that are of high quality will be able to encourage and promote the development of the firm, which will result in the company having a significant increase in the likelihood that it will reach the targets or goals that it has set for itself (Sutrisno, 2021). Because the performance of employees has such a significant impact on the overall success of an organization, this is one of the most valuable assets that the firm possesses. It is impossible to accomplish the goals of the organization without personnel who both have great morale and perform well. The success of an organization is directly determined by the performance of its employees, which is why the performance of employees is such a powerful resource for the firm (Edelia & Aslami, 2022).

According to Satria et al. (2013), one of the organizational aims for obtaining high work productivity is good performance. Good performance cannot be achieved without quality human resource management. According to Nawawi (2013), the internal elements that influence the performance of employees/groups include intelligence, skills, emotional stability, motivation, role perception, family circumstances, one's physical condition, and the characteristics of the work group. Meanwhile, Sutrisno (2013) highlight that there are a variety of characteristics that influence performance, including effectiveness and efficiency, authority and responsibility, discipline, and initiative.

The purpose of discipline is to maximize efficiency by eliminating time and energy waste. In addition, discipline seeks to avoid the destruction or loss of property, machinery, equipment, and work tools due to negligence, pranks, or theft. Discipline is also crucial for the growth of a company, particularly in motivating employees to be self-disciplined in completing their individual and group tasks well. Work discipline is an order or regulation made by the management of an organization, ratified by the board of commissioners or owners of capital, agreed upon by the trade union, and known by the Department of Manpower, etc., and the people who are members of the organization comply with the existing rules with pleasure, so that it is created and formed through the process of a series of behaviors that demonstrate the values of obedience, adherence, and orderliness (Afandi, 2016).

Generally, motivation is defined as encouragement. The drive or energy is the soul and body's motivation to act. Each and every human action begins with motivation (intention). The significance of motivation is that a person must be motivated to want to perform a task. Motivation is anything that encourages an individual to do action. According to Kadarisman (2012), motivation is a person's desire to behave and perform diligently and well in accordance with his assigned responsibilities and obligations.

In most cases, high levels of motivation are related with high levels of performance. On the other hand, poor performance is related with low levels of motivation. When employee performance is backed by work discipline and work motivation, it will run successfully and efficiently. The performance of the employees will, of course, be impacted as a result of these challenges. If there are still individuals working for the firm who do not adhere to company policies regarding discipline and motivation at work, and if employee performance seems to be decreasing, it is highly improbable that the company will reach its goals.

According to the data information that was obtained, there are 20 percent of employees who lack discipline. If it is counted as many as 77 people, this is due to the presence of; (1) absenteeism/truancy from work, (2) playing games at work, and (3) not coming on time. In 2018, PT. Telkom Akses has 387 employees, consisting of permanent and non-permanent employees. On the other hand, the corporation mandates an effective mandatory work schedule of 264 working days per year for all employees. Notwithstanding, there is a consistent downward trend in the performance of employees year over year, which can be attributed to the lack of work discipline and motivation among employees.

Low motivation is characterized by (1) the absence of an approach to employees carried out by leaders such as morning briefings, (2) the absence of bonuses given to employees who always reach the installation target in a day and (3) the absence of training provided to employees. Based on the foregoing issue, this study attempts to analyze the impact of work motivation and work discipline on employee performance at PT. Telkom Akses Medan

2. THEORETICAL REVIEW

2.1. Work Discipline

Work discipline is a way managers use to engage with employees in order to raise their readiness for behavior modification and their awareness and willingness to comply with all current corporate policies and social standards (Sutrisno, 2013). Work discipline is an

endeavor to promote employee understanding of and compliance with business policies and standards.

According to Wyckoff and Unel (1990), work discipline is the awareness, desire, and willingness of employees to follow every corporate policy and standard. The objective of work discipline is to develop a better company; if a company has employees who are disciplined in terms of being on time, finishing work according to the defined target, and adhering to all corporate standards, then the company will operate as intended. It is also possible to refer to discipline as the mental attitude of employees. In the sense that this is an attitude toward the work itself, how an industry operates, how to make great items, how to provide exceptional service to clients, and how honest our morals and reputation are within the firm, this is a work-related attitude (Sudja'i & Mardikaningsih, 2021).

According to Singodimedjo in (Sutrisno, 2013), there factors influencing employee discipline, such as amount of compensation, leader of the company, the rules that can be followed, firmness of the leader, leader supervision, attention for workers, as well as building behavior that is conducive to discipline.

2.2. Work Motivation

Motivation is something that can stimulate someone to desire to behave and work sincerely and efficiently according to the obligations and responsibilities handed to him (Kadarisman, 2012). Darmadi (2018) and Sutrisno (2013) stated that motivation can arise from 2 drives, namely Internal and External. Based on the words of these experts, it can be stated that motivation is the driving force or encouragement contained in a person so that he becomes enthusiastic when he is working and reaching company goals and of course this can bring satisfaction for someone. Therefore, motivational aims to changes in employee attitudes according to the company's wishes, creating enthusiasm for work, increasing work discipline, improving work performance, cultivate a sense of responsibility, as well as economical increase in production and creates employee loyalty to the company.

According to Sutrisno (2013), motivation is a psychological process that takes place in humans who are influenced by a variety of factors, some of which come from within themselves while others come from beyond. The willingness to survive, the willingness to have dreams, the willingness to acquire notoriety, and the drive to become a ruler are all internal variables that have an impact on the situation. In the meantime, there is a job guarantee, there is a status and responsibilities, and there are flexible norms, which all of these variables combine to impact the external factors.

2.3. Employee Performance

Employee performance is a process to achieve the company's organizational goals based on the regulations enforced in the company. Some people also say that employee performance is the result of work that can be achieved by individuals or groups, in line with their authorities and responsibilities, to achieve company goals that are legally related, and comply with morals and ethics (Darmadi, 2018).

Nawawi (2013) noted that there are also 2 aspects that affect the work of employees, namely internal and external. Internal factors in work of employee are driven by workers capability, skills, self stability, motivation, perspective family status and his physical conditions. Meanwhile, external factors in work of employee are driven by labor regulations,

consumer needs, competitor, social value, labor freedom, economic situation, changing workplace as well as market position.

3. RESEARCH METHOD

This study is a quantitative study with an associative approach which aims to determine the extent of the influence of the independent variable on the dependent variable (Sugiyono, 2013). The population in this study is all workers of PT. Telkom Akses Medan with a sample of 79 people. Furthermore, the independent variables are discipline and motivation, with employee performance as the dependent variable.

4. RESULT AND DISCUSSION

The author analyzes the data from the distributed questionnaires where the X1 variable represents work discipline and has 5 questions, and the X2 variable represents work motivation and contains 5 statements as well. The LSR approach was used to send questionnaires to 79 respondents as the research sample (Sugiyono, 2013).

4.1. Work Discipline Variable (X1)

Table 1 Work Discipline Variable Questionnaire Score

Alternative Answer										
No	SD		D		N		A		SA	
Items	F	P	F	P	F	P	F	P	F	P
1	0	0	0	0	2	2.5	31	39.2	52	65.8
2	0	0	0	0	3	3.8	18	22.7	61	77.2
3	0	0	4	0	8	10.1	27	34.1	45	57.0
4	0	0	5	6.3	5	6.3	32	40.5	46	58.2
5	0	0	0	0	3	3.8	34	43.0	45	57.0

Source: SPSS 20.00 Data Processing Results (2022)

From the table above, it can be explained that:

- 1) Respondents' answers regarding the statement of the ability of employees when doing work were very good, most of them answered strongly agree, namely 52 people (65.8%). Which means that most employees achieve the company's desired targets.
- 2) Respondents' answers regarding the statement that employees can solve problems at work, most of them answered strongly agree, namely 61 people (77.2%). Which means most employees are able to face the problems that exist in the company.
- 3) Respondents' answers regarding the statement of compensation received are equivalent to the results of the work of employees, most of them answered strongly agree, namely 45 people (57.0%). Which means that most employees receive compensation that is commensurate with the expectations and results of the employee's work.

- 4) Respondents' answers regarding the statement of appreciation received are proportional to the work results, most of them answered agree, namely 46 people (58.2%). This means that most employees are given a commensurate award for their work.
- 5) Respondents' answers regarding the statement that when the work was in progress, employees who did not comply with the regulations would be punished, most of them answered strongly agree, namely 45 people or (57.0%). Which means most employees agree that employees who do not obey the rules should be punished to increase employee discipline.

4.2. Work Motivation Variable (X2)

Table 2 Questionnaire Score for Work Motivation

No	Alternative Answer									
	SD		D		N		SD		D	
	F	P	F	P	F	P	F	P	F	P
1	0	0	0	0	12	15.1	35	44.3	49	62.0
2	0	0	0	0	5	6.3	42	53.2	45	57.0
3	0	0	0	0	3	3.8	49	62.0	53	67.0
4	0	0	0	0	6	7.5	45	57.0	48	60.7
5	3	3.8	4	5.1	5	6.3	53	67.0	24	30.4

Source: SPSS 20.00 Data Processing Results (2022)

From the table above, it can be explained that:

- 1) Respondents' answers regarding employee statements were very enthusiastic when given a job, most of the respondents strongly agree which covers 49 people (62.0%). Which means most are very enthusiastic when they want to work for the company.
- 2) Respondents' answers regarding the statement that employees are very enthusiastic at work, most of them answered strongly agree which covers 45 people (57.0%). Which means most are always excited at work.
- 3) Respondents' answers regarding employees' statements are very enthusiastic in completing work, most of them answered strongly agree, which covers 53 people (67.0%). Which means most employees can get the job done with enthusiasm.
- 4) Respondents' answers regarding the statement that employees do not waste time when doing work, most of them answered strongly agree which covers 48 people or (60.7%). Means with the motivation of employees who do not waste time when doing work.
- 5) Respondents' answers regarding employees' statements have a strong desire to achieve company targets, most of them answered agree which covers 53 people (67.1%). Which means good motivation, employees can have a strong desire to achieve company targets.

Every worker is responsible for delivering an acceptable performance. The discipline of employees, the maintenance of a healthy working environment, and the maintenance of a high level of work motivation are all ways to boost employee performance. Good work

discipline is work discipline that is driven by self-awareness, towards their respective duties and obligations, without any pressure from the leadership. Good work discipline is work discipline that is driven by self-awareness, towards their respective duties and responsibilities. The most important factor in maintaining discipline is developing a mentality that is willing to obey orders and carry out responsibilities with full consciousness. The performance of the employee in question will be significantly impacted if the performance is aware of its obligations and responsibilities and carries out what must be done in accordance with the relevant rules and regulations (Arisanti et al., 2019; Saripuddin & Handayani, 2017).

5. CONCLUSION

From the discussion above, it can be concluded that despite the fact that the employees of PT. Telkom Akses Medan lack discipline, it can be inferred that work discipline has no effect on employee productivity. The organization was quite pleased with their work, and he had a great working style that was well-liked. The results of this research also demonstrate that employee performance at PT Telkom Akses Medan is strongly influenced by their level of motivation at the workplace.

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