

EFFECT OF WORK DISCIPLINE AND COMPETENCY ON EMPLOYEE PERFORMANCE OF PT. CITRA BUMI RAYA

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Abstract

This research aims to know and explain the influence of Service Quality variables on Customer Satisfaction and to know and explain the influence of trust variables on Customer Satisfaction. The research uses expansive research methods implemented through data collection in the field. The population of all Falin Jaya Trans visitors from January to June 2019 with a research sample of 100 customers, data analysis using multiple Linear Regression statistical methods and hypothesis testing and eliminated coefficients. Based on the results of research shows that Good quality of service can determine whether the services received by consumers are targeted and easy to reach. The better the quality of service the higher customer satisfaction and Trust is very important in determining customer satisfaction towards a product/service. The better the trust the higher customer satisfaction.

Keywords: work discipline, competence, and employee performance

A. INTRODUCTION

Human resource management is part of organizational management that focuses on human resources. According to Makhsunah (2019), human resources are the main element of the organization compared to other elements such as capital, technology, and money because humans can control others.

Along with the development of the company, it will face several problems, especially those related to human resources, one of which is the decline in performance so that efforts are needed to improve or increase the competence of human resources. Performance is a result achieved by a person in carrying out his duties assigned to him based on skills, experience and sincerity, and time (Hasibuan, 2017). According to Mangkunegara (2010), employee performance is the result of work in quality and quantity achieved by a person or employee in carrying out and carrying out their duties by the responsibilities given. Based on this understanding, performance is the result achieved by an employee or individual by his role or duty to achieve company goals.

One of the factors that affect performance, according to Mangkunegara (2014), one of the performance factors is internal factors. the nature of a person, such as work discipline. According to Sutrisno (2016), discipline is a person's behavior by regulations, existing work procedures or discipline is attitudes, behavior, and actions that are by the regulations of the organization both written and unwritten. Based on the expert opinion above, the writer can understand that discipline is the attitude or willingness of a person to obey and obey the rules that apply in an organization or company. In

Addition to work discipline, the most important thing that must be considered in achieving optimal performance is competent employees. en. According to Wibowo (2012), competence is an ability to carry out or perform a job or task based on skills and

knowledge and is supported by the work attitude required by the job. Competence describes what people do in the workplace at various levels and details the standards of each level, identifying the characteristics of knowledge and skills required by individuals that enable them to carry out their duties and responsibilities effectively in achieving professional quality standards in work.

PT. Citra Bumi Raya is the only *general contractor and trading* company located in the Mojowarno district. PT. Citra Bumi Raya strives to provide satisfactory service to all of its customers considering that the community's need for construction services is increasing from time to time. PT. Citra Bumi Raya was established to serve customers in terms of construction services and also to earn profits so that the company's activities can continue to run. The company's main activities include architectural services and maintenance of houses and other non-residential buildings, construction of roads, construction of environmental roads, construction of bridges, construction of irrigation and *drainage*, construction of fence panels.

Allegedly at PT. Citra Bumi Raya has experienced a decline in performance, namely, during the last 2 years, there have been several projects that were not on time from the number of projects received by the company, at glance it indicates that there are problems with employee performance. Employee performance is not able to achieve the target of completion

The formulation of the problem in this study Does work discipline have a significant effect on the performance of employees of PT. The image of the Great Earth? And whether competence has a significant effect on the performance of employees of PT. Image of the Great Earth?. The purpose of this study is to determine the effect of work discipline on the performance of employees of PT. Citra Bumi Raya and To find out the competence affect the performance of employees of PT. Great Earth Image.

B. RESEARCH METHODS

This research uses a quantitative approach and is research *explanatory*. Quantitative methods can be interpreted as research methods based on the philosophy of positivism, used to examine the selected population or sample, sampling techniques are generally carried out randomly, data collection uses research instruments, data analysis is quantitative/statistical with the aim of testing hypotheses. that has been determined (Sugiyono, 2013). The data collection method in this study used a direct survey method, namely distributing questionnaires directly or face to face with respondents who met the requirements and were easy to find. These measurable components will eventually be used as a starting point in compiling the questions in the questionnaire that will be distributed to be answered by respondents.

C. RESULTS AND DISCUSSION OF

a. Multiple Regression Analysis

Results of the regression equation = $1.865 + 0.186X_1 + 0.305X_2 + \epsilon$ it means The variable "work discipline" has a positive or significant effect on the employee performance variable, and the "competence variable" has a positive or significant effect on the employee performance variable. This means that the higher the influence of work discipline and competence, the higher the performance of employees at PT Citra Bumi Raya.

b. The test results hypothesis

- a. of the Work Discipline Variable(X1) have a sig value of 0.030 or less than 5%. Thus it can be stated that the X1 variable, namely works discipline, has a positive and significant effect on the Y variable, namely employee performance. Then H1 is accepted
- b. Competency Variable (X2) has a sig value of 0.000 or less than 5%. Thus, it can be stated that the X2 variable, namely competence, has a positive and significant effect on the Y variable, namely employee performance. Then H2 is accepted.
- c. Coefficient of Determination Test (R^2)

Table 5 Test of Coefficient of Determination R^2

Model Summary

Model	R	R Square	Adjusted R Square	Std. An error of the Estimate	Durbin-Watson
1	.656 ^a	.430	.405	1.460	2083

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

source: Primary data processed, 2020

R value² of 0.430 means the performance of employees of PT. Bumi Citra Raya through this research is influenced by variables work discipline and competence as much as 43%, and the rest influenced by other factors not examined in the study, for example, compensation, motivation.

D. DISCUSSION

1. The effect of work discipline on employee performance.

Based on the results of the study, shows that low work discipline can reduce the performance of employees of PT. Citra Bumi Raya in the production division. The results of descriptive analysis, employees do not obey the rules set by the company, employees do not obey the leadership, employees have low attendance rates, employees are less able to carry out tasks with responsibilities by the specified time and employees are not willing to complete additional tasks so that it can reduce employee performance

From this explanation, it can be concluded that low work discipline will reduce the performance of good employees. The results of this study support the research conducted by Paruru (2017) with the research title "The Effect of Work Discipline and WorkAbility on the Performance of Employees of PT. Air Manado" with the result that the work discipline variable has a positive and significant effect on employee performance. The results of the study conclude that the work discipline variable has a significant and positive effect on employee performance.

2. The influence of competence on employee performance.

Based on the results of the study indicate that low employee competence can reduce the performance of employees of PT. Great Earth Image. From the results of descriptive analysis, employees are less able to instill honesty in their work, employees are less able to carry out work properly according to SOPs, communication experience in front of groups and solving problems is low, employees have a slow character and employees cannot think, reason, and solve problems so that it can reduce employee performance. From this explanation, it can be concluded that the presence of low competence will reduce employee performance. The results of this study are by research

conducted by Rumawas (2011) with the research title "The Influence of HR Competence on Organizational Commitment on Compensation and Employee Performance (Study on ISO - 9000 Certified Construction Service Companies in North Sulawesi Province)" indicates that the HR competency variable has a positive and positive effect on significant to employee performance.

E. CONCLUSION

Based on the results of research conducted, it can be concluded that work discipline contributes to employee performance at PT. Citra Bumi Raya. Low work discipline can reduce performance employee and competence contribute to employee performance at PT. Citra Bumi Raya. The low competence of employees can reduce employee performance.

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