

The Influence of Work Discipline on Employee Performance at the Makassar City Tourism Office

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Abstract

The purpose of this research is a type of quantitative research with the aim of finding out the effect of work discipline on employee performance at the Makassar City Tourism Office. This sample was taken from the Makassar City Tourism Office. The type of data used in this research is quantitative data obtained from distributed questionnaires and is related to the problem being studied. Data collection techniques were carried out using questionnaires, observation and documentation. In this research, the data sources used in data collection include primary data and secondary data. The research instrument used in this research used the Likert scale method. Based on the results of data research using statistical calculations through the Statistical for the Social Science (SPSS) version 20 application regarding the influence of work discipline on employee performance at the Makassar City Tourism Office which was discussed in the previous chapter, the author draws an important conclusion, namely that work discipline has a positive effect and significant in increasing employee performance at the Makassar City Tourism Office as evidenced by the work discipline regression coefficient (X) of 0.490 and the calculated t value of 3.051 > t table 0.679 with a significance value of 0.004 < 0.05.

Keywords : Work Discipline, Employee Performance

INTRODUCTION

In an agency system, the capability of human resources is essentially one of the capital and holders of a very important role in achieving the goals of an agency or organization. Because essentially human resources are humans who are employed in an agency or organization as thinkers, movers and planners to achieve the goals of the organization or agency. Therefore, agencies need to manage human resources as best as possible. Human resources are an inseparable part of management development in general. Meanwhile, according to Yusuf (2015), the role of human resources has a very important and strategic position in the organization to achieve goals. Human resources are very important for agencies in managing, organizing and utilizing employees, so that they can function productively to achieve agency goals.

Human resources as a driving force for an organization to achieve its goals. So the organization's efforts to encourage employees to work better must continue to be carried out by having employees who work well, so it is hoped that work results (employee performance) will also be achieved by employees in carrying out their duties in accordance with the responsibilities given to them. Maximum quality of human resource service to consumers is very necessary in maintaining and improving the quality of the company. Considering the importance of human resources which include the role, management and utilization of employees needed to stimulate employee work enthusiasm, companies must fulfill several

criteria through the application of appropriate human resource management concepts and techniques, one of which is through providing work discipline.

Work discipline is an employee's effort to carry out their work activities seriously. Discipline is the most important function of HRM and the key to realizing goals because without good discipline it is difficult to realize goals in an organization (Hasibuan 2013). Discipline is very important to apply in an organization or agency in achieving predetermined goals. Disciplinary action is a punishment against employees who fail to meet established standards. Effective disciplinary action focuses on employee misconduct, not on the employee as an individual (Simamora 2004). Apart from that, discipline is also useful for educating employees to comply with and enjoy existing procedural rules and policies so as to produce good performance.

Performance is the willingness of a person or group of people to carry out an activity and perfect it in accordance with their responsibilities with results as expected. If it is related to performance, one of the entries is the result of a job. Performance is the result of work in quantity and quality achieved by an employee in carrying out his duties and in accordance with the responsibilities given (Mangkunegara, 2006).

The performance of employees greatly influences the success of an organization or agency. If the employee's performance is good, the agency's performance will increase. On the other hand, if employee performance is poor, it can cause a decline in agency performance.

Based on the results of the observations that have been made, the researchers found a picture of the problems that occur in employee discipline and performance that is ineffective or not optimal, where it is still seen that there are some employees who come and go home not on time, employees who do not attend roll calls on Mondays and still using long rest hours which results in the quantity of employee performance being hampered such as delays in completing work. This can be seen from violations of regulations by employees. Therefore, the Makassar City Tourism Office is trying to improve the level of employee discipline by providing sanctions to try to overcome employee errors and negligence which result in reduced time and quantity of problematic employee performance.

RESEARCH METHODS

This research and data collection uses descriptive research with a quantitative approach. Descriptive research is explanatory in nature and aims to provide an overview or description of a problem, situation or event as it exists to reveal facts. By testing hypotheses through measuring variables with instruments carried out using a Likert scale. This research and data collection was carried out at the Makassar City Tourism Office located on Jl. Urip Sumoharjo, Karampuang, District. Panakkukang, Makassar City, South Sulawesi. The researcher took a location at the Makassar City Tourism Office because the researcher saw problems related to employee discipline and ineffective or suboptimal performance. Researchers also want to know how influential work discipline is on employee performance at the Makassar City Tourism Office because for agencies and employees, discipline is the path to development or success for employees and agencies. This research was carried out for two months, namely from November to December 2023.

RESULTS AND DISCUSSION

A. Research Results

1. Respondent Characteristics

Table 1. Respondent Characteristics

Gender	Amount	Percentage
Woman	34	68%
Men	16	32%
TOTAL	50	100%

Based on Table 1 above, it can be seen that there are 34 women with a percentage value of 68% and 16 men with a percentage value of 32%. So it can be said that the employees of the Makassar City Tourism Office are dominated by women.

2. Reliability Test

Table 2. Reliability Test

No	Indicator	Cronbach's Alpha	Information
1.	Work Discipline (X)	0,958	Reliable
2.	Employee Performance (Y)	0,956	Reliable

From table 2 above, it can be concluded that the calculation results for each Work Discipline (X) and Employee Performance (Y) variable have a Cronbach's Alpha value greater than 0.60. So it can be said that all the variables in the instrument are reliable.

3. Partial Test (t)

Table 3. Partial Test (t)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(constant)	16.064	4.457		3.604	.001
	Disiplin Kerja	.490	.160	.403	3.051	.004

a. Dependent Variabel: Kinerja Pegawai

Based on table 3 above, it can be seen that $t \text{ count} > t \text{ table}$ ($3.051 > 2.01063$) and the significance value of the Work Discipline variable < 0.05 ($0.004 < 0.05$), so it can be concluded that the hypothesis is accepted which means that Work Discipline has a positive and significant effect on employee performance at the Makassar City Tourism Office.

4. Determination Test

Tabel 4. Determination Test

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.403 ^a	.162	.145	10.27598

a. Predictors: (Constant), Disiplin Kerja

Based on the results of simple regression management, it is known that the coefficient of c

examined in this research model.

B. Discussion

Based on the results of statistical tests, it can be clearly seen that the work discipline variable has a positive influence on employee performance. Then, from the results of the partial test (t test), it was found that work discipline has a significant influence on the performance of employees at the Makassar City Tourism Office. The obtained tcount is greater than ttable ($3.051 > 0.679$) with a significance level of 0.004, smaller than the standard value of 0 .05. So it can be interpreted that based on the t test, it shows that work discipline has a positive and significant effect on employee performance at the Makassar City Tourism Office. This means that the higher the employee's work discipline, which includes employee attendance on time, working at predetermined times according to the work schedule, and carrying out tasks with full responsibility, the employee performance will be improved, especially at the Makassar City Tourism Office.

CONCLUSION

This research aims to determine the influence of Work Discipline on Employee Performance at the Makassar City Tourism Office. Based on the results of the research and discussion, the author can conclude that variable at the Makassar City Tourism Office. It can be concluded that when work discipline is improved it will improve employee performance.

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