

Role of Work Discipline on Job Satisfaction and Its Impact on Employee Performance in Cleaning Workers in Regional Apparatus Organizations in Banten Province

Natalia Susanti¹, Muhammad Suparmoko², Uli Wildan Nuryanto³

^{1,2,3}Master of Management, Universitas Bina Bangsa, Indonesia

Corresponding Author: Natalia Susanti

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ABSTRACT

The purpose of this research is to analyze role of work discipline on job satisfaction and its impact on employee performance in cleaning workers in Regional Apparatus Organizations in Banten Province. In this study the authors used quantitative research methods. The population used in this study are cleaning workers in Regional Apparatus Organizations in Banten Province, namely 3,090 employees. Based on the results of calculations with slovin with rounding, the sample is determined as many as 354 respondents, namely cleaning workers in Regional Apparatus Organizations in Banten Province. The data analysis technique used in this study is inferential analysis. The results of the study show that work discipline has a significant effect on job satisfaction in cleaning workers in Regional Apparatus Organizations in Banten Province. Work discipline has no significant effect on employee performance in cleaning workers in Regional Apparatus Organizations in Banten Province. Job satisfaction has a significant effect on employee performance in cleaning workers in Regional Apparatus Organizations in Banten Province. Employee performance is able to mediate effect of work discipline on job satisfaction.

Keywords: Work Discipline, Job Satisfaction, Employee Performance

INTRODUCTION

Problems regarding performance are problems that will always be faced by every

organization or agency, for that the organization needs to think of a good strategy to improve the performance of its employees. Before determining a strategy to improve employee performance, agencies need to know what factors affect employee performance. Some of the factors include work discipline, competence and job satisfaction, where these three factors can influence the behavior of employees in an agency.

To create and improve high performance and a workforce that is able to perform optimally, it is necessary to have existing competencies that are appropriate to the work of employees that can support employee performance. There are several differences in what is meant by competence. Different organizations will define competency differently, such as the American Office of Personnel Management, using competency as a synonym for the specific knowledge, skills, skills, and abilities required to do a job.

Another factor that affects the performance of an employee is job satisfaction. According to Badrun (2021) job satisfaction is the level of pleasure a person feels for his role or work in an organization. The level of individual satisfaction that they get rewarded fairly from various aspects of the work situation of the organization where they work. So, job satisfaction concerns the

psychology of individuals within the organization, which is caused by the perceived state of the environment.

Banten Province was established based on Law Number 23 of 2000 concerning the Establishment of Banten Province with areas covering Lebak Regency, Pandeglang Regency, Serang Regency, Tangerang Regency, Tangerang City, South Tangerang City, Cilegon City, and Serang City is a province that is relatively still very young, Banten Province will face various challenges.

Cleaners are people who in their duties maintain cleanliness and provide cleaning services in a place, office or agency. This officer does not enter into the profit management of service users, but is very much needed in creating company performance including comfort in working for employees, especially regarding cleanliness and office services. Good service from cleaning employees is inseparable from the salary received as a reward for their work. Wages not only have an economic function, not as compensation given for employee services but have a role in social functions and incentive functions or improving the quality and performance of employees to make them more productive.

The use of cleaning staff in companies and agencies has implications for the company's operational activities, where the use of cleaning staff makes the company able to carry out worker efficiency. The involvement of the performance of individual human resources cleaning staff has a positive and significant contribution to company performance. However, companies are also faced with the fact that cleaning staff tend to have lower performance and loyalty than regular company employees (Sulistiani, 2013).

The lack of sense of belonging in cleaning staff employees results in lower work loyalty than that of permanent workers (Astari, 2015). In addition, a factor that also influences the performance and loyalty of cleaning staff employees is competence, where cleaning staff employees often have

difficulty getting competence from the company/company where they work. As for several career path factors as an antecedent partially significant effect on employee performance with a significance value of 0.000 where this value is < 0.05 . The regression coefficient value of career paths on employee performance is 0.464, which means that career paths have a positive influence on employee performance, the higher the career path, the employee performance will increase (Pramudianto et al., 2022).

The purpose of this research is to analyze role of work discipline on job satisfaction and its impact on employee performance in cleaning workers in Regional Apparatus Organizations in Banten Province.

RESEARCH METHODS

In this study the authors used quantitative research methods. Quantitative research methods can be interpreted as research methods based on the philosophy of positivism, used to examine certain populations or samples, sampling techniques are generally carried out randomly, data collection uses research instruments, data analysis is quantitative or statistical in nature with the aim of testing the hypothesis that set (Sugiyono, 2016). The hypothesis in this study the authors use associative descriptive. The descriptive hypothesis is a temporary answer to a descriptive problem, which is related to the independent variable, while the associative hypothesis is a temporary answer to the problem formulation, namely asking the relationship of two or more variables (Umar, 2013).

Scientific research is definitely inseparable from the problem of data sources, namely the population. The population is a generalization area consisting of objects or subjects that have certain characteristics and have the same opportunity to be selected as members of the sample (Solimun, 2010). The population used in this study are cleaning workers in Regional Apparatus Organizations in Banten Province, namely

3,090 employees. The sample is part of the number and characteristics possessed by the population. If the population is large and it is impossible for researchers to study everything in the population, then researchers can use samples taken from that population (Haryono, 2017). Based on the results of calculations with slovin with rounding, the sample is determined as many as 354 respondents, namely cleaning workers in Regional Apparatus Organizations in Banten Province.

The data analysis technique used in this study is inferential analysis. Inferential analysis is carried out using a variable-based structural equation test or partial least squares-structural equation model (PLS-SEM). PLS-SEM is used because it is the

most appropriate method for determining the predictive effect of a relationship between variables in a model. In addition, PLS can be used with data that is not normally distributed, does not require a lot of assumptions, and can be tested on research models with a dubious theoretical basis (Ghozali and Latan, 2015). Variables are divided into 2 categories based on their measurement methods, namely latent variables and measurable variables (observed variables, indicator variables, or manifest variables). Consequently, this study incorporates latent and manifest variables into its research (Augusty, 2006).

RESULTS

Hypothesis Test

Table 1. Results of Direct Effect Test

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ((O/STERR))	P Value	Conclusion
Work Discipline (X) -> Job Satisfaction (Z)	0.097	0.098	0.042	2.308	0.021	Significant
Work Discipline (X) -> Employee Performance (Y)	0.040	0.042	0.045	0.897	0.370	No Significant
Job Satisfaction (Z) -> Employee Performance (Y)	0.755	0.744	0.096	7.889	0.000	Significant

Table 2. Results of Bootstrapping Test (Indirect Effect)

Specific Indirect Effect			
Variable Effect Relations	Original Sample	T Statistic	P Values
Work Discipline (X) → Job Satisfaction (Z) → Employee Performance (Y)	0.073	2.188	0.029

The results of the study show that work discipline has a significant effect on job satisfaction in cleaning workers in Regional Apparatus Organizations in Banten Province. Discipline is formed from a person's attitude related to habits, so no matter how disciplined or not a person is, it has no effect on job satisfaction. Discipline measurements use timeliness indicators, use office equipment properly, high responsibility and adherence to office rules. Mangkunegara (2013:117) states that job satisfaction is a feeling that supports or does not support employees themselves related to their work and their condition. Work discipline is defined as an attitude, behavior and actions that comply with the regulations of the organization in written or non-written

form. Therefore, in practice, if an organization has made efforts to comply with most of the regulations most employees, then work discipline can be upheld. Basically, every employee is required to have a high discipline attitude, with examples of being on time at the office, leaving the desk after office hours, carrying out the assigned tasks in order to achieve predetermined targets. From high employee work discipline, the level of employee satisfaction at work will emerge. Employees and superiors will be satisfied if employees carry out their tasks according to predetermined targets.

Work discipline has no significant effect on employee performance in cleaning workers in Regional Apparatus Organizations in

Banten Province. Discipline is a person's awareness and willingness to comply with all company regulations and social norms that apply in the company reflecting the work discipline of an employee. The attitude of responsibility that is meant is responsibility for his work, obeying regulations in this case is the employee's willingness to follow and carry out all the rules that apply in carrying out work in the company, and the norms in this case are the values that apply in the company. Work discipline becomes a matter of priority in the company, because with the existence of work discipline the company becomes safe, orderly, smooth and the company's goals are achieved. If employees can carry out discipline properly then employee performance will also increase. Thus the importance of discipline for the company is so that the company is able to improve employee performance and make the company able to compete. The more disciplined employees work, the higher the performance of employees.

Job satisfaction has a significant effect on employee performance in cleaning workers in Regional Apparatus Organizations in Banten Province. Job satisfaction is a very important factor to get optimal results. Job satisfaction received and felt by an employee will affect the results obtained from his work. By obtaining job satisfaction by good employees by providing appropriate salaries, jobs given according to their expertise, and good relations with superiors, this will improve the performance of its employees (Luthans, 2006). By obtaining employee job satisfaction, employee performance will increase, because employees feel cared for by the company so there is an influence between employees and the company, namely, employees will have job satisfaction fulfilled and the company will get high performance from its employees. Performance is the level of efficiency and effectiveness as well as innovation in achieving goals by management and divisions within the organization.

Performance is said to be good and successful if the desired goals can be achieved properly, performance is also seen as a function of the interaction between ability, motivation, and opportunity, so that a person's performance is influenced by job satisfaction.

Employee performance is able to mediate effect of work discipline on job satisfaction. Work discipline is a tool used by managers to communicate with their employees so that they are willing to change behavior and as an effort to increase one's willingness to comply with all the rules and norms that apply in the organization. If employee work discipline can be realized, it will affect their performance. Ardansyah and Wasilawati (2014) argue that there is a synergy between work discipline and employee performance, performance feedback is a major influence with the disciplinary system because it makes employees willing to take responsibility for all their actions. In this case, the higher the level of employee work discipline, the more reminded of their performance.

CONCLUSION AND SUGGESTION

The results of the study show that work discipline has a significant effect on job satisfaction in cleaning workers in Regional Apparatus Organizations in Banten Province. Work discipline has no significant effect on employee performance in cleaning workers in Regional Apparatus Organizations in Banten Province. Job satisfaction has a significant effect on employee performance in cleaning workers in Regional Apparatus Organizations in Banten Province. Employee performance is able to mediate effect of work discipline on job satisfaction.

Some suggestions with managerial implications from this research are as follows:

1. In increasing employee work discipline in completing the workload, the company must always enforce the regulations that apply to its employees and provide sanctions for violations

- committed by employees, either intentionally or unintentionally. By enforcing this rule, it is hoped that it can improve employee work performance according to the workload that has been carried out.
2. Employee competence in general is good. This government agency needs to pay more attention to the things that encourage the creation of good employee competencies and be able to maintain and develop the competencies that exist in employees. It should also be noted that employees are given encouragement or direction so that they continue to be enthusiastic about working, have initiative at work and are willing to learn continuously in order to increase knowledge about their field of work. Superiors must continue to provide direction and encouragement to employees in order to maintain and create even better employee competencies.
 3. Researchers who will conduct research in the future are expected to add independent variables which are expected to be able to develop conceptual and model studies on broader research study objects regarding employee performance.

Declaration by Authors

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