

The Influence of Work Discipline and Work Enthusiasm on Employee Performance At The Office of The Employment Social Security Organizing Agency (BPJS) of Palopo City

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Abstract

Keywords: *Work Discipline, Work Morale, Employee Performance.*

This study was conducted to investigate the impact of discipline and work motivation on employee performance at the Palopo City Social Security Agency (BPJS) office. The research method used is quantitative type with descriptive and analytical approach. The research sample included all employees of BPJS Palopo City consisting of 36 individuals. Information collection was carried out using a verified questionnaire and information analysis was carried out through multiple linear regression with the help of the SPSS program. The results indicate that discipline at work and work motivation have a good and meaningful impact on staff performance, both separately and together. The coefficient of determination of 71.8% indicates that the independent variables contribute significantly to the improvement of staff performance while the others are influenced by other elements outside this study. This study emphasizes the importance of discipline and work motivation to improve efficiency and productivity in an organization.

INTRODUCTION

Nowadays the level of business competition is increasing, and all companies are forced to maintain their business. This is because the most important resource in an organization is people. In a company, although many employees have sufficient levels of education and skills, it seems that low discipline and morale can have an impact on their performance. This results in a decrease in the company's operational effectiveness, where teamwork is hampered and achieving common goals becomes more difficult. In addition, low morale is often caused by a lack of motivation, reward or challenge at work, which makes employees less eager to complete tasks. This decline in morale is often triggered by poor discipline; when employees do not follow the company's schedules and rules, their sense of responsibility is reduced, which impacts their motivation to work to their full potential

One important influencing factor is leadership. Leaders who not only provide clear direction, but are also able to motivate, reward and challenge employees can increase their morale. In addition, a supportive work environment, such as an open atmosphere, good communication between coworkers, and a balance between work and personal life, can also improve discipline and

morale. Companies need to design training and development programs to strengthen discipline and create a fair reward system to motivate employees.

Another factor that supports high performance is discipline. If there is a problem with work discipline, morale will decline. Attitudes, actions, and behaviors that are in accordance with organizational rules, both written and unwritten, are referred to as discipline. Therefore, to improve performance, integrated management should be used to improve mental attitude, work discipline, and morale.

In addition, this research also needs to explore more deeply the influence of organizational culture on employee behavior related to discipline and morale. A culture that emphasizes discipline, responsibility, and cooperation can encourage employees to be more committed to their work. In this case, it is important to analyze the internal and external factors that influence discipline and morale. For example, external factors such as economic conditions or changing market demands can put pressure on employees, potentially lowering morale if not managed properly

According to (Darmawan et al., 2022) , one of the most important assets for a company is human resources. The success or failure of a company depends on the excellent performance of its employees. When employees are managed well and correctly, they can improve their performance. Therefore, the success of an organization cannot be separated from the excellent performance of its employees. Meanwhile, according to (Burhannudin et al., 2019) emphasizes that human resource management is a type of management that prioritizes its members by carrying out various strategic steps to improve employee performance and achieve organizational goals in the best possible way. Currently, globalization demands potential and high-quality human resources.

According to (Hafiz et al., 2020) Discipline is one of the important problems faced by every employee in an organization, because each employee understands his responsibilities and obligations and the rules that must be obeyed to varying degrees. In addition, individual motivation greatly affects employee discipline. This is demonstrated by the fact that some employees are absent from the office during working hours, which causes the time needed to complete tasks and provide the desired services. However, there are also employees who perform their duties with awareness and excellent discipline and are able to complete their work as expected.

According to the explanation of (Madjidu et al., 2022) *Sanaliemangat kerja* is a positive behavior that sees work as significant and is characterized by an attitude of carrying out work wholeheartedly or as optimally as possible.

According to (Darmawan et al., 2022) says that work enthusiasm is when someone likes what they do at their workplace. This concept is seen in work ethic, discipline, and work results. There are many variables that affect work ethic such as remuneration systems, working conditions, production incentives, training and communication, rewards, and high motivation.

Performance is defined as the quality of work results in carrying out obligations in accordance with the responsibilities given to him (Alvin Randika and Halim, 2023) . Employee performance often decreases which causes the organization to be inefficient, is a problem that many organizations often face. (Siregar et al., 2022) says that performance is the result of work, function, or professional indicators within a certain time. The development of employee performance can be measured from operational training and company management education. Leaders must work hard to complete tasks so that their performance increases.

Work discipline and morale are closely related to improving employee performance because employees feel more motivated to meet expectations, strong work discipline is usually easier to implement. (Alvin Randika and Halim, 2023) Conversely, strong discipline can increase morale because employees feel purposeful and structured in carrying out their tasks. Overall, improving employee performance can be achieved through a combination of morale and work discipline.

This research shows that work discipline, morale, and leadership have a significant impact on employee performance. Good discipline improves efficiency, while high morale encourages employees to work harder and achieve goals. Effective leadership also plays an important role in motivating employees. In addition, proper training can improve employee skills and performance. Overall, these factors support each other to improve organizational performance and efficiency.

The Palopo Employment Social Security Agency (BPJS) is a program that offers protection to workers from socio-economic risks, where implementation applies a social insurance system, while the state's responsibility includes providing socio-economic protection, improving the health of the workforce, and providing a sense of security while working. The program focuses on providing protection to workers from social risks such as work accidents, death and retirement.

Based on this information, the authors want to conduct research with the title "The Effect of Discipline and Morale on Employee Performance at the Palopo City Social Security Organizing Agency (BPJS)" to find out more about employee performance which is influenced by discipline and morale at the Social Security Organizing Agency (BPJS) Office in Palopo City.

METHODS

Types of Research

This study adopts a quantitative approach to examine phenomena that can be measured with numbers or numerical data. The purpose of this study is to test the theory or hypothesis, the relationship between variables. Based on the description above, this study uses a quantitative research method to understand the influence of work discipline and work motivation on employee performance at the Palopo City Employment Social Security Administration Office using data, information and events that occur.

Population and Sample

The population in this research includes all employees at the Palopo Branch BPJS Employment office which totals 36 people. The population includes various sections or divisions in the office, such as administration, customer service, claims, marketing, and others. This study utilizes saturated samples, i.e. the entire population is used as a sample. This study involved 36 people, so each person was included in the data collection. Due to the relatively small population size, this approach was chosen because it allows for thorough research. To describe the population as a whole, this study used a sample of all employees of the Palopo Employment Social Security Administration. The sample used in this study was all employees of the Palopo Employment Social Security Administration.

Primary Data and Secondary Data

The sources of information needed in this study are:

1. Primary data is information taken directly from the source, where this data is collected directly from the respondents through filling out a survey to the staff of the Palopo City Social Security Administration Agency (BPJS).
2. Secondary data refers to information that already exists, collects, and is published by other people or entities.

Data that comes directly from the research subjects or respondents, either individuals or groups, is called primary data. This data source comes from the answers given by each employee at the office of the Palopo City Employment Social Security Organizing Agency who is responsible for human resource management. The researcher distributed the questionnaire to the employees, with the questionnaire link distributed directly to the author. Furthermore, the data were processed using SPSS 23. The likert scale was used to measure all the variables of this study.

Data Analysis Methods

Validity Test

The validity test is very important to confirm whether the measuring instrument or research instrument used is valid or not. Based on (Inbar, 2018), validity refers to the truth or

validity of the research tools used. Validity indicates how far a measurement instrument can measure what it wants to measure.

Reliability Test

Reliability testing is a way to assess the extent to which a measuring instrument produces continuous or stable results when operated repeatedly in similar situations. To evaluate the reliability of the data, the Alpha Cronbach method was applied in this study. The Cronbach's Alpha test uses the following test criteria:

1. If the Alpha Cronbach value exceeds 0.6, then the variable can be considered a reliable variable.
2. If the Alpha Cronbach value is less than 0.6, then the variable is considered unreliable.

Multiple Linear Regression Test

In this study, the data analysis method applied was multiple regression. Multiple linear regression analysis is used to evaluate the extent of the influence of two or more independent variables on a single bound variable. The equations or formulas applied in multiple linear regression analysis are:

$$Y = a + B_1X_1 + B_2X_2 + e$$

Information:

Y	= Employee Performance
a	= Coefasia Constanta
B ₁ – B ₂	= Regression Coefficient
X ₁	= Work Discipline
X ₂	= Work Ethic
e	= Standar Error

Statistical Test t

The t-test serves to assess whether the free variable has a partial impact on the bound variable. In addition, the t-test can also be evaluated with a significance value of t. It can be seen from the results of the SPSS regression analysis. If the value of the Sig level < 0.05 then it is said to have a significant influence then the independent variable has a partial influence on the dependent variable. On the other hand, if the Sig-Level value is greater than 0.05, it indicates that the independent variable does not have a partial impact on the dependent variable.

Statistical Test f

The F-test statistical test is used to evaluate whether independent variables have an influence on dependent variables simultaneously. If the value of F is greater than the F-table, then the null hypothesis is rejected and an alternative hypothesis is accepted, which shows that the

independent variable has a significant effect on the dependent variable freely having a significant influence on 5%, If the calculated value of F is valued, then all independent variables as a whole have one dependent variable. If a low significance level value <0.05 (at 5% significance) indicates that the free variable has a co-effect on the bound variable if the significance value is greater than 0.05. Thus, the free variable has no effect on the bound variable simultaneously.

RESULTS AND DISCUSSION

Research Results

Validity Test

Validity test is a procedure used to assess how accurate or precise a research instrument is in measuring what it wants to measure. The validity test is carried out by comparing the number r with the table r . If the number r is above the r -table, the instrument is declared as valid. The question item is said to be valid if r calculates $> r$ of a table where the value of r of the table is 0.329.

Table 1. Validity Test Results

Variabel	Question	r Count	r Table	Information
Work Discipline (X1)	X1,1	0,422	0,329	Valid
	X1,2	0,611	0,329	Valid
	X1,3	0,586	0,329	Valid
	X1,4	0,652	0,329	Valid
	X1,5	0,777	0,329	Valid
	X1,6	0,688	0,329	Valid
	X1,7	0,638	0,329	Valid
	X1,8	0,486	0,329	Valid
	X1,9	0,346	0,329	Valid
Work Ethic (X2)	X2,1	0,584	0,329	Valid
	X2,2	0,557	0,329	Valid
	X2,3	0,550	0,329	Valid
	X2,4	0,577	0,329	Valid
	X2,5	0,715	0,329	Valid
	X2,6	0,611	0,329	Valid
	X2,7	0,679	0,329	Valid
	X2,8	0,688	0,329	Valid
	X2,9	0,644	0,329	Valid
Employee Performance (Y)	Y,1	0,747	0,329	Valid
	Y,2	0,639	0,329	Valid
	Y,3	0,636	0,329	Valid
	Y,4	0,620	0,329	Valid
	Y,5	0,648	0,329	Valid
	Y,6	0,793	0,329	Valid
	Y,7	0,603	0,329	Valid

	Y,8	0,531	0,329	Valid
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Source : SPSS Data Processing Results (2024)

Based on the summary of the data above, it can be explained that the impact of the variables of work discipline and work morale on employee performance after verification of validity with SPSS 23 there are twenty-six statements or questions that have a calculated r value greater than the r table, So it can be said that all questions in this study are valid.

Reliability Test

Reliability Test is a testing method to determine the consistency of certain research instruments. In simple terms, reliability refers to how well a particular measuring tool can produce consistent and stable results if a multiple error occurs on the same sample. The reliability tests carried out for this study can be described in the table below.

Table 2. Reliability Test Results

Variabel	Cronbach's Alpha	Information
Work Discipline	0.839	Reliabel
Work Spirit	0.850	Reliabel
Employee Performance	0.841	Reliabel

Source : SPSS data processing results (2024)

From the table of reliability test results, it shows that the data in this study is in the category of reliable because the Cronbach alpha value is greater than 0.06 or the Cronbach alpha > 0.06.

Multiple Linear Regression Results

Multiple linear regression analysis is one method to evaluate how accurate the prediction of the impact exists between the non-dependent variables or work discipline (X1) and work morale (X2) on the dependent variables or employee performance (Y). Statistical calculations for the multiple linear regression analysis used in this study can be found in the SPSS 23 application attached as follows:

Table 3. Multiple Linear Regression Test

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	.712	4.019		.177	.861
	Work Discipline	.328	.123	.334	2.659	.012
	Work Spirit	.533	.114	.585	4.653	.000
a Dependent Variable : Employee Performance						

Source : SPSS data processing results (2024)

Based on the table above, an equation can be formulated that describes the relationship between work discipline and employee morale and performance, Therefore, the regression equations resulting from this regression analysis are:

$$Y = 0.712 + 0.328 X1 + 0.533 X2 + e$$

1. The constant value of 0.712 indicates the magnitude of Employee Performance (Y) when Work Discipline (X1) and Work Morale (X2) are zero. In other words, if there is no Work Discipline and Work Spirit, Employee Performance still has a base value of 0.712
2. A coefficient of 0.328 means that every increase of 1 unit of work discipline (X1), will improve employee performance (Y) by 0.328 with a fixed work ethic (X2).

- a. A coefficient of 0.533 indicates that every increase in one unit of work morale (X2) will increase employee performance (Y) by 0.533 assuming that work discipline (X1) remains constant.

1. Coefficient Determination (R^2)

The determination coefficient test aims to measure the extent to which the model is able to describe changes in dependent variables. A larger R^2 value indicates that the free variable presents almost all of the information needed to predict changes in the free variable. On the other hand, if the value of R^2 drops to zero, the influence of the free variable on the bound variable becomes weaker:

Table 4. Coefficient of Determination (R^2)
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of The Estimate	Change Statistics				
					R Square Change	F Change	Df1	Df2	Sig.F Change
1	.847 ^a	.718	.701	1.623	.718	42.056	2	33	.000

a. Predictors: (Constant), Work Discipline, Work Ethic

Source: SPSS data processing results

The results of the summary table show the number $R = 0.847$ and the coefficient of determination $R^2 = 0.718$. Based on the results of the analysis using SPSS 22.0 for Windows and using the formula $KP = 0.718 \times 100\% = 71.8\%$, it can be concluded that the influence of the independent variables (X1) and (X2) on the dependent variables (Y) is 71.8%. Meanwhile, the remaining 28.2% was influenced by factors outside of these variables.

Table 5. Test Results t

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.712	4.019		.177	.861
	Work Discipline	.328	.123	.334	2.659	.012
	Work Spirit	.533	.114	.585	4.653	.000

a. Dependent Variable : Employee Performance

Source: SPSS data processing results

This test is carried out to measure how much the partial influence of the variable is on the dependent variable.

From the analysis that has been carried out, it can be concluded that:

1. The first hypothesis has been identified for the variable work discipline (X1) $t\text{-count } 2.659 > t\text{-table } = 2.034$ with a significance of 0.012 which means that work discipline affects employee performance (Y)
1. The second hypothesis is known for the time management variable (X2) calculated $4.653 > t\text{-table } = 2.034$ with a significant $0.00 < 0.05$ meaning that work spirit has an effect on employee performance (Y).

2. Simultaneous Significant Test (F-Test)

The F-test is a statistical technique used to evaluate statistical models or to determine if there are significant differences between data groups.

Table 6. F Test Results
ANOVA^a

Model		Sum Of Square	Df	Mean Square	F	Sig.
1	Regression	221.750	2	110.875	42.056	.000 ^b
	Residual	87.000	33	2.636		
	Total	308.750	35			
a. Dependent Variable : Employee Performance						
b. Predictors: (Constant), Work Discipline, Work Ethic						

Source : SPSS data processing results (2024)

If the level value is significant < 0.05 . So it is said to have a significant influence of Y

If the value of F is calculated $> F$ table. So it is said to have a significant influence of Y

$Qf1 = k-1$

$Df2 = n-k$

If the level value is significant $0.000 < 0.005$. So it is said that X1, X2 has a significant influence on Y.

If the value of F is calculated $= 42.056 > f$ the table $= 3.280$. So it is said that X1, X2 has a significant influence on Y.

It can be seen that the calculated F value reached 42.056 then compared to the F value of the table which was 3.280 at a significance level of 0.05, F which was calculated was greater than the F table ($42.056 > 3.280$) and There was a simultaneous influence between the variables of work discipline (X1) and job satisfaction (X2), with a significance of $0.000 < 0.05$ on employee performance at the Palopo City Employment Social Security Administration Agency (BPJS) Office.

DISCUSSION

This study was conducted to analyze the influence of discipline and work morale on employee performance at the Palopo Employment Social Security Administration Office. Based on the tests carried out on the hypotheses contained in this study, the results of the study show that all independent variables X1 and X2 have an effect on the dependent variable or employee performance of Y.

1. The effect of work discipline on employee performance at the Palopo City Employment Social Security Administration Agency (BPJS) office.

Based on the analysis of the t-test that has been carried out by the researcher, it was found that independent factors of work discipline have a significant positive influence on employee performance dependent factors. Therefore, it can be said that Hypothesis 1 put forward in this study is acceptable. In other words, it shows that factors that are independent of work discipline have an effect on employee performance.

The results of this study are in line with the findings of a previous study by (Siregar et al., 2022) entitled "The Influence of Work Motivation and Work Discipline on Employee Performance. Production Processing Section of PTPN III Rantauprapat", where the relationship between work discipline and employee performance has a significant positive influence.

2. The effect of work morale on employee performance at the Palopo City Employment Social Security Administration Agency (BPJS) office.

Based on the results of the t-test conducted by the researcher, it is proven that the independent variable of work morale has a positive and meaningful influence on variables that depend on employee performance. Therefore, it can be concluded that Hypothesis 2 proposed in this study is acceptable. This shows that it is proven that there is an influence of the independent variable, namely work morale, on employee performance.

The results of this study are in line with the findings of previous research by (Syuhada and Amelia, 2021) entitled "The Influence of Conflict and Morality on the Performance of Employees of the Avsec Angkasa Putra Division", where the relationship between work enthusiasm (X2) and employee performance (Y) at the Avsec Angkasa Pura II Kuala Namu Division office exerts a significant positive influence.

3. The effect of work discipline and work spirit on employee performance at the Palopo City Employment Social Security Administration Agency (BPJS) office.

Based on the study that has been conducted by the researcher, the results of the F test show that the work discipline factor (X1) and work spirit (X2) simultaneously have a positive and meaningful influence on the employee performance variable (Y). It can be concluded that Hypothesis 3 proposed in this study is accepted. This means that discipline at work and the encouragement to work simultaneously have a great influence on the performance of employees at the Palopo City Manpower and Social Security Agency Office.

The results of this study are in line with the findings of previous research conducted by (Alvin Randika and Halim, 2023) entitled "The Influence of Work Ethic, Organizational Commitment, Motivation and Work Discipline on Employee Performance at the Rantauprapat Samsat Office". In addition, there is a real influence between work spirit and work discipline on employee performance at the Samsat Rantauprapat office.

Discipline and work spirit are two main factors that together have a positive effect on employee performance. Discipline reflects obedience and responsibility, while work spirit reflects motivation and enthusiasm for work. The combination of the two encourages increased productivity and work quality. Therefore, it is important for organizations to build a work culture that supports discipline and motivates employees to perform more optimally.

CONCLUSION

This research indicates that discipline in work and encouragement to work have a good and important effect on employee achievement. at the BPJS Employment Palopo office. From the results of this study, it can be concluded as follows:

1. High work discipline contributes significantly to increasing productivity, efficiency, and employee welfare at the BPJS Ketenagakerjaan Palopo office. With good discipline, employees can manage their time and tasks more regularly, which in turn allows them to perform more optimally.
2. High work morale has been proven to have a positive and significant effect on employee performance. Employees who have a good spirit tend to be more motivated to work hard and innovate, so as to achieve optimal results for the company.
3. Work discipline and work spirit simultaneously affect the performance of employees at the BPJS Ketenagakerjaan Palopo office.

Overall, this study emphasizes that work discipline, work morale, and time management are crucial factors that can improve employee performance at the BPJS Ketenagakerjaan Palopo office.

Therefore, management is advised to continue to pay attention to and foster these aspects so that employee performance can improve sustainably.

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