

The Influence of Work Discipline and Work Motivation on The Performance of Library Service Employees and Archives Medan City

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ABSTRACT

This research purposes to determine the effect of work discipline on employee performance and to determine the effect of work motivation on employee performance at the Medan City Library and Archives Service. The approach used in this research is an associative approach. The population in this research is all employees Medan City Library and Archives Service. Meanwhile, the sample that met the sampling criteria for the observations made was 35 people using a saturated sample. The data collection technique in this research uses a questionnaire technique. Data analysis techniques in this research use the Classical Assumption Test, Multiple Regression, Hypothesis Testing (T Test and F Test), and Coefficient of Determination. Data processing in this research uses the SPSS (*Statistical Package for the Social Sciences*) software program version 2021. It is partially known that work discipline has a positive and significant influence on employee performance. Medan City Library and Archives Service . It is partially known that work motivation has a positive and significant influence on employee performance. Simultaneously, it is known that work discipline and work motivation have a significant influence on employee performance at the Medan City Library and Archives Service.

Keywords: Work Discipline, Work Motivation and Employee Performance

INTRODUCTION

Human resources are the only resources that have feelings, desires, skills, knowledge, encouragement, power and work. All of these human resource potentials influence the organization's efforts to achieve its goals. No matter how advanced technology, information development, availability of capital and adequate materials, without human resources it is difficult for an organization to achieve its goals. Organizations or companies certainly want to have quality human resources at all times in the sense of meeting competency requirements to be utilized in efforts to realize the vision and achieve the company's goals. According to (Mathis & Jackson, 2002) discipline is a form of training that enforces company regulations.

Discipline is very necessary for both the individual concerned and the organization. Discipline shows a condition or attitude of respect that exists in employees towards company rules and regulations. Thus, if the rules or regulations in the company are ignored, or frequently violated, then employees will have poor work discipline. On the other hand, if employees comply with company regulations, this shows that there is a condition of good discipline. However, in practice, there are still many employees working discipline at the Medan City Library and Archives Service who do not comply with company regulations, such as leaving the office without permission from their superiors, not wearing the prescribed uniform, being absent or absent from employees.

Apart from discipline, motivation also influences the level of employee performance. Work motivation is the process of giving encouragement to subordinates or employees to do their work better in accordance with the tasks and obligations they have been given. Motivation is important because motivation is a desire within a person that causes that person to carry out an action because he wants to achieve a desire. According to (Noor, 2013) motivation is something that causes, channels and supports human behavior, so that they are willing to work hard and enthusiastically achieve optimal results.

However, if judged from the motivation given to Library Service employees and Medan City Archives are also considered inadequate so that employees are still lazy and do not show good dedication and loyalty to the company.

Performance is a work result achieved by a person in carrying out the tasks assigned to him which is based on skill, experience, seriousness and time. According to (Mangkunegara, 2017) Performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him . The performance achieved by employees is very important in ensuring the survival of the organization. In achieving high performance, several factors influence whether employee performance is high or low, including discipline and work motivation.

The problem of work discipline and work motivation was chosen here because in the Medan City Library and Archives Service, work discipline is often a problem for office management. With employee indiscipline it has been proven to reduce performance and by implementing high work discipline, employees can work freely and are able to show high performance. Meanwhile, regarding motivation, the management of the Medan City Library and Archives Service tries to motivate its employees by handing over trust and responsibility, appreciation for work completed, good working conditions, wise rules and discipline, guaranteed permanent employment, providing assistance in personal and family issues and so on, all of which are expected to improve employee performance.

LITERATURE REVIEW

1. Understanding Work Discipline

According to (Rivai, 2009) "Work discipline is a tool that managers use to communicate with employees so that they are willing to change behavior and as an effort to increase a person's awareness and willingness to comply with all company regulations and social norms that apply." Meanwhile, according to (Fathoni, 2006) "Discipline is a person's awareness and willingness to obey all company regulations and applicable social norms." Another opinion also states that "Employee discipline is a person's behavior in accordance with existing regulations, work procedures or discipline is attitudes, behavior and actions that comply with the organization's regulations, both written and unwritten" (Sutrisno, 2011) .

Discipline is the sixth operative function of human resource management. Discipline is the most important operational function of HRM because the better the employee's discipline, the higher the work performance they can achieve (Hasibuan, 2016) .

Another opinion also states that according to (Darodjat, 2015) Discipline comes from the Latin "Disciplina" which means training or education in politeness and spirituality as well as character development. The nature of discipline is related to the development of a proper attitude towards work.

2. Work Discipline Indicators

According to (Afandi, 2016) indicators of work discipline that can be implemented by all members or employees who work in an organization, are :

1. Come to work on time
2. Effective use of time
3. Never absent/not working
4. Comply with all organization or company regulations
5. Job targets
6. Make daily work reports

(Agustini, 2011) in His research put forward several indicators Existing work disciplines are:

- 1) Attendance level
- 2) Work procedures
- 3) Obedience to leadership
- 4) Work awareness
- 5) Responsibility

3. Understanding Work Motivation

According to (Hasibuan, 2007) Motivation comes from another word "Mover" which means "Push or Mover". This motivation is only given to humans, especially subordinates or followers. Meanwhile, according to (Noor, 2013) "Work motivation is a condition or condition that encourages, stimulates, or moves a person to carry out a work task that is mandated to him so that he can achieve the goals of his organization." Motivation is very necessary in an organization because with motivation it is hoped that every employee can work hard to increase work productivity in an organization.

According to (Wibowo 2015) "Motivation is the urge to act on a series of human behavioral processes by considering direction, intensity and persistence in achieving goals." Another opinion also states that "Motivation is a series of attitudes and values that influence individuals to achieve specific things in accordance with individual goals" (Rivai, 2009) .

4. Work Motivation Indicators

Motivation is a factor that can encourage you to carry out a certain activity. The indicators of work motivation according to (Mohtar 2019) are as follows :

Internal self-motivation includes:

1. Encouragement to improve performance
2. The urge to avoid failure
3. Encouragement to work hard
4. The urge to actualize yourself

Meanwhile, motivation from outside oneself includes:

1. Praise
2. Punishment
3. Rule

Whereas

according to (Effendy 2009) Motivation indicators are as follows :

- a. Desire to achieve
- b. Desire to make improvements
- c. Desire to make changes
- d. Desire to continually improve work abilities
- e. Desire to increase job knowledge

The motivational indicators for self-confidence according to (Sadijan 2008) are as follows :

- 1) Be confident in your own ability to talk to other people
- 2) Dare to reveal the information received to others
- 3) No hesitation
- 4) Often takes the initiative to express ideas

Motivation has an important role in an organization, this is because motivation can increase an employee's energy so they are enthusiastic when working.

5. Understanding Employee Performance

According to (Moeheriono 2012) "Performance is a description of the level of achievement of an activity program or policy in realizing an organization's goals, objectives, vision and mission as outlined through an organization's strategic planning." Meanwhile, according to (Noor, 2013) "Performance is a record of the effects produced on work functions or activities during a certain period that are related to organizational goals." Another opinion also states according to (Wirawan 2015) that "Performance evaluation is a process by which the appraiser assesses the appraisee's performance within a certain time by comparing his performance with his performance standards and the results are used to make HRM decisions regarding the appraisee."

According to (Mathis & Jackson, 2002) "Performance is basically what employees do or don't do. Employee performance is what influences how much they contribute to the organization."

Meanwhile, in performance management according to (Wibowo 2007) "Performance management is management about creating relationships and ensuring effective communication. Performance management focuses on what organizations, managers, and workers need to succeed. Performance management is about how performance is managed to achieve success."

6. Employee Performance Indicators

According to (Moeheriono 2012) "Performance indicators (*performance indicators*) are often equated with performance measures (*performance measures*), but in fact, even though both are the same in terms of performance measurement criteria, there are differences in meaning and meaning. Performance indicators refer to indirect performance assessments, namely things that are only an indication of

performance, so the form tends to be qualitative or cannot be calculated. Meanwhile, performance measures are criteria that refer to indirect performance assessments, so they are more quantitative or can be calculated.

7. Conceptual Framework

The Influence of Work Discipline on Employee Performance

Scientists believe that the relationship between work discipline and performance success or failure in organizations is that behavioral scientists believe that discipline is closely related to performance. Work discipline greatly influences performance because if work discipline in the company is implemented and adhered to or adhered to by employees then the resulting performance will automatically increase because employees understand the company rules.

Figure 1

The Influence of Work Dicipline on Employee Performance



The Influence of Work Motivation on Employee Performance

Study (Julita, 2013) The research results show that motivation has a significant effect on employee performance. (Rosmaini and Tanjung, 2019) ; (Jufrizen, 2017) suggests that motivation variables have a positive and significant effect on employee performance. There is the same thing as research (Andayani and Tirtayasa, 2019), the results of which show that the influence of motivation on employee performance has a positive and significant effect. Based on research that has been conducted (Prayogi and Nursidin, 2018) ; (Hasibuan & Silvya, 2019) , (Jufrizen & Pulungan, 2017) , (Astuti, and Suhendri, 2019) that motivation has a positive effect on employee performance . Work motivation can influence performance, this is also in line with research conducted (Ainanur & Tirtayasa, 2018) ; (Astuti, and Lesmana, 2018) partially the motivation variable has a significant positive effect on employee performance. Research that has been conducted (Marjaya & Pasaribu, 2019) suggests that partially the motivation variable has a positive and insignificant effect on employee performance.

Figure .2

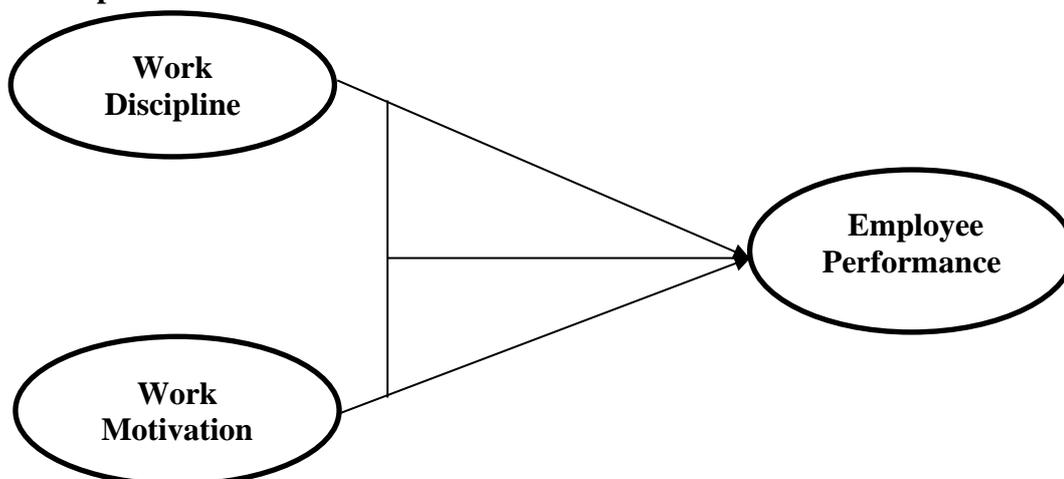
The Influence of Work Motivation on Employee Performance



The Influence of Work Discipline and Work Motivation on Employee Performance

According to work discipline and work motivation , it has a positive effect on employee performance. because work discipline is awareness of obeying company rules. If the discipline applied in the company is well established, employees will always work and be enthusiastic because they are motivated to become exemplary employees and make the performance produced by employees increase and be optimal. Work discipline simultaneously has a positive and insignificant effect on employee performance.

Figure.3
conceptual framework



Hypothesis

Based on the problem formulation and review of existing literature, two hypotheses can be formulated in this research, namely:

1. Work Discipline has a positive effect on Employee Performance
2. Work Motivation has a positive effect on employee performance
3. Work Discipline and Work Motivation have a positive effect on employee performance

RESEARCH METHOD

Types of research

The type of research used in this research is quantitative research using questionnaires and interviews. The research that has been conducted consists of three variables, namely work discipline (X1), work motivation (X2), as the independent variable and employee performance (Y) as the dependent variable. The method in this research is to use an *associative approach*. The *associative* method in question is a research approach in which the researcher aims to analyze the problem of the relationship between a variable and other variables.

Population

According to Sugiyono (2016) population is a generalized area consisting of: objects/subjects that have certain quantities and characteristics determined by researchers to be studied and then conclusions drawn. The population in this study was 55 employees and the entire population was used as the research sample. Thus, this research is classified as population research.

Sample

According to (Sugiyono 2016) "The sample is part of the number and characteristics of the population. Considering that the population is <100, this research uses the entire population as a sample, with a sample size of 55 people. However, because of this research, many employees were not willing to be respondents, so respondents were maximized using the Slovin formula (Sugiyono, 2016), which is as follows:

$$n = \frac{N}{1 + N^2}$$

Where :

- n = Number of samples
- N = Number of population
- e = Allowance for inaccuracy due to sampling error which can be tolerated

$$n = \frac{55}{1 + 55 \cdot 0.1^2} = \frac{55}{1 + 80 \cdot 0.01} = \frac{55}{1 + 0.55} = \frac{55}{1.55} = 35,48$$

So, from $n = 35.48$ rounded up to $n = 35$ respondents.

Data analysis technique

Multiple regression analysis is used by researchers, if the researcher intends to predict the condition (up and down) of the dependent variable (criterion), if two or more independent variables as predictor factors are manipulated (increasing and decreasing their values). So multiple regression analysis will be carried out if the number of independent variables is at least 2.

The regression equation for the two predictors is:

$$\gamma = \alpha + b_1X_1 + b_2X_2$$

(Sugiyono 2017)

Information:

- Y = Performance
- α = Constant
- $\beta_1\beta_2$ = Regression coefficient
- X1 = Discipline
- X2 = Motivation

Classic assumption test

The hypothesis requires classical assumption testing because the analysis model used is multiple regression. The classical assumption consists of:

Data Normality Test

Data normality testing is carried out to see whether in the regression model, the dependent and independent variables have a normal distribution or not (Juliandi, Irfan, and Manurung 2014) .

Multicollinearity Test

Multicollinearity was used to test whether in the regression model a strong correlation was found between the Gujarati independent variables in the book (Juliandi, Irfan, and Manurung 2014) .

Heteroscedasticity Test

Heteroscedasticity is used to test whether the regression model has unequal variances from residuals from other observations (Juliandi, Irfan, and Manurung 2014) . Another way to test heteroscedasticity is to use the *Glejser test*, carried out by regressing the independent variables on the absolute value of their residuals (Juliandi, Irfan, and Manurung 2014) .

Hypothesis testing

Hypothesis testing is the most important data analysis because it plays a role in answering the research problem formulation and proving the research hypothesis (Juliandi, Irfan, and Manurung 2014) .

Test (t)

In a regression that has more than one independent variable, if assumptions 1-5 are met then it has a β_i estimator. If assumption 6 is also fulfilled, namely the variable e_i has a normal distribution, then the dependent variable Y will also be distributed normally (Basuki and Prawoto 2016) .In analyzing the data, to find out the level of significance, the t-test is used with the formula:

$$t = \frac{r\sqrt{n-2}}{\sqrt{1-r^2}}$$

(Sugiyono 2017)

Information:

t = calculated t which is consulted with the t table

r = Partial correlation found

n = Number of samples

The hypothesis to be tested is:

- $H_0: \rho = 0$, which means there is no significant influence between the independent variable and the dependent variable.
- $H_a: \rho \neq 0$, means there is a significant influence between the independent variable and the dependent variable.

Apart from the manual method as above, the criteria for hypothesis testing with (SPSS 20 program) are as follows:

- If the correlation probability value, namely *sig-2 tailed*, is smaller than the significance level (α) of 0.05, then the null hypothesis is rejected, so there is a significant influence of the independent variable on the dependent variable.
- If the correlation probability value, namely *sig-2 tailed*, is greater than the significance level (α) of 0.05, then the null hypothesis is accepted, so there is no significant influence of the independent variable on the dependent variable.

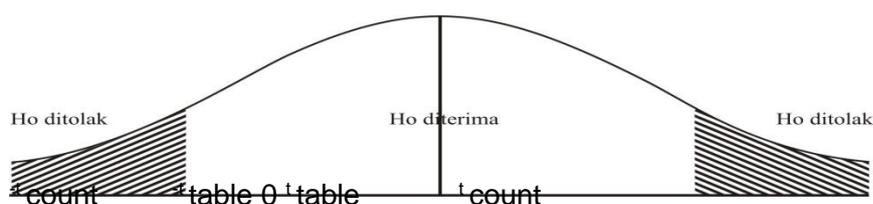


Figure .Hypothesis Testing Criteria t test

Criteria:

- If $t \text{ count} > t \text{ table}$ means H_0 is rejected (that the independent variable has an effect on performance)
- If $t \text{ count} < t \text{ table}$, it means that H_0 is accepted (that the independent variable has no effect on performance).

Hypothesis Test (F)

It is necessary to evaluate the influence of all independent variables on the dependent variable with the F test. This F test is explained using analysis of variance = ANNOVA (Basuki and Prawoto 2016) .

To test the hypothesis, namely whether Discipline and Motivation on Performance are significant or not, the following formula can be used:

$$F_h = \frac{R^2 / K}{(1 - R^2) / (n - K - 1)}$$

(Sugiyono 2017)

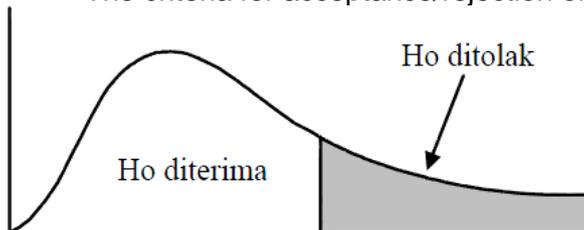
Where:

R = Multiple correlation coefficient

k = Number of independent variables

n = Number of sample members

The criteria for acceptance/rejection of the hypothesis are as follows:



Picture. Hypothesis Testing Criteria F Test

Or in another way as follows:

- 1) If $F_{\text{count}} > F_{\text{table}}$ then H_0 is rejected
- 2) If $F_{\text{count}} < F_{\text{table}}$ then H_0 is accepted

Coefficient of Determination

The Coefficient of Determination (R^2) essentially measures how far the ability of the independent or independent variables (Work Discipline and Work Motivation) is in explaining the dependent or dependent variable (Employee Performance). The coefficient of determination values are zero and one. If the R^2 value is getting smaller (approaching zero), it means that the ability of the independent variables to explain the dependent variable is very limited or has little influence. And if the value of R^2 is getting bigger (approaching one) it means that the independent variables provide almost all the information needed to predict dependent variations or have a large influence with the equation formula as follows:

$$TSS = ESS + RSS$$

From this equation formula, R^2 can be defined as the proportion or percentage of the total variation in the dependent variable Y which is explained by the exact regression line on all Y data, so ESS is the same as TSS.

RESULTS

Research Data Analysis

Multiple Linear Regression

The multiple linear regression model used is employee performance as the dependent variable, work discipline and work motivation as the independent variables. Where analysis is useful for knowing the influence of each dependent variable on the independent variable. The following are the results of data management using SPSS version 2022.

Table Multiple Linear Regression

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	-2,621	5,561	
Total_X1	,299	,122	,297
Total_X2	,513	,096	,642

a. Dependent Variable: Total_Y

Source: Research Data (processed) SPSS, 2022

From the table above, the regression values can be seen as follows:

- 1) Constant = 2.621
- 2) Work Discipline (X1) = 0.2 99
- 3) Work Motivation (X2) = 0.513

These results are entered into the multiple linear regression equation so that the following equation is known:

$$Y = 2.621 + 0.2 99 + 0.513$$

Hypothesis test

Table Statistical Test Results t

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-2,621	5,561		-.471	,641
Total_X1	,299	,122	,297	2,460	,019
Total_X2	,513	,096	,642	5,325	,000

a. Dependent Variable: Total_Y

Source: Research Data (processed) SPSS, 2021

The results of statistical testing of coefficients in the table above can be explained as follows:

a) The Influence of Work Discipline (X1) on Employee Performance (Y)

Based on table 4.1 0 above, the t_{count} for the work discipline variable is 2, 460 for a 5% error in the 2 party test and $dk = n-2 (35 -2= 33)$, we get $t_{table} 1, 32 7$. If the $t_{count} > t_{table}$ then there is a significant influence between X1 and Y, and vice versa if $t_{count} < t_{table}$ then there is no significant influence between This means that there is an influence between work discipline and employee performance at the Medan City Library and Archives Service.

b) Influence of Work Motivation (X2) on Employee Performance (Y)

Based on table 4.1 0 above, the t_{count} for the work involvement variable is 5 , 325 for a 5% error of 2 party test and $dk = n-2 (35 -2= 33)$, the t_{table} is 1, 32 7. If $t_{count} > t_{table}$ then there is a significant influence between X2 and Y, and vice versa if $t_{count} < t_{table}$ then there is no significant influence between This means that there is an influence between work motivation and employee performance at the Medan City Library and Archives Service.

F Test (Simultaneous Test)

The F test or also called the simultaneous significant test is intended to see the overall ability of the independent variables, namely work discipline and work motivation to be able to explain the behavior or diversity of the dependent variable, namely employee performance. The F test is also intended to find out whether all variables have a regression coefficient equal to zero. Based on the results of data processing with the SPSS version 2022 program, the following results were obtained:

1. The Influence of Work Motivation on Employee Performance

Based on the results of the research above, work discipline on employee performance at the Medan City Library and Archives Service shows that the t_{count} is 2,460, while the t_{table} is 1,327 and has a significant number of $0.000 \leq 0.05$, meaning that H_0 is rejected and H_a is accepted, which shows that partially there is a significant influence of work discipline on employee performance at the Medan City Library and Archives Service.

2. The Influence of Work Motivation on Employee Performance

Based on the results of the research above, the relationship between work motivation and employee performance at the Medan City Library and Archives Service obtained a t_{count} of 5,325 while the t_{table} is 1.327 and has a significant number of $0.002 \leq 0.05$, meaning that H_0 is rejected and H_a is accepted, which shows that partially there is a significant influence of work motivation on employee performance at the Medan City Library and Archives Service.

3. The Influence of Work Discipline and Work Motivation on Employee Performance

Based on the research results obtained regarding the influence of discipline work and work motivation on employee performance at the Medan City Library and Archives Service. From the ANOVA (*Analysis of Variance*) test in the table above, the $f_{calculated}$ is 54.343, while the f_{table} is 3.28. Based on these results, it can be seen that the significance level is $0.000 \leq 0.05$ so that H_0 is rejected and H_a is accepted. So it can be concluded that the variables of work discipline and work motivation together have a significant positive effect on employee performance at the Medan City Library and Archives Service.

CONCLUSION

Based on the results of the research and discussion previously stated, conclusions can be drawn from the research regarding the influence of work discipline and work motivation on employee performance at the Medan City Library and Archives Service, namely:

1. Discipline has a significant influence in the process of creating better employee performance. This has been tested and shows that employee performance can be improved because the higher the work discipline, the higher the employee's performance. Thus, it is partially known that work discipline has a significant effect on the performance of employees at the Medan City Library and Archives Service.
2. Motivation has a significant influence in the process of creating better employee performance. This has been tested and shows that employee performance can be improved because the higher the work motivation, the higher the employee's performance. Thus, it is partially known that work motivation has a significant effect on employee performance at the Medan City Library and Archives Service.
3. Simultaneously, it is known that work discipline and work motivation together have a positive and significant influence on employee performance at the Medan City Library and Archives Service.

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