

## Implementation of Work Discipline on the Performance of KJ Pharmacy Employees

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### Abstract

Work discipline is a condition created and formed through a series of behaviours that show the values of obedience, obedience, tranquillity, order, and order. Work discipline is a person's awareness and willingness to obey all company regulations and applicable social norms, where an employee always comes and goes home on time so that he does all work well using descriptive methods with qualitative data by collecting observation data directly at the company. Work discipline is applied by providing regulations regarding attendance time, applying operational work standards, and compliance with company regulations. The company also follows up on the attitudes and behaviours of its employees by sanctioning employees who do not apply the discipline that applies in the company; work discipline will also affect employee performance.

**Keywords:** employee performance; observation; work discipline.

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### A. INTRODUCTION

The industrial era 4.0, which is developing rapidly today, makes trade development bigger and more complex. Large and small companies are required to create quality human resources. One way is to improve employee discipline at work. Human resource management is a management approach related to human resources in which there is planning, organizing, directing, and supervising to create quality human resources.

The application of discipline in the company or organization is aimed at all employees or employees within the scope of the company or organization so that the regulations set by the company can be obeyed and obeyed, so that it can be expected that work can be carried out responsibly, as effectively and efficiently as possible to achieve the success of company goals.

Reviewing and improving good discipline is quite difficult because many factors influence it. Sometimes lack of employee knowledge about rules, procedures, and policies is the cause of most disciplinary actions. One way to overcome this is by providing an orientation program to employees by explaining the regulations and procedures in detail and the wisdom that must be fulfilled and explaining the consequences.

By complying with regulations, employees have encouraged the company to implement the programs that have been set, making it easier to achieve company goals. Good employee performance will be achieved by applying work discipline to the maximum. If employees have neglected work discipline, it can be ascertained that performance will decline so that it is no longer said to be the maximum work performance they produce, and vice versa. Discipline strengthens employee disciplinary actions to stimulate the growth of motivation that can encourage employees to stay at their best every time they complete the work that is their duty and responsibility.

Employee absenteeism is one of the important indicators to determine the level of employee discipline. The attendance recording system must also be done properly and effectively. KJ Pharmacy has approximately 50 employees in its business; according to the author's observation, the level of employee discipline related to attendance is good, but the recording system at the company could be more optimal.

#### *Management*

According to (Hasibuan, 2014: 2), management is a typical process consisting of planning, organizing, actuating, and controlling to determine and achieve goals using human resources and other resources. According to Haiman in the book (Manullang, 2012, p. 3), management is a function to achieve something through the

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activities of others and supervise individual efforts to achieve common goals. Meanwhile, according to (Hidayat & Wijaya, 2017), the management process of using resources effectively to achieve predetermined goals or using resources effectively to achieve targets.

From some opinions above, management is an activity to organize resources in planning, organizing, moving, and controlling existing resources effectively and efficiently to achieve a goal. According to (Flippo, 2010), Human resource management is planning, organizing, directing, and supervising the activities of procurement, development, compensation, integration, maintenance, and release of human resources to achieve various individual and organizational goals.

The study (Hamali, 2018, p. 2) states that HR management is a strategic approach to skills, motivation, development, and management of organizing resources. Meanwhile, in the Journal of human resource management written by Eri Susan (2019), HR is a matter related to the utilization of humans in doing a job to achieve maximum levels or effectively and efficiently in realizing the goals to be achieved in the company, an employee and also the community. After examining the various notions of management put forward by the experts above, it can be concluded that human resource management is a management approach related to human resources in which there is planning, organizing, directing, and supervising to create quality human resources.

### *Work Discipline*

Work discipline is crucial for a company or government agency to realize company goals. Without good work discipline, it is difficult for a company to achieve optimal results. Good discipline reflects the magnitude of a person's responsibility towards the tasks. Discipline is the sixth human resource function of the most important human resource management operative function because the more employee discipline, the higher the work performance they can achieve. Without good employee work discipline, it is difficult for companies to achieve optimal work results.

Latainer (Sutrisno, 2019: 87) defines "discipline as a force that develops in the body of employees and causes employees to adjust voluntarily to decisions, regulations, and high values of work and behaviour." According to (Sumadhinata, 2018), work discipline is tool managers use to communicate with employees so that they are willing to change their behaviour and to increase awareness and willingness of someone to obey all rules and social norms that apply in a company. Meanwhile, according to Fererius Hetlan (Muhyadin, 2019), work discipline is an attitude of willingness and willingness of a person to obey and obey the norms of regulations that apply around him.

Based on the definition above, work discipline is an attitude of willingness and willingness of a person to obey and obey the regulations that apply in the company, both written and unwritten and able to carry them out. Work discipline, according to (Divine, 2017), these two forms, among others: 1) Self-imposed discipline: the discipline that arises from oneself job satisfaction, so that job satisfaction also affects employee work discipline in the company, which means that if employee job satisfaction is high, the higher the employee's discipline. Moreover, vice versa, if employee job satisfaction is low, then the employee's discipline is also low awareness of the employee himself because of his duties and obligations. So, the cycle that exists in employees follows the level of employee satisfaction; and 2) Command discipline: this discipline that arises due to regulations or sanctions passed within the organization. However, this discipline is a discipline that has no intention from an employee but only coercion and only follows existing regulations so as not to be subject to a letter of reprimand from Human Resources (HR).

The study (Sutrisno, 2019: 89) suggests several factors that affect employee discipline: 1) the size of compensation; 2) the presence or absence of exemplary leadership in the company; 3) the presence or absence of definite rules that can be used as a handle; 4) the courage of the leader in taking action; 5) the presence or absence of supervision of the leadership; 6) the presence or absence of attention to employees; and 7) created habits that support the establishment of discipline.

### *Performance*

According to (Sutrisno, 2012), performance is the result of work that can be achieved by a person or group of people in an organization following their respective authorities and responsibilities to achieve the goals of the organization concerned legally, not violating the law, and following morals and ethics. According to (Mangkuprawira, 2011), performance is the availability of a person or group of people to do an activity and perfect it according to their responsibilities with results as expected. The performance also has dimensions that can support employee performance in achieving organizational goals. Dimensions, in this case, strongly influence the

object to be studied. When used properly, it can accelerate the achievement of goals for the organization. According to John Miner in Fahmi (2017), to achieve or assess performance, some dimensions become benchmarks: 1) Quality, namely the level of error, damage, and accuracy. 2) Quantity, i.e., the amount of work produced; 3) the use of time in work; 4) Cooperation with others.

An organization's performance indicators can be a reference source for employee performance. According to (Sedarmayanti, 2014), performance indicators are quantitative and/or qualitative measures that describe the level of achievement of a goal or goal that has been set. Performance indicators should be something that will be calculated and measured and used as a basis for assessing or seeing the level of performance, both in the planning, implementation, and activities completed and functioning stages.

## **B. RESEARCH METHOD**

The type of research used is quantitative, which produces descriptive data in the form of speech or writing and the behaviour of people observed. This qualitative approach is expected to produce an in-depth description of speech, writing, funds, or observable behaviour of a particular individual, group, society, and organization in a context setting studied from a complete, comprehensive, and holistic point of view. This research was conducted at KJ Pharmacy at Karawang Wetan, Karawang Regency, Indonesia.

Data collection techniques in this study are qualitative, where data can be obtained. Data sources can be objects, people, or places. The data source is obtained through reading, observing, and asking about the data from the source. Primary and secondary data types are obtained from these data sources using data collection methods, namely interviews, conservation, literature studies, and documentation.

Data analysis techniques are systematic data collection that makes it easier for researchers to conclude. The process of collecting and searching data systematically from interviews, field notes, and other materials so that it is easy to understand and the results can be shared with others. Qualitative data analysis is inductive, that is, analysis based on data that can be obtained.

## **C. RESULTS AND DISCUSSION**

During the author's observations at the KJ pharmacy, the author assessed that the implementation of work discipline applied to the KJ pharmacy was not optimal. This is because the employee attendance system applied is still changing, even though attendance is a very important factor in determining a level of employee work discipline. In addition, the author also found several other obstacles that do not maximize the application of work discipline to create good employee performance. Other obstacles include: First, Do not have a Fixed System to collect employee attendance. The attendance system used by KJ pharmacies does not yet have a fixed system; the daily attendance system implemented by KJ has changed. Previously, KJ pharmacies used the greetday application to conduct employee attendance, but in February 2023, the company changed the attendance system using WhatsApp.

Second, the lack of precise application of regulations. The existing work regulations in KJ pharmacies can be considered not optimal because the regulations made by the company are not conveyed evenly to all employees clearly and understood by employees. Also, there is no reminder of work rules posted or published to remind employees. Third, lack of clarity in the employee recruitment process. The recruitment process carried out by KJ Pharmacy is by advertising job vacancies to the closest people first so that the recruitment process is also carried out only by divisions or teams that need human resources only; there are no special employees appointed to manage or manage human resources.

After analyzing and evaluating the problems faced by the company regarding employee work discipline, the author decided to provide some suggestions or solutions for KJ Pharmacies to improve employee discipline. In enforcing or improving employee work discipline, the company must make various efforts to reduce employee indiscipline. With the establishment of a good work system, it is hoped that KJ Pharmacy employees will be more disciplined in working and comply with the regulations set by the leadership.

First, create or choose a permanent employee attendance system. In the current era of digitalization, many applications or software already exist to support the employee attendance system. Using software will facilitate and streamline the company's time managing attendance data with valid results. Companies

can choose various applications that suit the needs needed by the company. Second, make company regulations clear. Company regulations or operational work standards are very important to foster or improve work discipline in employees. With the regulations set by the company, employees are obliged to obey existing regulations. If the company has made regulations, there must be sanctions if employees violate these rules. The rules that have been made are then socialized to all employees and also posted in various places or rooms to be a reminder of employees.

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Third, create a good employee recruitment flow. To achieve the objectives of the company's activities, the main factor that needs to be sought is human resources or labour following what the company needs. Companies need to make a job description before looking for candidates for the workforce. After deciding to find workers, the company needs to spread job advertisements; the recruitment process starts with interviews, salary negotiations, training (probationary period), and signing contracts. The purpose of signing a contract is so all parties involved in a cooperation activity can feel safe and as valid evidence if something unwanted happens. A good training period of approximately three months is suitable for employees to adapt to the work environment and the company's work system. In addition, companies need to have employees who specifically manage and manage human resources in KJ pharmacies so that HR management can be done optimally to create quality human resources and achieve employee performance.

#### **D. CONCLUSION**

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