

# Nindi Dwi Oktaviani-SIMILARITY

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# 1 The Influence of Work Discipline and Workload on Employee Performance

(study at one of the banks in Bandung)

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## Abstract

This study was done by selecting a sample of 40 respondents from the population. This study investigates the use of SPSS 22 software for Windows operating systems. The research findings are as follows: A study was conducted to assess the work discipline of employees at a bank in Bandung. The data processing revealed that the average rating of respondents' responses was 2.98, which falls within the "Good enough" threshold. The workload of staff at a bank in Bandung was assessed by analyzing data processing results from respondents. The average score received was 3.00, which falls within the "Good enough" requirements for the test findings. The data processing findings from respondents at one of the banks in Bandung provided an overview of employee performance. The average score received was 3.28, which falls within the "Quite good" requirement for test results.

4 The impact of work discipline and workload on employee performance at a bank in Bandung is as follows: 5 the direct influence of work discipline on employee performance is 28.40%, and the indirect influence through work discipline is 17.44%. Therefore, the total influence of work discipline on employee performance is 46.95%. The impact of workload on employee performance at a bank in Bandung is directly influenced by work discipline, accounting for 17.44% of the total influence. 6 Additionally, there is an indirect influence of 29.53% through workload, resulting in a total influence of work discipline on employee performance of 76.8% at this particular bank in Bandung.

1 The impact of work discipline on employee performance at a bank in Bandung is measured at 0.546 or 54.6%, indicating a reasonably good correlation. Similarly, 1 the influence of workload on employee performance at the same bank in Bandung is measured at 0.352 or 35.2%. The criteria are highly stringent, and the correlation between work discipline and workload is 0.892 or 89.2%, indicating a strong association. When considered jointly or concurrently, these factors have a combined total influence of 76.48%, with work discipline accounting for 46.95% and workload accounting for 29.53%. Hence, the overall impact amounts to 76.8%. The results indicate that the impact of these two variables falls within the very significant range, while the remaining elements, which have not been examined, also influence employee performance by 23.2%.

Keywords: Discipline, Workload, Employee Performance

## Introduction

The company aims to attain success and establish competitiveness with other companies. One contributing aspect is the presence of high staff productivity, which is assessed by evaluating employee work discipline. Human resource management processes serve as a means for firms to enhance their workforce performance. Frequently, the progress of a corporation is different from a commensurate enhancement in its human resources. Human resources encompasses scientific and

artistic elements since it involves managing relationships, duties, and employee authority to meet the goals of employees, the firm, and society effectively and efficiently.

Human resources are a vital asset for a company or institution as they are the primary catalyst for all operations. Human resources are essential for efficiently functioning all activities inside a firm or organization. The caliber of human capital significantly impacts the extent of advancement and growth of a firm or organization. Thus, it is expected that any company or institution needs its workforce or employees to possess high caliber, indicating that the employee's performance can be trusted in their respective areas of expertise and meet the company or organization's goals.

Organizational goals are achieved by involving leaders and employees with the necessary human resources in tasks and supervision. For management operations to operate efficiently, firms must hire individuals with exceptional abilities, knowledge, and skills and exert diligent efforts to optimize organizational management, enhancing employee performance. This condition can be stimulated by enhancing bureaucratic efficiency and fostering a favorable business environment, suggesting that the bureaucracy reform initiative is regarded as beneficial and requires further enhancements in the future.

Staff performance has been evaluated at a bank in Bandung to analyze the company's progress toward its goals and enhance future actions and plans. According to statistics from a bank in Bandung, there was a consecutive decline of 21.4%, 18%, and 15% in 2015, 2016, and 2017, respectively. A similar occurrence occurred in a bank in Bandung about the variability of staff performance achievements. The performance measurements provided by the Human Resources Development (HRD) department at a bank in Bandung include four indicators: discipline, target attainment, cooperation, and loyalty. Based on these four characteristics, it can be inferred that the issue with performance stems from a lack of discipline and a significant gap between the actual achievement and the desired targets. To provide additional details, here is a table that summarizes the performance achievements of Bank staff.

Work discipline is a significant component that influences employee performance. *Work discipline* is an essential trait anticipated by every member of the organization's human resources. This condition is because discipline ensures the smooth functioning of the organization and facilitates the successful attainment of its objectives.

Individual factors, organizational support, and performance support influence employee performance. The primary determinant concerning an individual is their proficiency in acquiring job-related skills. The secondary determinant is the provision of explicit objectives and actionable steps by the company's management to accomplish those objectives. Lastly, the third determinant is the support provided by management, which is closely linked to the managerial parties' capacity to establish an exemplary work system that enables optimal workflow.

An issue concerning employee performance is employee discipline, namely when employees frequently arrive late, are absent, and misuse their rest time, so they must utilize their work hours more effectively. The issue of employee discipline is prevalent within a specific government institution, particularly in the finance department. According to reports, 704 employees in the Ministry of Finance received warning letters, 114 faced mild sanctions, 63 faced moderate sanctions, 109 faced severe sanctions, and 18 were temporarily dismissed as a form of sanction. The Ministry of Finance has a total of 1008 workers who were sanctioned in 2010. The data above indicates that employee performance is subpar, as evidenced by the significant fines imposed on employees.

Work discipline will lead to an increase in productivity. Employee discipline is crucial for enhancing work productivity. Ensuring employee work discipline is crucial as it directly impacts the ethical accountability of employees in fulfilling their duties and responsibilities. The level of work discipline has a substantial and favorable impact on the productivity of personnel in the government medical laboratory installation in Bukit Tinggi City. Higher employee work discipline leads to increased employee productivity.

In contrast, a decline in employee work discipline would result in a loss in production. An observed phenomenon among employees in a bank in Bandung is the lack of work discipline and the burden of enormous workloads. Aside from disciplinary issues, the variable performance of employees at a bank in Bandung is attributed to the burdensome workloads they face, as they are required to meet substantial monthly targets. By the legislation about work discipline, the corporation requires employees to adhere to a shift work schedule and allows a maximum tardiness of fifteen minutes. Below is the data regarding employee lateness at a bank in Bandung.

Despite a consistent work period of 22 days, tardiness continues to vary each month. The tardiness rate in February was 33.3%, which rose to 44.4% in March. In April, tardiness improved considerably, decreasing by 40%.

Another determinant that impacts employee productivity is the substantial influence of workload on performance. Maintaining the workload for employees in a company is essential, as this can lead to a decline in their prospective performance. Consequently, the organization must refrain from assigning excessive workloads to employees, which can potentially diminish employee performance. Therefore, the impact of workload on employee performance is decidedly negative.

The job of staff crew digital banking at one of the banks in Bandung aims to acquire 150 accounts monthly. Based on the provided working hours, each person has a workload of acquiring 6 - 8 accounts.

Regarding target successes, it is evident that, on average, just half the entire number of employees in a particular branch can meet their targets. This condition suggests that staff still need to meet the targets for their excessive workload. Consequently, this leads to many people working more hours to meet their goals. Work productivity decreases as workload increases. Increased workload has a direct correlation with enhanced productivity.

In the present day, any organization must possess a precise viewpoint and a systematic approach to enhance employee performance. Discipline is a communication strategy utilized by stakeholders, such as managers, to modify employee conduct by the established standards and rules of the firm. Assessing employee performance is undeniably a crucial task. If insufficient attention is given to employee performance, it will result in a decline in future employee performance. If there is a decrease in employee performance, it should be promptly addressed and not allowed to persist since it might result in financial losses for the organization.

It is crucial to prioritize monitoring staff performance. If there is less focus on employee performance, it will negatively affect future employee performance. Permitting ongoing decline in employee performance must be avoided since it would result in financial losses for the institution. Hence, it is imperative for leaders to diligently consider the elements that impact the performance of their employees. In contrast, when employees prioritize work discipline, they will adhere to all applicable regulations during working hours, increasing employee performance and facilitating the achievement of company goals.

This research focuses on employees at a particular organization. Some banks in Bandung employ staff members working in digital banking. These staff members are located in mall branches in Bandung City, specifically Cihampelas Walk (Ciwalk), Paris van Java (PVJ), and Trans Studio Mall (TSM). Based on the information provided, the researcher is interested in studying the impact of work discipline and workload on employee performance at a bank in Bandung.

## Method

This research employs descriptive and verification methodologies. The descriptive method is employed to address the problem formulation. It is a research approach that seeks to systematically describe and explain the current situations in the firm using collected facts and data.

This verification method addresses the problem formulation regarding the extent of the effect exerted by the variables under investigation. The verification method involves researching and testing a hypothesis derived from descriptive research. This condition is done through statistical computations, providing evidence to support or refute the hypothesis.

This study will be carried out on employees at a bank in Bandung, namely those who are employed as crew staff at Cihampelas Walk (Ciwalk), Paris van Java (PVJ), and Trans Studio Mall (TSM) from May 2022 until the study is finished.

A population refers to a group of things and persons within a specific region that share particular features and characteristics. Researchers identify these qualities and characteristics to study and draw conclusions. In this study, the researcher utilized a population of 40 employees who held the position of staff crew at a bank in Bandung.

The sample represents a population subset, capturing its numerical size and distinctive attributes. When the population is extensive, and researchers face limited funding, energy, and time constraints, they can utilize samples extracted from the population for their studies. This study employed a saturated sampling strategy due to the tiny size of the population. Consequently, the sample size for this investigation consisted of 40 individuals.

Data analysis techniques involve

- categorizing data based on variables and respondent types,
- collecting data by organizing variables according to respondents' answers,
- presenting descriptive statistics in tabular format and
- using calculations to conclude the hypothesis testing process.

## Results and Discussion

Based on the data analysis findings, it can be inferred that work discipline (X1) and workload (X2) substantially impact employee performance at a bank in Bandung. According to the percentage of influence attributed to each variable, work discipline was found to have a 46.95% influence, whereas workload had a 29.53% influence. The combined impact of both variables amounts to 76.48%. These findings suggest that work discipline and workload account for most of the differences in employee performance, with the remaining 22.52% potentially being influenced by other factors.

This finding aligns with prior study findings that suggest that the combination of work discipline and workload substantially impacts employee performance. This condition highlights the need to consider both elements while striving to enhance productivity and staff performance. From a managerial standpoint, this suggests that organizations prioritize cultivating and preserving employee work discipline while effectively managing workloads to align with each person's capacity and qualifications.

Employee performance refers to the level of achievement demonstrated by employees in their work, as evaluated based on specific criteria relevant to their job. Work discipline refers to the consistent adherence of employees to punctuality, task excellence, and compliance with corporate regulations and societal norms. On the other hand, workload encompasses the diverse set of activities assigned to employees that must be accomplished within specified timeframes in a company. Employee performance can be improved by successfully balancing workload indicators, such as targets, working environment, and work standards.

The level of work discipline and workload has a substantial impact on employee performance. Within this particular context, the objective is to enhance work discipline, resulting in more stringent control over systems and a heightened appraisal of employee performance. Furthermore, regular assessments of workloads are deemed crucial to guarantee that personnel can effectively perform their duties without experiencing excessive strain. The correlation between work discipline and employee performance is constantly changing. Discipline is critical in reflecting strength since persons who succeed in their endeavors typically possess great discipline.

Applying these findings to one of the banks in Bandung reveals that the organization must implement tangible measures to enhance work discipline and effectively manage staff workloads. This condition may entail cultivating work discipline by establishing explicit regulations and protocols and implementing efficient oversight. Furthermore, it is imperative for management to prioritize job allocation and assignments that align with employees' competencies and capabilities to prevent them from becoming overwhelmed.

Companies can enhance employee performance by establishing training and self-development programs that improve employees' skills and competencies. Consequently, personnel will be more equipped to tackle intricate jobs and be provided with assistance to enhance their overall performance.

In addition, factors such as motivation and job satisfaction must be considered when attempting to enhance employee performance. Acknowledging accomplishments, prospects for growth, and a harmonious equilibrium between professional and personal life can incentivize employees to sustain their productivity and dedication to their work.

Implementing technology can enhance work discipline and streamline staff workloads within the framework of a particular bank in Bandung. Integrated performance management systems and collaboration platforms can enhance employee performance oversight and assessment while promoting effective communication and coordination within teams.

In summary, the findings of this study highlight the significance of considering aspects such as work discipline and workload when aiming to enhance employee performance at a bank in Bandung. By adopting a comprehensive and enduring strategy for managing human resources, firms may establish a work environment that is supportive, inspiring, and empowering, enabling employees to successfully and efficiently accomplish organizational objectives.

Companies must also prioritize motivation and job happiness to enhance employee performance. Employee motivation can be enhanced by acknowledging accomplishments, providing avenues for growth, and ensuring a healthy work-life equilibrium. Companies can enhance their performance and boost employee satisfaction and well-being by establishing a work environment that is helpful, encouraging, and empowering.

Applying the discovered insights at a bank located in Bandung can enhance the company's ability to accomplish its business objectives with greater effectiveness and efficiency. By adopting a comprehensive and enduring strategy for managing human resources, firms may establish a work environment that is supportive, inspiring, and empowering, enabling employees to successfully and efficiently accomplish organizational objectives. Therefore, allocating resources to enhance work discipline and effectively manage staff workloads can be a valuable approach to bolstering competitiveness and ensuring long-term success for the organization.

7

### **Conclusion**

Based on the presented research results, both work discipline and workload substantially impact employee performance at a bank in Bandung. Enhanced work discipline will heighten employee concentration and accountability, while efficient task management will bolster staff productivity and well-being. A high level of work discipline indicates a robust work culture within the organization, characterized by employees diligently adhering to rules and procedures and demonstrating a solid dedication to their work. Implementing this can mitigate interruptions and mistakes in the workflow, enhancing the caliber and uniformity of work outcomes.

Efficient task management is crucial in enhancing employee performance. To mitigate physical and mental weariness, which can impede productivity and performance, allocating tasks that align with employees' talents and capacities is crucial. Furthermore, organizations must ensure that their existing resources are distributed to maximize staff productivity and output.

Hence, organizations must prioritize these two criteria to enhance their staff's productivity and efficiency. Enforcing policies and adopting methods promoting enhanced work discipline and effective workload management would help attain the company's objectives. This condition entails the establishment of explicit regulations and protocols, providing instruction and guidance to enhance employee consciousness and dedication to work ethics, and conducting periodic evaluations of task distribution and assignments to manage staff workloads effectively.

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