EFFECT OF EMPLOYEE SATISFACTION AND DISCIPLINE LEVEL OF WORK ACHIEVEMENT OF BENOWO DISTRICT EMPLOYEES CITY OF SURABAYA

Rohmah Kurniawati

Sekolah Tinggi Ilmu Ekonomi Yapan, Surabaya

Email : r_w4t1@yahoo.com

ABSTRACT

This research's objective was finding out how employee satisfaction and workplace discipline levels impacted productivity in the Benowo District of Surabaya. Descriptive quantitative research methodology was applied in this study. there were 34 people chosen randomly as the population in this study, which is 65% total population used as a sample. In this study, questionnaire were used in collecting the data. This study applied the multiple linear regression analysis technique to process the data. Computer and SPSS 23 program were used in processing the data. The findings of this research indicate that the t test for job satisfaction variable (X1) obtained t arithmetic > from t table is 6.504> 1.697, while the variable level of discipline (X2) obtained t arithmetic > from t table that is 2.913> 1.697. Additionally, the results of the F test were 84.301> 3.32 and a significance of 0.000, which is derived from the F table using F arithmetic. Thus, the variable work performance (Y) in Benowo District, Surabaya, was positively impacted by the variables job satisfaction (X1) and level of discipline (X2), partially and concurrently.

Keywords : Job Satisfaction; Discipline Level; Job Achievement

PRELIMINARY

The problem of managing human resources or staffing is an obstacle because it needs to be fostered and improved first in order to produce significant changes in improving the work performance of employees who are increasing (Andriani et al., 2022). Regarding the improvement and development of human resources in the Benowo District, Surabaya City, it is necessary to have real efforts and work. If coaching is carried out continuously, employee job satisfaction will increase and work discipline which is the main need for organizations in Benowo District, Surabaya City will run well.

If the Benowo District of Surabaya City is willing to provide guidance, high discipline, the Surabaya City Government will show significant progress in achieving each of its main organizational goals in improving the regional economy and community welfare. Another problem found regarding human resources is the low job satisfaction of employees which results in slow completion of work and achievement of organizational programs (Sinaga et al., 2020). This is a problem because the human

resources that provide to the community are still not fast enough and are too bureaucratic to go through various regulations that are applied (Utomo et al., 2018).

The lack of the discipline level has resulted in a decrease in job performance in terms of the quality of public services and community empowerment compared to other countries with international standards that have shown fast services and poverty alleviation towards independent and prosperous communities that are far from poverty levels, with very high per capita incomes. Therefore, government needs to increase the level of discipline and high dedication in order to get a positive impact on development and smoother economy. The government's goal of increasing state income and higher per capita income can be realized towards a truly advanced Indonesia and prosperous society in true meaning (Febriani & Utomo, n.d.).

This article discusses job satisfaction and the level of discipline in its influence on employee performance in Benowo District, Surabaya. Faster and better public services, supported by higher employee performance, can improve employee performance, leading to an increase in the quality of public services that are faster and more accurate.

LITERATURE REVIEW

Concept Employee Satisfaction

Job satisfaction is defined in a variety of ways. A person's overall attitude about their job is referred to as "satisfaction" (Sutrisno, 2016). Job satisfaction is defined as a favorable attitude toward one's work that results from an assessment of each job-related quality. When it comes to their employment, people who are very satisfied with their jobs feel favorably about their work, whereas those who are less satisfied with their jobs feel negatively. (Robbins & Judge, 2017).

Work fulfillment according to Hantula (2015) is the duty of the boss to keep the employees and the company. The responsibilities in question. According to Sinambela (2012) A person's attitude toward their employment in general is work satisfaction. This definition is very clear, even though it is only inherent or reflected in the concept. Therefore, it's important to keep in mind that a job is more than just a plain old activity. An employee's evaluation of his or her level of job satisfaction or dissatisfaction is a complex summation of a variety of discrete, unique, and separate job-related factors.

Concept Discipline Level

According to Mangkunegara (2016), the level of discipline is defined as the implementation of management to reinforce organizational guidelines. The performance of the company's employees can occasionally suffer because of their disruptive behavior. So, under these circumstances, discipline is required.

According to Hasibuan (2017), The effectiveness of an organization in accomplishing its goals depends on its ability to maintain discipline. Because a stronger level of discipline can result in higher work performance, discipline is a crucial role in any business.

Sinungan (2018), said that Discipline is expressed in patterns of conduct that include the following qualities: 1) A strong desire to adhere to the standards, ethics, and laws that govern society; 2) The presence of regulated behavior; and 3) The presence of compliance.

Concept Employee Work Performance

Samsudin (2010) claimed that work performance assessments are a technique used by corporations to gauge or evaluate employee performance. The ability of a person's qualities and views of his or her function in the job impact how well a person performs at work (Sutrisno, 2016). Performance is not talent or ability, but the embodiment of the work achieved by employees when carrying out their job duties (Rahadian, F., & Zulkarnaen, W., 2021).

According to Badriyah (2018), Work performance is the outcome of an individual's efforts in completing the duties given to him and is based on his knowledge, experience, sincerity, and effort as well as the amount of time available. Since job performance is the most crucial component of workplace behavior, discussing performance evaluation cannot be done without discussing work performance. Work performance is defined as the outcomes that a person achieves in relation to the scope of the work that he performs.

RESEARCH METHODS

Descriptive quantitative is used as the research design in this study. According to Sugiyono (2016). This study is categorized as quantitative research, or research whose data are in the form of numbers or qualitative data that is numbered, depending on the sort of data evaluated. A total of 65% of the population was chosen as a sample

in this study, with 34 randomly selected participants representing the population. This study used a questionnaire for data collection. This study's data analysis method included several types of linear regression analysis by using a computer and the SPSS 23 program to process the data.

RESULTS AND DISCUSSION

The findings of 34 questionnaires distributed and 15 question items with 3 variables were used to generate the data for this study. There are three research variables: two independent and one dependent. Employee performance (Y) is the dependent variable, while the independent variables are employee satisfaction (X1) and discipline (X2).

Employee responses in Benowo District, Surabaya City on employee satisfaction (X1) were an average of 3.34. This shows that employee satisfaction (X1) in Benowo District, Surabaya City in general is quite good.

The response of employees in Benowo District, Surabaya City to the level of discipline (X2) is an average of 3.4. This shows that the level of discipline (X2) in Benowo District, Surabaya City in general is quite good.

The average rating of 3.5 given by the Benowo District, Surabaya City leadership to the employees' work performance was given. This demonstrates that the overall quality of work performance among employees in Benowo District, Surabaya City (Y) is good.

The output above shows the findings of the analysis, which are the estimated r values for each item as an indicator variable. In the output's Item Total Statistics section, these numbers can be found in the Corrected Item - Total Correlation column. Due to each question's positive r value and value exceeding the r table product moment of 0.344, all questions can be considered to be authentic.

A questionnaire's reliability can be measured using it as an indicator of a variable or set of variables. If a respondent consistently provides a stable or constant response to a question throughout time, the questionnaire is considered to be dependable. The Cronbach Alpha () statistical test was employed in this study to assess reliability. SPSS 23 was utilized. A variable or construct is regarded as dependable if its Cronbach Alpha value is 0.70 or higher. The study's findings show that the Cronbach alpha value

in the table above is significantly higher than 0.70, indicating a high degree of reliability for the research construct or variable.

The analysis conducted using the SPSS Statistics 23 computer program shows the results of the F test in this research. The F test's outcomes reveal an estimated F value of 84.301. F table value is 3.32 while the degree of freedom value is n - k - 1 = 34 - 2 - 1 = 31. Therefore, Ha is accepted and H0 is refused since the calculated F value is 84.301 > F table is 3.32. This shows that the regression model was successful in explaining both the size of the influence on the dependent variable as well as the overall variation of the independent variable.

The SPSS 23 table of computer output coefficients contains the findings of the t-test analysis. The t-test was used to determine whether each independent variable's regression coefficients were significant. The t-test results show that the employee satisfaction variable (X1) has a t-count value of 6.504 and the level of discipline (X2) has a value of 2,913. In contrast, the result of the t table with 34 - 2 - 1 = 31 degrees of freedom and a significance threshold (α) = 5% is 1.697.

When the estimated t value for the X1 variable representing employee satisfaction is 6.504 and the t table value is 1.697, Ha is accepted and H0 is refused. This suggests that the work performance of employees in Benowo District, Surabaya City (Y), that the dependent variable, is explicable by the employee satisfaction independent variable. (X1).

Discipline level (X2) has a t count value of 2,913 over a t table value of 1,697, thereby Ha is approved and Ho is denied. As a result, the work performance of employees in Benowo District, Surabaya City (Y), may be explained by the independent variable level of discipline (X2).

According to the SPSS output, In the Benowo District of Surabaya City, the employee satisfaction variable (X1beta)'s coefficient value of 0.704 shows that it contributed 70.4% to changes in employee performance (Y).

For the discipline level (X2), the beta coefficient value is 0.263, means that the discipline level (X2) contributes to changes in the work performance of employees in Benowo District, Surabaya City (Y) of 26.3%.

The discipline level variable has a dominant impact on employee performance in the Benowo District of Surabaya City (Y) because its partial effect is 70.4% higher than that of other factors.

It is well known that the R Square value in the following summary model is 0.845. This demonstrates that the independent variable accounts for 84.5% of the dependent variable. There is 16.5%, however, is affected by other factors not included in the study's model.

According to the study's findings above, It may be claimed that workers don't feel satisfied with their jobs at work can affect their work performance, because work performance is a reflection of whether employees feel satisfied or not. As stated, a person's attitude toward their employment as a whole is referred to as employee satisfaction. This definition is fairly clear even though it just exists in the concept itself or is mirrored in it. Therefore, it's important to keep in mind that a job is more than just a plain old activity.

The level of discipline is one of the elements that can have an impact on employee performance. Based on Mangkunegara (2017), the level of discipline is defined as the implementation of management to reinforce organizational guidelines. Worker behavior can occasionally be so disruptive to the organization that performance suffers. As a result, maintaining discipline is crucial for the organization.

Analysis of research results has proven that human resource management factors consisting of employee satisfaction and level of discipline have a major impact on worker performance concurrently (all at once) in Benowo District, Surabaya City (Y).

Employee satisfaction and level of discipline are two aspects of human resource management that have a significant (alone) impact on how well employees perform at work in the Benowo District of Surabaya City. (Y). Among the human resource management factors consisting of employee satisfaction and discipline level, It is found that in Benowo District, Surabaya City, employee satisfaction has a partial effect of 70.4% on employee performance (Y).

To enhance the efficiency of workers in the Benowo District, Surabaya City (Y), the government, or rather the leaders in the government environment, must give special attention to employee job satisfaction as a priority scale. Do not let there be things that cause employee dissatisfaction at work, which can reduce the morale and work

performance of employees. To avoid a decline in employee performance, particularly in service to the community, it is important to take employee satisfaction seriously.

In addition, the level of discipline needs attention to improve employee performance in community service. With an increase or level of discipline, it can improve employee performance in supporting quality public services. The level of discipline still needs serious attention because some employees lack the level of discipline it can harm the human resources of the employees who are fostered, and even harm the community at large because of the lack of understanding and fast implementation of public services.

The government through leaders at the sub-district and city levels also needs to pay attention to employee satisfaction in improving the work performance of employees in Benowo District, Surabaya City. Employee satisfaction is one of the influential factors in the agency and it is important to focus on the growth of employee discipline in order to ensure that work is completed on time and according to plan in order to boost employee performance.

In this new normal period, there is a lot of work that needs to be done to serve the community, whose business needs to be handled more and more because of the potential for increasing the regional economy as part of national development. Therefore, the work performance of employees in Benowo District, Surabaya City is part of the achievement of the Indonesian nation.

CONCLUSION

According to the findings of this study, employee performance in the Benowo District of Surabaya is positively and significantly impacted by both employee discipline (X2) and variable employee satisfaction (X1). The t test's findings for the varied degree of discipline (X2) achieved t arithmetic > from t table i.e. 2.913> 1.697, while the variable job satisfaction variable (X1) acquired t count > from t table i.e. 6.504> 1.697. A significance of 0.000 was assigned to the results of the F test, which were 84.301> 3.32 and F arithmetic > from the F table. Therefore, in Benowo District, Surabaya City, the variable work performance (Y) is positively impacted by the variables job satisfaction (X1) and level of discipline (X2), partially and concurrently.

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GRAPHICS AND TABLES

Table 1: Validity Test Results

No	Variable	Corrected Item - Total Correlation	r table	Validity
1	Employee satisfaction (X1)	0.931	0.344	Valid
2	Discipline level (X2)	0.901	0.344	Valid
3	District employees' work performance Benowo City of Surabaya (Y)	0.956	0.344	Valid

Source: Primary Data Processing (2022)

Table 2: Reliability Test Results

No	Variable	Cronbach's Alpha	r table	Reliability
1	Employee satisfaction (X1)	0.952	0.344	Reliable
2	Discipline level (X2)	0.952	0.344	Reliable
3	District employee performance Benowo City of Surabaya (Y)	0.951	0.344	Reliable

Source: Primary Data Processing (2022)

Table 3: Results of Multiple Linear Regression Testing

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	19,951	2	9,975	84.301	,000b
	Residual	3,668	31	,118		
	Total	23,619	33			

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-,495	,315		-1.574	,126		
	x1	,913	,140	,704	6.504	,000	,428	2,336
	x2	,278	,114	,263	2,913	.001	,428	2,336

Source: Primary Data Processing (2022)

Table 4: Measure of Determination

Model Summaryb

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin - Watson
1	,919a	,845	,835	,34399	1,630

a. Predictors: (Constant), x2, x1

b. Dependent Variable: y

Source: Primary Data Processing (2022)

Table 5: Employee Responses in Benowo District, Surabaya City on Employee Satisfaction (X1)

	N	Minimum	Maximum	mean	Std. Deviation
x1.1	34	2.00	5.00	3.2059	,80827
x1.2	34	2.00	5.00	3.2059	,80006
x1.3	34	2.00	5.00	3.7059	,87141
x1.4	34	2.00	5.00	3.3235	1.03633
x1.5	34	2.00	5.00	3.2941	,90552
x1	34	2.60	4.80	3.3471	,65191
Valid N (list wise)	34				

Source: Primary data processing (2022)

Table 6: Employee Responses in Benowo District, Surabaya City on Discipline Level (X2)

	N	Minimum	Maximum	mean	Std. Deviation
x2.1	34	1.00	5.00	3.3235	1.12062
x2.2	34	2.00	5.00	3.1765	1.05803
x2.3	34	2.00	5.00	3.3235	,97610
x2.4	34	2.00	5.00	3.6765	,72699
x2.5	34	2.00	5.00	3,5000	,96138
x2	34	2.00	4.80	3,4000	,80151
Valid N (list wise)	34				

Source: Primary data processing (2022)

Table 7 : Leaders' Responses to Employee Performance in Benowo District, Surabaya City (Y)

	N	Minimum	Maximum	mean	Std. Deviation
y1	34	2.00	5.00	3.3824	1.04489
y2	34	2.00	5.00	3.4706	1.07971
y3	34	2.00	5.00	3,4118	1.15778
y4	34	2.00	5.00	3.3529	1.01152
y5	34	3.00	5.00	3.9118	,96508
y	34	2.20	5.00	3.5059	,84600
Valid N (list wise)	34				

Source: Primary data processing (2022)