

EFFECT OF JOB SATISFACTION, COMMUNICATION, AND DISCIPLINE ON EMPLOYEE ACHIEVEMENT AT PT. SINAR JERNIH SUKSESINDO

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Abstract

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Background : Discipline is obeying the written and oral rules of the company. Employee discipline affects performance. In 2020, workers committed 63 violations, such as being late, using the phone at work, not coming to work without information, skipping work, and breaking the law. **Method :** In this study, multiple linear regression analysis was used $Y = a + b_1x_1 + b_2x_2 + b_3x_3 + e$ **Result :** The results obtained using a partial secura obtained the value of job satisfaction tcount of $1.676 < t_{table} 1, 1.98729$ So it can be concluded that job satisfaction has no effect and does not significantly increase employee performance. Communication has a tcount of $1.765 < t_{table} 1.98729$, which means that communication has no effect and is significant on employee performance. Discipline has a tcount of $0.574 < t_{table} 1.98729$, which means that discipline has no effect and is significant on employee performance. Meanwhile, simultaneously Fcount $9.439 > f_{table} 2.708$ with a significance of $0.000 < 0.05$. **Conclusion :** This means that independent job satisfaction, communication and work discipline do not simultaneously affect the dependent, namely the work performance of employees at PT. Sinar Clear Suksesindo Medan.

Keywords: job satisfaction, communication, discipline, work performance

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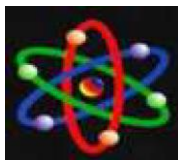
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INTRODUCTION

Sinar Jernih Suksesindo (SJS) is a BPO. PT. Sinar Jernih Suksesindo offers specialized manpower services. PT. Sinar Jernih Suksesindo is part of a well-known service company in Indonesia. The company was created due to the growing need for the outsourcing industry for trained personnel and managed services. Pt. Sinar Jernih Suksesindo continues to improve services. Job performance is a product of the worker's efforts over time. The performance of PT Sinar clear Suksesindo does not match customer complaints and lack of staff participation. Variables can create performance difficulties. Job satisfaction is the amount of pleasure people experience with their type of work, the work done, and the form of supervision, as well as feelings of independence from their work. Employees quit because they are unable to handle the workload, pressure from superiors, and long working hours. Communication is the sharing of information between individuals. Communication is also suspected of influencing the decline in the performance of PT Sinar Jernih Suksesindo. Errors in communication between divisions made the decline. Miscommunication, workers ignoring manager messages, subordinates misinterpreting SPV information are common problems. In 2020, 36 issues led to a decline in corporate clients. Discipline is obeying the written and oral rules of the company. Employee discipline affects performance. In 2020, workers committed 63 violations, such as being late, using the

phone at work, not coming to work without information, skipping work, and breaking the law.

RESEARCH METHODS

Creswell (2012) says quantitative research describes how one variable affects another.

Types of research

In this research, descriptive research method is used to find independent variables on one or more variables without comparing them or looking for correlations.

Nature of Research

Sugiyono calls this research clear-descriptive (2017:6). Explanatory research explain the location variable and the influence of factors.

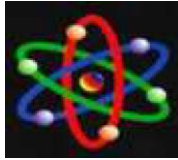
Population and Sample

Sampling using simple random sampling method where all populations have the same opportunity to be a sample. To determine the number of samples using the Slovin formula to get a sample size of 120 employees. This study took a sample of 92 workers and tested 30 non-sample employees for validity and reliability. Sugiyono (2017:82) defines the population as a random sample that is not stratified.

Data Collection Techniques

In this research, it was conducted by means of interviews, questionnaires and documentation studies.





Types of Data Sources

Primary and secondary data sources used. Primary data involves direct research, while secondary data comes from existing sources.

Identification and Operational Definition of Research Variables

Variabel	Definisi	Indikator	Skala Pengukuran
Kepuasan kerja (x1)	Kepuasan kerja mendorong hasil individu dan organisasi karena mencerminkan seberapa baik orang memandang pekerjaan mereka untuk memberikan hal-hal penting. Kavan (2017)	1. Gaji 2. Promosi 3. Pengawasan 4. Rekan kerja Sumber: Robbins & Judge (2015:30)	Skala likert
Komunikasi (x2)	Komunikasi adalah pertukaran simbol yang bermakna untuk memahami atau mengubah perilaku orang lain. Efendi (2014:3)	1. Pemahaman 2. Pengaruh pada sikap 3. Hubungan yang baik Sumber : Suranto Aw (2010:105)	Skala likert
Kedisiplinan (x3)	Disiplin kerja adalah teknik yang digunakan manajer untuk memodifikasi perilaku pekerja. Riva (2011)	1. Kepatuhan dan Peraturan 2. Efektif dalam bekerja 3. Tindakan korektif 4. Kehadiran tepat waktu Sumber : Sari (2013:746)	Skala likert
Prestasi kerja (y)	Prestasi kerja adalah bakat, pengalaman, kejujuran, dan ketepatan waktu seseorang dalam menyelesaikan tugas. Hasibuan (2013:105)	1. Kerja Sama 2. Tanggung jawab 3. Kepemimpinan 4. Kedisiplinan Sumber : Mangkunegara (2014:85)	Skala likert

figure 1. Operational Definition and Variable Measurement

RESULTS AND DISCUSSION

Overview of Research Objects

This research was conducted at an Outsourcing Company. PT Sinar Jernih Suksesindo, Jl. Brigadier General Zein Hamid No. A4-A5, Medan, North Sumatra. PT Sinar Jernih Suksesindo is devoted to handling the demands of outsourcing clients by understanding them well and finding suitable people to achieve their goal. The questionnaire gave the respondents gender and age. People or by 53.3%, this is because female employees are more detailed, concentrated and neater in realizing target achievement, so the company decided to recruit more female

employees compared to male employees, which amounted to 43 people or 46.7%.

Working Time	Sum	Percentage
< 5 Years	70	76,08 %
5-10 tYears	21	22,82 %
>10 Years	1	1,08 %
Total	92	100 %

Table 1. Table of Respondents Based on Length of Work

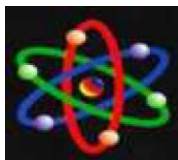
Respondents in this study were dominated by a working period of less than 5 years as many as 70 people with a percentage of 76.08%, this was because employees could not stand and were not satisfied with their work, causing a high workload and pressure from superiors and excessive working time. make the company lose employees in a short time.

Respondents in this study were dominated by respondents aged between 20-25 years, as many as 52 people or 56.5%, this happened because there were many fresh graduates who had high morale and had the skills needed by the company, so the company chose to include those ages young people who meet the company's criteria.

Descriptive Statistics

In this study, the number of samples was 92, so that 92 samples were obtained.





Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
TOTALX1	92	10	22	15.68	3.005
TOTALX2	92	8	25	15.30	4.150
TOTALX3	92	8	26	15.71	4.288
TOTALLY	92	6	16	9.62	2.588
Valid N (listwise)	92				

Table 2. Descriptive Statistics

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		92
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	2.25139350
	Absolute	.117
Most Extreme Differences	Positive	.117
	Negative	-.046
Kolmogorov-Smirnov Z		1.124
Asymp. Sig. (2-tailed)		.160

Figure 2. Smirnov Test

In this table the lowest value for X1 is 10 and the maximum is 22, for X2 it is 8 and the maximum is 25, for X3 it is 8 and the highest is 26, and for Y is 6 and the maximum is 16.

Classical Assumption Test Results

The normality test determines whether the data can be normally distributed.

1. Graphic Analysis

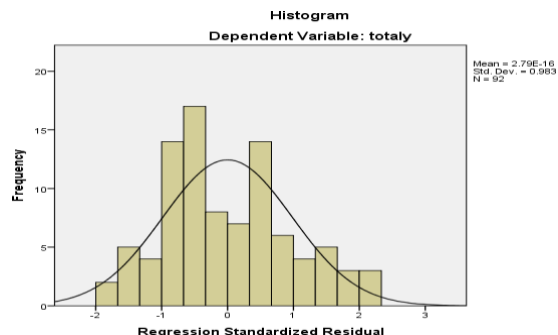


Figure 3. Histogram Normality Test

Figure 3 illustrates that normal data is in the form of a bell, so the histogram normality test is normal.

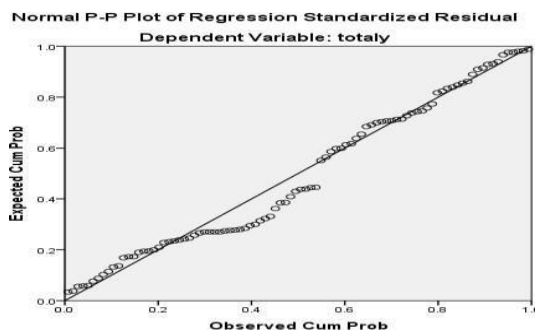


Figure 4. Normality Test p-p plot

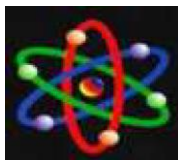
Figure 4 normality graph p-p plot shows the dispersion along the vertical line.

Statistical Analysis

In this situation, one sample one kolmogorov-smirnov is used.

- a. Significance value < 0.05 then the data distribution is not normal
- b. Significance value > 0.05 then the data distribution is normal





In the table above, it can be seen that the Kolmogorov Smirnov normality test can be seen that the substantial value is $0.160 > 0.05$, then the data is normally distributed.

Multicollinearity Test

A good regression model if the Tolerance value > 0.10 and VIF < 10 .

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficient	T	Sig.	Collinearity Statistics	
	B	Std. Error				Tolerance	VIF
(Constant)	3.509	1.296		2.708	.008		
K. kerja							
Komunikasi k. kerja	.174	.104	.202	1.676	.097	.594	1.683
	.170	.096	.273	1.765	.081	.360	2.778
	.050	.087	.083	.574	.567	.414	2.415

Table 3. Multicollinearity Test

Table III.10 shows work happiness tolerance $0.594 > 0.1$, communication $0.360 > 0.1$, and discipline $0.414 > 0.1$, while the VIF job satisfaction is $1.683 < 10$, communication $2.778 < 10$, and work discipline $2.415 < 10$. This test shows no relationship between independent variables:

Heteroscedasticity Test

This test checks for the classical error of heteroscedasticity, or deviations from the model's self-variance.

a. Test scatterplot graph

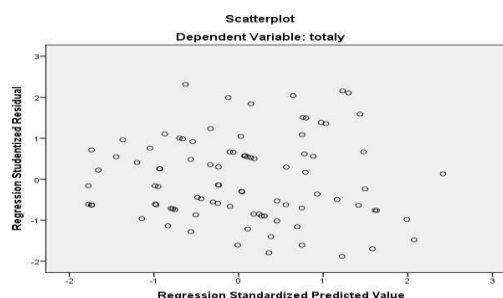


Figure 5. Scatterplot

The scatterplot graph points spread with the data, indicating no heteroscedasticity.

Result

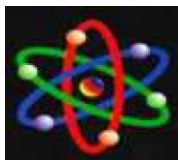
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error			
(Constant)	3.509	1.296		2.708	.008
totalx1					
totalx2	.174	.104	.202	1.676	.097
totalx3	.170	.096	.273	1.765	.081
	.050	.087	.083	.574	.567

A. Dependent Variable: prestasi kerja

Table 4. Multiple linear regression test results





Based on table 4. it can be seen that the multiple linear regression equation is; Improved work performance = 3.509 + 0.174 job satisfaction + 0.170 communication + 0.050 work discipline + e

- 1) If the coefficient (x1) of 0.174 indicates that (x1) has a positive effect on work performance (y). Every 1 rank increase in work happiness equals 0.174 rank in job performance.
- 2) If the coefficient (x2) is 0.170, it indicates that (x2) has a positive effect on work performance (y). Every 1 rank increase in happiness at work equals 0.170 rank in job performance.
- 3) If the coefficient (x3) is 0.050, this indicates a favorable effect on work performance (y). Every 1 rank increase in work happiness equals 0.050 rank in work performance..

Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.493 ^a	.243	.218	2.289

Table 5. Model Summary

Adjusted R Square value of 0.218 indicates that the variable x can

explain the variable y by 21.8%; the remaining 78.2% is explained by factors outside of this study..

Simultaneous Hypothesis Testing

The f-test was conducted to find out whether the independent variables included in the model had an influence other than the variables being tested (the dependent variable). When the significant result is less than 0.05, the regression model is often used. [Example:] See the table provided below:

Model	Sum Squares	Df	Mean Square	F	Sig.
Regression	148.426	3	49.475	9.439	.000 ^b
Residual	461.258	88	5.242		
Total	609.685	91			

a. Dependent Variable: work performance
 a. Predictors: (Constant), work discipline, job satisfaction, communication

Table 5. Simultaneous Test (Test F)



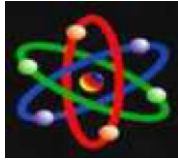


Table 5 Fcount is 9.439 With Df1 = 3 (Df2) = 88, then fcount at 0.05 is 2.71. Fcount = 9.439 > 2.71 with a significance of 0.000 < 0.05. This means that work happiness, communication, and work discipline affect work performance.

Partial Hypothetical Testing (T Test)

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients Beta	T	Sig.
	B	Std. Error			
(Constant)	3.509	1.296		2.708	.008
totalx1					
1					
totalx2	.174	.104	.202	1.676	.097
totalx3					
	.170	.096	.273	1.765	.081
	.050	.087	.083	.574	.567

a. Dependent Variable: totally
 Table 5. T TEST

The probability of 0.05 at df = 88 is 1.98729, then the t-test concludes:

1. The results of the t-test of the job satisfaction variable are 1.676, namely 1.676 < 1.98729 and 0.097 > 0.05. This shows that job satisfaction has no effect on PT SINAR JERNIH SUKSESINDO's work performance.
2. From the data given, the results of the t-test for the communication variable of 1.765 is 1.765 < 1.98729 and 0.081 > 0.05. Thus Ha is rejected which indicates that communication has no effect on PT SINAR JERNIH SUKSESINDO's work performance.

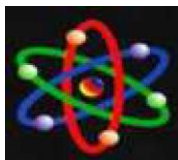
3. The results of the t-test on the work discipline variable are 0.574, namely 0.574 < 1.98729 and 0.567 > 0.05. Thus Ha is rejected, meaning that work discipline has no effect on PT SINAR JERNIH SUKSESINDO's work achievements.

Discussion and Research

The effect of job satisfaction on work performance

The calculation above can explain the tcount value of 1.676 and a significance of 0.097. tcount ttable 1.676 1.98729 and 0.097 > 0.05. So H1 is rejected, meaning that work happiness has no effect and is irrelevant to improving employee performance at PT SUKSESINDO SINAR JERNIH. In contrast to previous research by Rina Milyati Yuniastuti (2011), job satisfaction has a very strong and positive relationship with employee performance. At 95% confidence, Ho is rejected and Ha is accepted, meaning that job satisfaction has an effect on employee performance. It can be concluded that the research hypothesis that job happiness affects employee performance at CV Agro Organic System (O ASIS) is acceptable. After interviewing several workers and analyzing the responses to the questionnaire, the researcher determined that job happiness had no effect on performance because every employee was satisfied.





The influence of communication on work performance

The calculation above can explain the research tcount of 1.765 with a significance of 0.081. tcount ttable is 1.765 1.98729 and $0.081 > 0.05$. H2 is rejected, so communication does not affect the performance of employees at PT SINAR JERNIH SUKSESINDO. Not in line with Denok Sunarsi's research (2018) on the effect of compensation, communication, and work stress on employee performance at PT CATUR PUTRA JAYA, DEPOK CITY, WEST JAVA, where communication has a positive effect on employee performance at PT Catur Putra Jaya, the value and t count are $2,412 > t$ table of 2,387 ($2.415 > 2,387$). After interviewing several workers and analyzing the questionnaire data, the researcher determined that although the communication between employees or between employees and supervisors was very good, it only had a small effect on performance because it was only a formality.

Influence of discipline on work performance

The calculation above can explain the significance of tcount 0.574 and 0.567 in this study. The results of the t-count t table 0.574 1.98729 and the significance value $0.567 > 0.05$ indicates that H3 is rejected, meaning that punishment has no effect on the performance of PT SUCCINDO SINAR's employees. In contrast to previous research by Muhammad Arif, Taufik Maulana, and Muhammad Taufik Lesmana (2020), simultaneous

testing shows that Work Discipline and Work Ability factors affect employee performance. Directors of PT Perkebunan Nusantara III Medan. With Fcount (87.17) $>$ Ftable (3.14) and a significance of 0.000. After interviewing several workers and analyzing the questionnaire data, the researcher found that even though employees were disciplined and completed their assignments on time, they did not get gratitude from the organization, such as a compensation increase or position. So discipline does not affect performance.

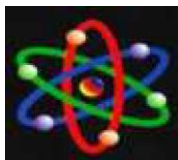
The influence of job satisfaction, communication, and work discipline on work performance

Based on research and hypothesis testing, job satisfaction, communication, and discipline have a positive relationship at PT SINAR JERNIH SUKSESINDO. All independent factors, job satisfaction, communication, and work discipline, have a beneficial and substantial influence on work performance at PT SINAR JERNIH SUKSESINDO.

CONCLUSION

1. Job satisfaction has a significant impact on employee job satisfaction at PT Sinar Jernih Suksesindo
2. Communication has a significant impact on the communication of PT Sinar Jernih Suksesindi employees
3. Discipline has a significant impact on the discipline of PT Sinar Jernih Suksesindo employees





4. Work performance has a significant impact on the work performance of PT Sinar Jernih Suksesindo employees
5. The coefficient of determination states that the Adjusted R Square value is 0.218. This means that 21.8% of the dependent variable of work performance can be seen from the three independent variables, namely job satisfaction, communication and work discipline, the remaining 78.2% is explained by other variables outside the study.

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