



ANALYSIS OF IMPLEMENTATION DISCIPLINE IN IMPROVING EMPLOYEE PERFORMANCE IN CIAKAR VILLAGE OFFICE KABUPATEN TANGERANG

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Abstract

This study aims to find out about the Analysis of the Application of Discipline in Improving Performance at the Ciakar Village Office, Tangerang Regency. The research method used is a type of qualitative research using a sampling technique, namely purposive sampling. Data collection techniques in this study used structured and unstructured interviews, observation, and documentation. Data analysis techniques in this study used SWOT analysis, observation and direct interviews with key informants and informants. The results of this study indicate that the implementation of work systematics at the Ciakar Village Office is quite good, but in terms of work discipline there are still some employees who take it lightly, starting from those who do not arrive on time, abuse of rest hours and many explanations for work responsibilities according to the job duties of each employee. The performance at the Ciakar Village Office is quite good, with team work or collaboration between employees but this very family-friendly organizational culture has resulted in employees not being professional in carrying out their duties and responsibilities

Keywords: Discipline, Performance and Employees

INTRODUCTION

In organizational life, human resources are felt to have a bigger role. This is because the management of human resources is important in achieving goals. Agencies realize that human resources are the basic capital in the development process of each agency, therefore they must always be developed and directed to achieve the goals set by each government agency. Human resources are the main aspect that is influential in carrying out all forms of planning or strategies that have been planned in an organization. As is well known, the village is a form of government organization where the village consists of a collection of people. Society can be said as a human resource that has potential if it is built with the right leadership system. Human resource management is a management field that specifically studies human relations and roles in organizations. Management is the science and art of managing the process of using human resources and other resources effectively and efficiently to achieve a certain goal (Hasibuan, 2017:2).

Government agency is an organization that is a collection people specially selected to carry out state duties as a form of service to the public at large. The goals of government agencies can be achieved if they are able to process, mobilize, and use their human resources effectively and efficiently. The human role in the organization as an employee plays a role solely depending on humans. Employees are an important and determining factor in achieving the goals of government agencies effectively and efficiently.

According to Hasibuan (2017: 193) “Discipline is one's awareness and willingness to comply with all company regulations and applicable social norms”. Work discipline can be seen as something that has great benefits, both for the interests of the agency and for employees. For agencies, the existence of work discipline will guarantee the maintenance of order and the smooth implementation of tasks, so that optimal results are obtained. As for employees, a pleasant working atmosphere will be obtained so that it will increase morale in carrying out their duties with full awareness and can develop their energy and mind to the maximum extent possible for the realization of the goals of government agencies.

Some things regarding discipline that must be considered in improving employee performance optimally, namely by implementing regulations that must be obeyed by employees such as working on time, filling in attendance, not skipping work, completing tasks effectively and efficiently. In addition to increasing work discipline, to motivate employees to work, agencies also need to provide fair and proper incentives to employees so that employees are motivated to work well and are responsible for their work. With work discipline applied to the maximum extent possible, all activities will run well and according to a predetermined schedule.

Performance is a process carried out by a group of people in a company in an effort to create a product or service. Performance is usually synonymous with work processes among employees of a company. Because this performance will provide a result for the company. According to Sutrisno (2016:172) “Performance is the result of employee work seen from the aspects of quality, quantity, working time, and cooperation to achieve the goals set by the organization”. The researcher took the title Analysis of the Application of Discipline in Improving Performance at the Ciakar Village Office, Tangerang Regency. Based on the initial observations found by researchers, namely the existence of the phenomenon of employee discipline, such as there are still many employees who use excessive rest hours and in the administrative service system that are not completed in a timely manner. The sense of kinship that is still very strong results in disrupted professionalism because there are many excuses for inappropriate performance and discipline that is not properly applied, for example, many employees or staff do not wear official uniforms, do not maximize work time and tend to divert assignments because the leader is not so strict in reprimanding employees. Because it will cause the organization to not run well, the performance expected by leaders and organizations has not been achieved. Because with the lack of good discipline will cause decreased performance and vice versa with good discipline will be able to produce better performance.

Table 1 The Phenomenon of Ciakar Village Office Employees

No	The phenomenon	Description
1	Not wearing service uniform	The limited official uniforms owned by employees have resulted in some employees not wearing official uniforms while working due to several factors such as:

		only having one official uniform, the size is no longer appropriate.
2	Not maximizing working time	In completing tasks, employees are required to carry them out effectively and efficiently, but the reality is that employees are often late in completing tasks.
3	Lack of firm leadership in reprimanding employees	Low level of supervision in units. Low supervision of the units carried out by the leadership makes employees who make mistakes continue to be repeated and are not given sanctions. Such as the actions taken by employees during working hours when they leave without permission from the leadership and are absent from activities

Source: Secondary Data Processing 2023

METHOD

This research uses this type of research is descriptive qualitative research, namely data collected in the form of words, pictures, not numbers. In qualitative data processing techniques, the most important instrument is the researcher himself. Through this, the quality of qualitative research is very dependent on a researcher, regardless of any activity carried out by researchers, of course, it is always colored by the point of view of the researcher's subjectivity.

In this study, the data sources used by the authors are primary data sources and secondary data sources. Where the primary data source is data obtained directly collected through field surveys using data collection techniques obtained directly at the Ciakar Village office. Such as through interviews with Ciakar Village office employees. Meanwhile, secondary data sources are data obtained indirectly or through other sources that were available before the authors conducted the research. Which is categorized as secondary data, namely through the profile of the village office.

In qualitative research, we do not use the term population, but social situations or social situations, namely the continuity between places, actors, and activities that interact synergistically. In social situations researchers can observe in depth the activities of people (actors) in certain places (Sugiyono, 2013: 215). Following are the Population Criteria in this study:

1. Male or female
2. Minimum position of staff
3. Age 20 years and over
4. Minimum education is high school

To obtain data and information in writing this research, the authors conducted research at the Ciakar Village Office, Tangerang Regency, which is located at Jalan Raya Cipari no 41 RT 002/ 002 Ciakar Village, Kec. Panongan Kab. Tangerang.

Data collection techniques according to Sugiyono (2013: 224), namely data collection techniques are the most strategic steps in research, because the main goal of research is to obtain data, here are five kinds of data collection techniques in this study:

1. Interview

An interview is a conversation that occurs between two people, one of whom aims to explore and obtain information for a particular purpose. In the interview process it is possible to have interactive interviews between researchers and informants. The conversation was conducted by two parties, namely the interviewer (interviewer) who asked questions and the interviewee (interviewee) who provided answers to these questions. In qualitative research, interviews are the main data collection method. Most of the data obtained through interviews. To support the search for data, in this study the researcher used a type of semi-structured interview, where this type of interview was included in the in-depth interview category, which in practice was freer when compared to structured interviews.

2. Observation

Observation is a process of seeing, observing, observing, and recording behavior systematically for a certain purpose. The essence of observation is the existence of visible behavior and the goals to be achieved. Visible behavior can be behavior that can be seen by the eye, heard, counted or measured. Herdiansyah (2012:53). In practice the researcher observed the activities carried out by the subject and observed the subject in answering the researcher's questions during the interview.

3. Documentation Study

Documentation is used to obtain data about photographs or images of life from research objects. Thus, researchers seek data from various sources through scientific review books, papers and from other sources that support researchers in completing research.

4. Triangulation

According to Moleong (2012: 330) "triangulation is a data validity checking technique that utilizes something other than the data for checking purposes or as a comparison of the data".

5. SWOT analysis

A method for describing and comparing conditions and ways to evaluate an organizational problem based on external and internal factors, namely Strength, Weakness, Opportunity, and Threat.

RESULTS AND DISCUSSION

The Ciakar village office is one of the villages in the Panongan sub-district, which comes from the words "CI and AKAR" which mean springs that flow from the roots, the term is taken from an incident where a spring was found that flows from the roots when the community had difficulty getting water sources during the long dry season, and starting from this story, people named the residential area Ciakar village. It is a village government agency located in Panongan sub-district,

Tangerang district, Banten. The area of Ciakar Village is 736.39 Ha, consisting of 34 RWs with 134 RTs. Ciakar Village consists of densely populated residential areas, a number of industries and several housing estates. The distance between Ciakar village and the capital city of Tangerang is about 13 KM which is connected by provincial/district roads.

The boundary of Ciakar Village is to the north of Dukuh Village, to the south of Serdang Kulon Village and Panongan Village, to the west of Mekar Bakti Village and Kadu Agung Village, to the east of Cukangalih Village and Curug Kulon Village. The climate of Ciakar village, like other villages in Indonesia, has a dry and rainy climate, this has an influence on the cropping pattern in Ciakar Village, Panongan District, Tangerang.

In the research results, the authors will analyze the results of research case studies and the results of interviews with several informants and key informants. This research was obtained from interview techniques and direct observation with informants. Interviews with informants and key informants were conducted on May 2023.

This study used a purposive sampling technique, this sampling is a technique that is used to determine a sample of the population according to the criteria determined by the author. And the writer takes samples or sources that are considered important and know best about what we expect so that it will make it easier for the writer to explore the object or social situation under study. According to Sugiyono (2012: 126), "purposive sampling technique is a sampling technique with certain considerations".

In determining the sample, the author selects employees according to the criteria specified by the author, such as position status, length of service, age, and highest education. In determining the sampling technique in qualitative research, the researcher is not concerned with a generalization in which the sample is determined deliberately on the basis of the author's considerations, so that the sample from the study does not need to represent the population, but the consideration is more on the sample (informants) to be able to provide information to the researcher.

In qualitative research, the researcher has 5 (five) samples as research subjects. The characteristics of this interview are based on a total sample of five people. This is shown by the number of Key Informants as much as one person.

Application of Discipline at the Ciakar Village Office

The research results from the above phenomena and field facts show that discipline is very important to improve employee performance, from the explanations of the informants and key informants. The researcher reveals that the human element is at the top and is the most important and decisive factor in the context of improving employee performance, especially with regard to an attitude of responsibility, namely an attitude that prioritizes work and respects time as part of good living habits. Success in implementing Discipline in improving this performance depends on responsibilities between employees, in this case direct responsibility as an employee at the Ciakar

Village Office. From the description of the informant and key informant, the responsibilities between employees are not maximized because of several obstacles that must be faced in applying discipline between employees, such as there are still staff who still back up the work of other staff who often do not enter the office or go home before working hours are over.

In addition to responsibilities between employees, one of the successful implementations of this discipline is communication between employees and the village head. From the descriptions of the informants and key informants above, the author can conclude that communication between employees and the Village Head at the Ciakar Village Office can be said to be quite good because the family relationship or team work in the office makes communication work well, but excessive family relationships result in discomfort between the Village Head and employees when there are employees who underestimate their work which results in unbalanced performance when employees often back up each other's tasks, employees who are negligent and irresponsible. This discipline is very important in improving performance in the office because positive discipline can maximize employee performance, from the answers of informants and key informants regarding discipline in the Ciakar Village office towards job responsibilities. Researchers can conclude that the discipline in the Ciakar Village office is still more family-friendly in completing their responsibilities and not fully having the initiative in completing their respective work.

Performance of employees and village heads of the Ciakar Village office

The results of research from field facts show that the performance of village officials and heads in completing work is very important for achieving village goals and programs. The researcher can conclude from the answers of the informants and key informants that the village head's performance can be said to be quite good. The achievement of Village program targets and Village goals can be seen in the relationship between employees. Researchers can conclude from the answers of the informants and key informants regarding the Village program targets that have not been running optimally because sometimes there are still employees who are not aware of their responsibilities in their work, this results in less than optimal performance.

With the goals and targets of the Village program to be achieved, the working relationship between employees and the village head must run well and professionally. From the answers of the informants and key informants the researcher can conclude that achieving village goals can be done if employees synergize optimally in carrying out work responsibilities, besides that training for employees must also be provided to increase the abilities of Ciakar Village office employees.

CONCLUSION

Based on the results and analysis of the research that has been done, the writer can conclude that:

1. The implementation of work systematics at the Ciakar Village Office is quite good, but in terms of work discipline there are still some employees who take it lightly, starting from those who don't arrive on time, abuse of rest hours and many explanations for work responsibilities that are in accordance with the work duties of each employee.
2. Performance at the Ciakar Village Office is quite good, with team work or collaboration between employees but this very family-friendly organizational culture has resulted in employees not being professional in carrying out their duties and responsibilities.

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