



THE INFLUENCE OF WORK DISCIPLINE AND JOB TRAINING ON EMPLOYEE PERFORMANCE AT PT. ISS INDONESIA CENTRAL MANAGEMENT AREA GBK JAKARTA GARDENER SECTION

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Abstract

This study aims to determine how much influence work discipline and work training have on employee performance at PT. ISS Indonesia GBK Management Center Area Jakarta *Gardener* Section. The method used in this study is quantitative analysis with a population of employees of PT. ISS Indonesia GBK Management Center Area Jakarta *Gardener* Section as many as 85 respondents or samples with data collection techniques by distributing questionnaires. The data analysis methods used in this study are (validity test, reliability test and classical assumption test), quantitative descriptive analysis, simple and multiple regression analysis, correlation coefficient analysis, determination coefficient analysis, hypothesis testing (T and F tests). The results of the study of the work discipline variable have a regression coefficient value of 0.696, a t-value of 8.824 > t-table 1.988. This means that Ha is accepted and Ho is rejected. The results of the study of the work training variable have a regression coefficient value of 0.650, a t-value of 7.786 > t-table 1.988. This means that Ha is accepted and Ho is rejected. So it can be concluded that work discipline and work training have a positive and significant influence on employee performance at PT. ISS Indonesia GBK Jakarta Management Center Area *Gardener* Section with a calculated F value of 58.562 > Ftable 3.11.

Keywords : *Work Discipline, Work Training, Employee Performance.*

INTRODUCTION

PT ISS Indonesia is a company engaged in integrated facility services. The company was established in 1992 and is a subsidiary of ISS World Service, a world-leading group of facility services companies based in Denmark. PT ISS Indonesia provides various services such as cleaning, security, garden and landscape maintenance, waste management, as well as other supporting services for office buildings, shopping centers, industrial estates, and public facilities throughout Indonesia. One of the main operational areas of PT ISS Indonesia is the Gelora Bung Karno Center (GBK) Jakarta. In this area, PT. ISS Indonesia is responsible for managing and maintaining parks and landscaping in the area.

The following is employee performance appraisal data at PT. ISS Indonesia GBK Jakarta Management Center Area Gardener Section.

Table 1

Employee Performance Data PT. ISS Indonesia GBK Management Center Area Jakarta Gardener
Section

No	Performance Aspects	Ideal Condition	Reality Condition
1.	Work Quantity	The greater the amount of work that can be completed, the higher the work quantity.	There are employees who are too focused on achieving high work quantity targets, without paying attention to the quality of their

No	Performance Aspects	Ideal Condition	Reality Condition
			work results, causing a lot of work to be completed quickly, but the results are not in accordance with the expected quality standards.
2.	Quality of Work	The better the quality of work produced, the greater the employee's contribution to the company.	There are employees who produce low quality work, either due to lack of expertise or low motivation to produce high quality work.
3.	Timeliness	Employees are able to complete tasks according to set deadlines, showing good discipline and commitment to their work.	There are employees who have difficulty completing work on time. Thus, work is completed in a hurry and produces less than optimal quality. In addition, delays in completing work can hinder teamwork.
4.	Effectiveness	Employees who are able to achieve the targets set by the company	There are employees who are unable to achieve the expected targets or work results, both in quality and quantity.
5.	Commitment	Highly committed employees tend to be more productive, loyal and dedicated in carrying out their duties and responsibilities.	Employees who lack commitment to the organization they work for

In landscaping and garden maintenance work, unexplained absence (Alpha) can cause additional workload for employees who are present. Thus, potentially reducing the quality of work due to time and labor constraints. In addition, it also hampers long-term workforce quality improvement efforts such as training programs and employee skills development if employees are frequently absent. The June-November period coincides with the dry season which causes heavier work so many employees are exhausted due to work and training schedules. In addition, the high physical workload causes employees to fall ill.

The phenomenon related to work discipline indicators also in the form of work procedures at PT ISS Indonesia in the gardener section shows that there are challenges in implementing Standard Operating Procedures (SOPs). Some gardener employees still do not fully follow the guidelines for the proper use of tools and materials, as seen from the use of pesticides that do not match the dosage or plant pruning that lacks precision. This has an impact on work efficiency and the inconsistent quality of garden maintenance results. Although the company has provided training and work manuals, periodic supervision and evaluation are still needed to ensure compliance with established work procedures, so as to improve the work discipline and productivity of the gardener team at PT ISS Indonesia.

Although PT ISS Indonesia GBK Jakarta management center area conducts training almost every day, their training has weaknesses. The company held the training at an inappropriate time, namely after working hours when employees were already tired, so employees were less focused when attending the training. In addition, there is a lack of hands-on practice in the use of landscaping machines. This affects the gardener's confidence, and also has an impact on work efficiency and quality of results. Some inexperienced employees were forced to take longer to complete tasks because they had to take extra care when using equipment they had not yet fully mastered.

LITERATURE REVIEW

According to Andrew F. Sikula in Malayu S. P Hasibuan (2020: 2), states that Management is generally associated with the activities of planning, organizing, controlling, placing, directing, motivating, communicating and making decisions carried out by each organization with the aim of coordinating the various resources owned by the company so that a product or service will be produced efficiently.

Employee Performance

Performance is an important part of a company, performance can be interpreted as a description of the level of achievement of the implementation of the company's goals, objectives, mission, vision contained in a company's strategic plan. Employee performance is the real behavior that everyone displays as a work achievement produced by employees according to their role in a company. This is in line with according to Khaeruman (2021: 8), Performance is the achievement of work results or work performance of targets that must be achieved by an employee / employee within a certain period of time in accordance with their respective duties and functions.

Work Discipline

Discipline is the most important operational function of human resource management because the better the discipline of employees, the better the performance they can achieve. Without good discipline, it is difficult for a company to achieve optimal results. Discipline is the main factor needed as an improvement tool for employees who do not want to change their attitudes and behavior. So that an employee is said to have good discipline if the employee has a sense of responsibility for the tasks given to him by the company. According to Agustini (2019: 89) Work discipline is an attitude of obedience to the rules and norms that apply in a company in order to increase employee constancy in achieving company / organization goals.

Job Training

According to Mangkunegara (2017: 44) training is a short-term educational process that uses systematic and organized procedures where non-managerial employees learn technical knowledge and skills for limited purposes. According to Rivai (2019: 12), training is a process of systematically changing employee behavior to achieve organizational goals. Training is related to the skills and abilities of employees to carry out current work. Based on the opinions of the experts above, it can be concluded that job training is a process to improve employee competence and can train employees' abilities, skills, expertise and knowledge to carry out work effectively and efficiently to achieve goals in a company.

METHOD

This study is to determine the effect of work discipline and job training on employee performance. Based on this title, this research method uses quantitative methods. Quantitative research method is one type of research whose specifications are systematic, planned, and clearly structured from the beginning to the creation of the research design. This research was conducted at PT ISS Indonesia GBK Jakarta management center area gardener section, which is located at Jalan Pintu Satu Senayan, Gelora, Tanah Abang District, Central Jakarta City, Special Capital Region of Jakarta 10270. This research was conducted for four months starting from May 2024 - December 2024.

The population in this study were employees of PT ISS Indonesia, the central management area of GBK Jakarta, the gardener section, totaling 85 employees. In this study using saturated samples. The population and saturated samples taken are all employees of PT. ISS Indonesia Central Management Area GBK Jakarta Gardener Section in 2024, which has a population of 85 employees who will be used as saturated samples in this study.

RESULT AND DISCUSSION

In this study, an instrument is declared reliable if the Cronbache Alpha value is above 0.600. If the Cronbache Alpha value of an instrument is below this value, the instrument is declared unreliable. The following are the results of the reliability test data from the SPSS version 26 output in this study:

Table 2. Reliability Test Results

No	Variable	Cronbach Alpha	Conclusion
1	Work Discipline (X_1)	0,818	Reliable
2	Job Training (X_2)	0,808	Reliable
3	Employee Performance (Y)	0,800	Reliable

Data is processed with SPSS 26 2025

Based on the results of the data in table 1 above, it is known that all variables of work discipline, job training and employee performance have a CronbacheAlpha value ≥ 0.600 , which means that it can be said that the results can be accepted by having a good value.

The Normality test in this study uses the Kolmogorov-Smirnov Test by comparing the significance value with 0.050 with the following conditions: a. If significance > 0.050 , then the data is declared normal. b. If significance < 0.050 , then the data is declared abnormal. The results of the normality test with the Kolmogorov-Smirnov are as follows :

Table 3. Normality Test Results With the Kolmogorov-Smirnov Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		85
Normal Parameters ^{a,b}	.0000000	.0000000
	2.89298100	2,21917142
Most Extreme Differences	.040	.169
	.040	.072
	-.033	-.169
Test Statistic		.040
Asymp. Sig. (2-tailed)		.200 ^{c,d}
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Data is processed with SPSS 26 2025

Based on the test results in the table above, can be seen the value of Asymp. Sig. (2-tailed) of 0.200 is greater than the general significance level of 0.05. This indicates that the regression model is normally distributed.. The normality test can also be carried out using a probability plot graph where residual variables can be detected by looking at the distribution of the residual points following the direction of the diagonal line, and this is in accordance with the results of the distribution diagram processed with SPSS Version 26 as shown below:

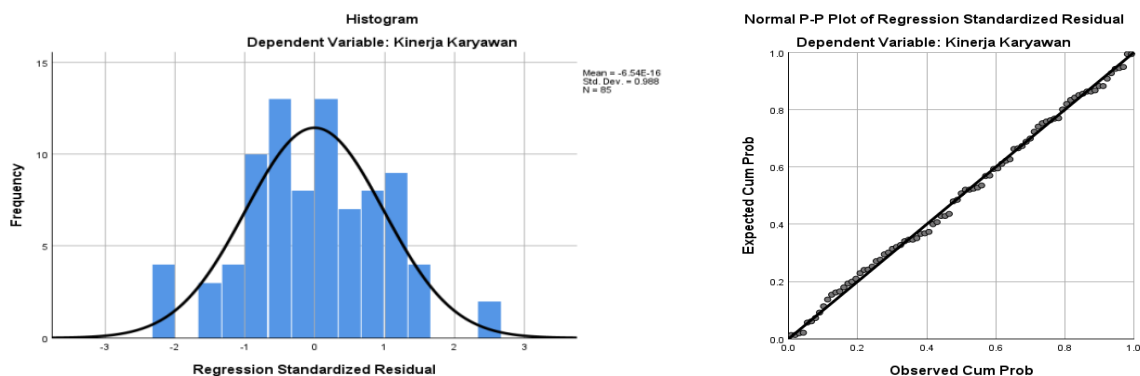


Figure 1. Graph of P-P Plot of Normality Test Results

In the picture above it can be seen that the normal probability plot graph shows a normal graphic pattern. This can be seen from the points that spread around the diagonal line and follow the

diagonal line. Therefore it can be concluded that the regression model meets the normality assumption.

The multicollinearity test is carried out to ensure that the independent variables do not have multicollinearity or do not have a correlation relationship between the independent variables. A good regression model should not have a correlation between the independent variables. This test can be done by looking at the Tolerance Value and Variance Inflation Factor (VIF) values. As for the prerequisites are as follows: 1) If the VIF value is > 10 and the tolerance value is > 1 , then there is a symptom of multicollinearity. 2) If the VIF value < 10 and the tolerance value < 1 then there are no symptoms of multicollinearity. The test results using SPSS Version 26 are as follows:

Table 4. Multicollinearity Test Results With Collinearity Statistics

		Coefficients^a						
		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	4.978	2.608		1.908	.060		
	Work Discipline	.473	.082	.486	5.751	.000	.703	1.422
	Job Training	.419	.092	.385	4.554	.000	.703	1.422

a. Dependent Variable: Employee Performance

Data is processed with SPSS 26 2025

Based on the results of the multicollinearity test in the table above, shows that the VIF (Variance Inflation Factor) value of $1,422 < 0.10$ and a Tolerance value of $0.703 > 0.10$ in all variables used in the study. This shows that there is no strong indication that the independent variables are correlated with each other, so the regression model in this study did not find multicollinearity problems and has met the requirements of a good regression model.

The autocorrelation test is intended to determine whether or not there is a correlation deviation between sample members. To determine whether there is autocorrelation, a Durbin-Watson (DW) test is performed by comparing the Durbin-Watson values with criteria or guidelines in interpretation. The results of the autocorrelation test are as follows:

Table 5. Autocorrelation Test Results With Durbin-Watson

Model Summary^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.792 ^a	.628	.616	2,256	1,979

a. Predictors: (Constant), Work Discipline, Job Training

b. Dependent Variable: Employee Performance

Data is processed with SPSS 26 2025

Based on the test results in the table above, this regression model has no autocorrelation, this is evidenced by the Durbin-Watson value of 1.979 which is between the intervals 1.550 – 2.460.

Heteroscedasticity testing is intended to test whether in a regression model there is an inequality of residual variance. One way to detect whether there is heteroscedasticity is with the

Glejser test where the results of this test can be seen whether in the regression model there is an inequality of variance from one observation residual to another. The conditions for occurrence and absence of heteroscedasticity disorders are as follows: 1) If the independent variable (X) has a significance value (Sig.) < 0.05 , there is a heteroscedasticity disorder. 2) If the independent variable (X) has a significance value (Sig.) > 0.05 , then there is no heteroscedasticity disorder. The results of the heteroscedasticity test are as follows:

Table 6. Heteroscedasticity Test Results With the Glejser Test

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-4,233	2,008		-2,108	,039
	Work Discipline	,146	,068	,344	2,128	,037
	Job Training	,011	,062	,029	,177	,860

a. Dependent Variable: RES2

Data is processed with SPSS 26 2025

Based on the test results in the table above, the glejser test model on the physical work environment variable (X_1) obtained a significance value of 0.037 and work discipline (X_2) obtained a significance value of 0.860 where both significance values (Sig.) > 0.05 . Thus the regression model on this data does not have heteroscedasticity disturbances, so this regression model is suitable for use as research data. Testing can also be done by looking at the scatter plot graph between the predicted value of the dependent variable (ZPRED) and its residual value (SRESID) with the following conditions: 1) If the dots form a certain pattern, such as large waves widening and narrowing, there has been a disturbance of heteroscedasticity. 2) If the dots spread without forming a certain pattern, then there is no heteroscedasticity disorder. The results of the heteroscedasticity test are as follows :

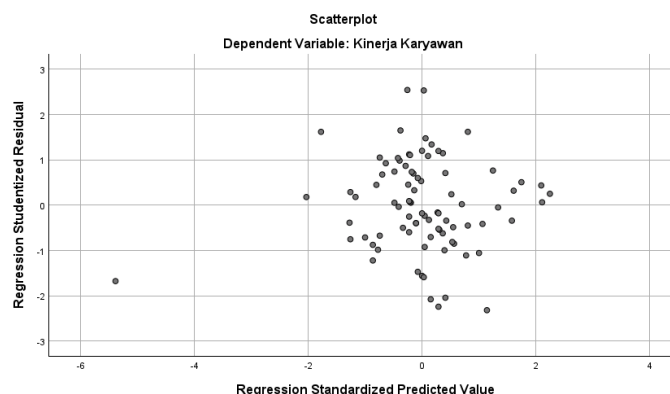


Figure 2. Scatter Plot Graph of Heteroscedasticity Test Results

Based on the results of the image above, the points on the scatterplot graph do not have a clear distribution pattern or do not form a certain pattern. Thus it can be concluded that there is no heteroscedasticity disorder so that this regression model is feasible to use.

The regression test is intended to determine how much influence the variables X_1 and X_2 have on variable Y . In this study, the work discipline (X_1) and job training (X_2) have on employee performance (Y) simultaneously. The following are the results of simultaneous regression processing with SPSS Version 26 which can be seen in the following table:

Table 7
 Results of Multiple Regression Testing Work Discipline Variables (X_1) and Job Training (X_2) on Employee Performance (Y)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.978	2.608		1.908	.060
	Work Discipline	.473	.082	.486	5.751	.000
	Job Training	.419	.092	.385	4.554	.000

a. Dependent Variable: Employee Performance
 Data is processed with SPSS 26 2025

Based on the results of the regression calculation analysis in the table above, it can be obtained the regression equation $Y = 4,978 + 0,473X_1 + 0,419X_2$. From the equation above, it can be concluded as follows:

1. A constant value of 4.978 means that if the Work Discipline (X_1) and Job Training (X_2) are not considered, the employee's performance (Y) will only be worth 4.978 points.
2. The value of the Work Discipline (X_1) is 0.473 which means that if the constant is constant and there is no change in the Job Training variable (X_2), then every 1 unit change in the physical work environment variable (X_1) will result in a change in employee performance (Y) of 0.473 points .
3. The value of Job Training (X_2) 0.419 means that if the constant is constant and there is no change in the Work Discipline variable (X_1), then every 1 unit change in the Job Training variable (X_2) will result in a change in employee performance (Y) of 0.419 points

Analysis of the coefficient of determination is intended to determine the percentage of the strength of influence between the independent variables on the dependent variable both partially and simultaneously), in this study the Work Discipline (X_1) and Job Training (X_2) on employee performance (Y). The following is the result of calculating the coefficient of determination processed with the SPSS Version 26 program, as follows:

Table 8
 Results of Testing the Coefficient of Determination Simultaneously Work Discipline (X_1) and Job Training (X_2) on Employee Performance

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.767 ^a	.588	.578	2,928

a. Predictors: (Constant), Job Training, Work Discipline
b. Dependent Variable: Employee Performance

Data is processed with SPSS 26 2025

Based on the test results in the table above, obtained a coefficient of determination of 0.588 which is included in the “medium” category. So it can be concluded that the work discipline variable has a moderate level of influence simultaneously on the employee performance variable, which is 58.8%, while the remaining $(100-58.8\%) = 41.2\%$ is influenced by other factors not examined in this study.

Table 9

Hypothesis Results (F Test) Simultaneously Work Discipline (X_1) and Job Training (X_2) on Employee Performance (Y)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1004.152	2	502.076	58.562	,000 ^b
	Residual	703.024	82	8.573		
	Total	1707.176	84			
a. Dependent Variable: Employee Performance						
b. Predictors: (Constant), Job Training, Work Discipline						

Data is processed with SPSS 26 2025

Based on the results in table 4.30 above, it can be seen that the Fcount value is $58.562 > F_{table} 3.11$ and or with a sig value. $0,000 < 0,05$. In addition, it is known that the sig value. $0,000 < 0,05$. Then H_0 is rejected and H_a is accepted, so it can be concluded that there is a simultaneous influence between Work Discipline and Job Training on Employee Performance at PT. ISS Indonesia Central Management Area GBK Jakarta Gardener Section.

CONCLUSION

This study aims to test and analyze the effect of work discipline and job training on employee performance at PT ISS Indonesia Central Management Area GBK Jakarta Gardener Section. Based on the data that has been collected and has been tested multiple linear regression analysis, the following conclusions can be drawn:

1. Based on the research results, Work Discipline has a significant effect on Employee Performance with the regression equation $Y = 10.463 + 0.708 X_1$. The correlation coefficient value of 0.696 means that the two variables have a strong level of relationship. The determination value is 0.484 which is included in the “medium” category. So it can be concluded that the work discipline variable has a moderate level of influence partially on the employee performance variable, which is 48.4%, while the remaining $(100-48.4\%) = 51.6\%$ is influenced by other factors. Based on the t test results, the tcount value is $8.824 > t_{table} 1.988$. Thus H_0 is rejected and H_1 is accepted,

meaning that there is a positive and partially significant influence between Work Discipline on Employee Performance at PT. ISS Indonesia Central Management Area GBK Jakarta Gardener Section..

2. Based on the research results, Job Training has a significant effect on Employee Performance with the regression equation $Y = 10.463 + 0.708 X_2$. The correlation coefficient value of 0.650 means that there is a strong relationship between the job training variable and employee performance. The determination value is 0.422 which is included in the “medium” category. So it can be concluded that the work discipline variable has a moderate level of influence partially on the employee performance variable, which is 42.2%, while the remaining $(100-42.2\%) = 57.8\%$ is influenced by other factors. Based on the t test results, the tcount value is $7.786 > t_{table} 1.988$. Thus H_0 is rejected and H_2 is accepted, meaning that there is a positive and significant partial influence between Work Discipline on Employee Performance at PT. ISS Indonesia Central Management Area GBK Jakarta Gardener Section.
3. Based on the research results, Work Discipline and Job Training simultaneously have a significant effect on Employee Performance with the regression equation $Y = 4.978 + 0.473X_1 + 0.419X_2$. The correlation coefficient value of 0.767 means that the Work Discipline and Job Training variables have a strong level of relationship to Employee Performance. The determination value is 58.8% and based on the results of the t test, the Fcount value is $58.562 > F_{table} 3.11$ So H_0 is rejected and H_3 is accepted, meaning that there is a simultaneous significant influence between Work Discipline and Job Training on Employee Performance at PT. ISS Indonesia Central Management Area GBK Jakarta Gardener Section.

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