

Effect of Work Discipline, Communication, and Compensation on Employee Performance at PT. Indo Makmur Berdikari

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ABSTRACT

Employee indiscipline, communication that does not run smoothly and the lack of compensation are the main factors for the decline in employee performance at PT. Indo Makmur Berdikari. This study aims to determine and analyze the effect of work discipline, communication and compensation on employee performance at PT. Indo Makmur Berdikari. The research method used in this research is a quantitative approach. This type of research is descriptive quantitative and the nature of this research is descriptive explanatory. The method of data collection is done by interview, questionnaire and documentation study. The population used is all employees of PT. Indo Makmur Berdikari in 2020, amounting to 145 employees. Determination of the sample in this study using the slovin formula. The analytical method used is multiple regression analysis. The results showed that work discipline, communication and compensation have a significant effect on employee performance at PT. Indo Makmur Berdikari. From the analysis of the factors that affect employee performance, it can be seen that between the two variables analyzed, the one that most dominantly influences employee performance is the work discipline variable. This is evidenced by the results of the t-count calculation for each variable.

Keywords: Work Discipline, Communication, Compensation, Employee Performance

INTRODUCTION

Every company is founded with a vision and mission, to achieve this vision and mission, a company must have human

resources who are able to show their work achievements. The work performance of an employee can be seen from the ability of an employee to complete any work that has been assigned to him. Human resources have an important position for an organization or company. Therefore, organizations need to respect all aspects of employees in order to create high-quality and superior-performing human resources.

Employee indiscipline, communication that does not run smoothly and the lack of compensation are the main factors for the decline in employee performance at PT. Indo Makmur Berdikari.

Employee performance is the work achieved by an employee from their work behavior in carrying out their duties and responsibilities as an employee. Every organization always demands that its employees give maximum contribution to the organization they lead.

Work discipline is the employee's obedience to any company regulations that have been mutually agreed upon. Enforcing work discipline is very important for companies. The existence of work discipline will guarantee the maintenance of order and the smooth implementation of company work, so as to obtain optimal results.

Communication is a process when a person or several people, groups, organizations, and communities create and use information to connect with the environment and other people. Communication can affect employee

performance because good communication between colleagues and between leaders and subordinates can minimize work conflicts so as to establish harmonious relationships within an organization.

Compensation is an award given by an organization to every employee who is able to achieve company goals. Compensation is given with the aim of increasing work motivation in each individual in the organization.

PT. Indo Makmur Berdikari is a company engaged in import services located in Medan. This company is a company that has been around for six years. PT. Indo Makmur Berdikari, apart from importing goods for its own interests, also provides import services for other companies that need import services for their goods. Currently, PT. Indo Makmur Berdikari has approximately 50 active customers scattered around the cities of Medan and Jakarta.

Throughout 2018 the use of PT. Indo Makmur Berdikari has experienced a decline and has not been able to achieve the target fleet lease that has been set, which can be seen from the decline data which has a negative impact in achieving organizational goals. From the data, it can be seen that there are many employees who are not disciplined with time with an accumulation of fifty-nine delays in 2018. After conducting interviews with employees of PT. Indo Makmur Berdikari, it can be concluded that communication between employees is not going well because there are some employees who are not active and there are also frequent problems in the communication channel between employees. Apart from communication, employees of PT. Indo Makmur Berdikari felt that they had not received optimal compensation from the company. PT. Indo Makmur Berdikari always requires employees to work professionally, and complete work on time, while on the other hand the compensation received by employees is deemed not optimal. Compensation is very important for employees themselves as individuals,

because the amount of compensation is a measure of the value of the employee's work itself.

This study aims to determine and analyze the effect of work discipline, communication and compensation on employee performance at PT. Indo Makmur Berdikari.

LITERATURE REVIEW

Work Discipline

According to Sutrisno (2015:87) discipline is an attitude of respect for company rules and regulations, which exist in employees, which causes them to voluntarily adjust to company rules and regulations.

According to Hasibuan (2013:194) indicators that affect work discipline are as follows:

1. Goals and Abilities
2. Exemplary Leadership
3. Remuneration
4. Justice
5. Waskat (Attached Supervision)
6. Penalties
7. Assertiveness
8. Human Relations

According to Sinambella (2016:340) Appropriate disciplinary action can encourage employees to improve performance which in turn will result in individual achievement.

Communication

According to Sopiah (2008:141), "Communication is defined as the delivery or exchange of information from sender to recipient either verbally, in writing, or using communication tools."

According to Purwanto (2011:19-20), to be able to communicate effectively several requirements are needed, namely:

1. Perception
2. Accuracy
3. Credibility
4. Control
5. Harmony

According to Sopiah (2008:142), "Communication serves to generate

employee motivation. This function runs when the manager wants to improve employee performance, for example the manager explains or informs how well the employee has worked and how the employee can improve their performance.”

Compensation

According to Sutrisno (2015:181) compensation is an important function in human resource management (HRM). Because compensation is one of the most sensitive aspects in a work relationship. The size of the compensation cannot be determined just like that, without anticipating the development of the circumstances surrounding the company. Therefore, there is an assumption that the size of the compensation will always be influenced by several factors, including: the level of the cost of living, the level of compensation that applies in other companies, the level of company capability, the type of work and the size of the responsibility, the prevailing laws and regulations and the role of the trade union.

According to Hasibuan (2014:122) the compensation system and policy are:

1. Time System
2. The Yield System
3. Wholesale System

According to Sutrisno (2015:198) the compensation system helps to strengthen the organization's key values and facilitate the achievement of organizational goals.

Employee performance

According to Umam (2012:186), "Performance is a record of the resulting effects on a job function or activity during a certain period related to organizational goals."

According to Kaswan (2012:187), there are six criteria used as a basis for assessing performance, including:

1. Quality
2. Quantity
3. Punctuality of Time
4. Cost Effectiveness
5. The Need for Supervision

6. Interpersonal Impact

RESEARCH METHODS

According to Sanusi (2011:28), the research method is the whole process of thinking from starting to find, selecting and formulating research problems, reviewing literature, collecting data, analyzing data, and interpreting results to drawing conclusions.

The research method used in this research is a quantitative approach. This type of research is descriptive quantitative and the nature of this research is descriptive explanatory.

The method of data collection is done by interview, questionnaire and documentation study.

The population used is all employees of PT. Indo Makmur Berdikari in 2020, amounting to 145 employees. Determination of the sample in this study using the slovin formula. Sampling in this study was carried out by using nonprobability sampling technique. According to Sugiyono (2012:120) nonprobability sampling is a sampling technique that does not provide equal opportunities for each element or member of the population to be selected as a sample. The results of the sample calculation after the rounding results obtained a sample of 107 people. Where the validity and reliability tests were taken from the remaining population of 30 people and 107 respondents were used for the study sample.

The analytical method used is multiple regression analysis.

RESULT

Overview and History of PT. Indo Makmur Berdikari

PT. Indo Makmur Berdikari is a company engaged in the business of importing goods services, founded in 2004 until now. PT. Indo Makmur Berdikari has a system that refers to ISO Standards, supported by management and human resources who are quite professional and reliable in their respective fields. PT. Indo

Makmur Berdikari is the most trusted and recognized export-import service company in Indonesia, headquartered in Medan and has approximately 50 active customers spread around Medan and Jakarta.

Vision and Mission of PT. Indo Makmur Berdikari

Vision of PT. Indo Makmur Berdikari is to become an innovative and creative multinational service corporation.

Mission of PT. Indo Makmur Berdikari is to be a trusted and sincere business partner, develop integrated and close business units with customers as the embodiment of love for the country, develop professional, integrated and innovative human resources.

Descriptive Statistics

Descriptive analysis is used to describe the summary of research data such as mean, minimum, maximum, standard deviation, variance, mode and others. In this case the users of descriptive statistics cannot draw generalized conclusions (generalizations), because the statistics here are limited to existing things only. The results of the analysis here are still simple, in fact most of the analyzes or calculations are simplification of the data collected.

Based on the data, it can be seen that the data description of work discipline, communication, compensation and employee performance. The variable of work discipline with a sample of 107

respondents has an average of 45.0654 units with a minimum work discipline of 26 units which is the answer of the 9th respondent and a maximum of 71 units is the answer of the 89th respondent with a standard deviation of 11.18732 units.

The communication variable of 107 respondents has an average of 31,2056 units with a minimum communication of 17 units is the 56th respondent's answer and a maximum of 30 units is the answer of the 8th respondent with a standard deviation of 6.08391 units.

The compensation variable of 107 respondents has an average of 21.8598 units with a minimum compensation of 6 units which is the answer of the 9th respondent and a maximum of 30 units is the answer of the 93rd respondent with a standard deviation of 5.17149 units.

The employee performance variable as many as 107 respondents has an average of 28.1121 units with a minimum employee performance of 10 units is the answer of the 5th respondent and a maximum of 47 units is the answer of the 98th respondent with a standard deviation of 7.48373 units.

Results of Multiple Regression Analysis

Analysis of research data used in this study is a multiple regression analysis model. This analysis model is used to determine the independent variable on the dependent variable either jointly or partially. The results of the calculation output from the SPSS program are as follows:

Table 1. Multiple Regression Analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.364	3.407		.694	.489
	Work Discipline	.204	.062	.304	3.265	.001
	Communication	.328	.116	.267	2.817	.006
	Compensation	.290	.125	.201	2.314	.023

a. Dependent Variable: Employee Performance

Source: Primary Data Processing Results (Questionnaire, SPSS)

The results showed that work discipline, communication and compensation have a significant effect on employee performance at PT. Indo Makmur Berdikari. From the analysis of the factors

that affect employee performance, it can be seen that between the two variables analyzed, the one that most dominantly influences employee performance is the work discipline variable. This is evidenced

by the results of the t-count calculation for each variable

CONCLUSION AND SUGGESTION

The results showed that work discipline, communication and compensation have a significant effect on employee performance at PT. Indo Makmur Berdikari. From the analysis of the factors that affect employee performance, it can be seen that between the two variables analyzed, the one that most dominantly influences employee performance is the work discipline variable. This is evidenced by the results of the t-count calculation for each variable

Suggestions that the author can give to companies based on the results of the research are as follows:

1. For work discipline problems, PT. Indo Makmur Berdikari must be strict in imposing sanctions on employees who often arrive late in order to create discipline in the work environment.
2. For communication problems, PT. Indo Makmur Berdikari is advised to hold a gathering event so that the relationship between employees can run well and in order to maintain harmonious relationships in the work environment.
3. For compensation issues, PT. Indo Makmur Berdikari is advised to give awards for good employee performance so that employees of PT. Indo Makmur Berdikari have the motivation and enthusiasm to work towards achieving company goals.

4. PT. Indo Makmur Berdikari must pay attention to issues of work discipline, communication, and compensation so that employees have motivation and work spirit in achieving the goals and vision and mission of the company PT. Indo Makmur Berdikari.

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