

Effect of Supervision, Discipline and Satisfaction on Employee Performance at the Dinas Pekerjaan Umum Kota Medan

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ABSTRACT

Researchers took the object at the Dinas Pekerjaan Umum Kota Medan, the reason for choosing the object was due to a decrease in employee performance at the Dinas Pekerjaan Umum Kota Medan. Employee supervision occurs because discipline in terms of punctuality is still not optimal because employees still often arrive late and the lack of attention from the Dinas Pekerjaan Umum Kota Medan which results in a sense of dissatisfaction for employees. The research method used by the researcher is a quantitative approach, the type of research is descriptive quantitative and the nature of the research is descriptive explanatory. The populations of this study were all employees who worked at the Dinas Pekerjaan Umum Kota Medan, amounting to 123 people. The sampling technique used a saturated sample in which 123 employees were from the Dinas Pekerjaan Umum Kota Medan. The method of data collection was done by questionnaires, and interviews. The analytical method used is multiple linear regression, the coefficient of determination testing simultaneously and partially. The results showed that supervision, discipline and satisfaction simultaneously or partially have a positive and significant effect on employee performance, where the coefficient of determination is 33.7%.

Keywords: Supervision, Discipline, Satisfaction, Employee Performance

INTRODUCTION

The Dinas Pekerjaan Umum Kota Medan is a Government and Development in the field of highways, human settlements, and spatial planning in accordance with statutory regulations.

The development of technology from computerization and information technology that existed in the government in the 1960s and 1970s had very rapid development in the public service sector and was able to increase economic growth.

Supervision of employee performance is also one of the factors causing the work done by employees the results are not optimal so that the quality of the work does not last long and must be repaired again.

Employee supervision occurs because discipline in terms of punctuality is still not optimal because employees still often arrive late and the lack of attention from the Dinas Pekerjaan Umum Kota Medan which results in a sense of dissatisfaction for employees.

The work discipline that has been regulated by the Dinas Pekerjaan Umum Kota Medan for employees is still less than what has been expected, various forms of disciplinary violations are still carried out by employees. It can be concluded that the discipline of working hours is still seen by employees who arrive late, do not attend the apple and leave before office hours are over.

Satisfaction is an important factor for employees. With satisfaction, employees will be eager to carry out daily activities or work.

Researchers took the object at the Dinas Pekerjaan Umum Kota Medan, the reason for choosing the object was due to a decrease in employee performance at the Dinas Pekerjaan Umum Kota Medan.

LITERATURE REVIEW

Supervision

Fahmi in Milta et al (2015:653), supervision can be defined as the way an organization realizes effective and efficient performance and further supports the realization of the organization's vision and mission.

Moekizat in Satriadi (2016:289), supervision is something that is done, meaning the results of the work, assessing the results of the work, and if necessary taking corrective actions so that the work results are in accordance with the plan.

According to Robbins and Coulter in Satriadi (2016:290) it consists of four indicators, namely:

1. Standards
2. Measurement
3. Compare
4. Action

Discipline

Zainal et al (2015:599), work discipline is a tool used by managers to supervise employees so that they are willing to change a behavior as well as an effort to increase one's awareness and willingness to obey all company regulations and applicable norms.

Hajrina et al (2016:130), work discipline is an operative function of human resource management. The better the discipline of employees in a company, the higher the work performance achieved. Good discipline reflects the magnitude of a person's responsibility for the tasks assigned to him.

According to Rivai in Firda (2015:618), basically there are many

indicators that affect the level of employee discipline, including:

1. Presence
2. Obedience to Work Regulations
3. Adherence to Work Standards
4. High Alert Level
5. Work Ethically

Satisfaction

Badriyah (2015), satisfaction is an employee's attitude or feeling towards pleasant or unpleasant aspects of work in accordance with the assessment of each worker.

Robbins (2015:170), satisfaction is a general attitude towards one's work as the difference between the amount of rewards received by workers and the amount of rewards that are believed to be received.

The indicators of satisfaction according to (Robbins, 2015:181-182) are:

1. Mentally Challenging Jobs
2. Supporting Working Conditions
3. Appropriate Salary or Wage
4. Personality Match with Work
5. Supportive Coworkers

Employee Performance

Bangun (2012:231), performance is the result of work achieved by employees based on job requirements.

Hariandja in Eddy and Ferdian (2014:3), performance is the result of work produced by employees or real behavior that is displayed according to their role in the organization.

RESEARCH METHODS

The research method used by the researcher is a quantitative approach. According to Sujarweni (2015:12) the quantitative approach focuses on symptoms that have certain characteristics in human life which are called variables. The type of research is descriptive quantitative and the nature of the research is descriptive explanatory.

The population of this study were all employees who worked at the Dinas Pekerjaan Umum Kota Medan, amounting

to 123 people. The sampling technique used a saturated sample in which 123 employees were from the Dinas Pekerjaan Umum Kota Medan.

The method of data collection was done by questionnaires, and interviews.

The analytical method used is multiple linear regression, the coefficient of determination testing simultaneously and partially. According to Sugiyono (2012:275), multiple linear regression analysis is used by researchers, if the researcher intends to predict how the situation (up and down) of the dependent variable (criteria), if two or more independent variables as predictor factors are manipulated (increase in value).

RESULT

A General Description of the Company

The Dinas Pekerjaan Umum Kota Medan is an element of regional government administration which in an effort to achieve success needs to be supported by good planning in accordance with the organization's vision and mission. The strategic plan of the Dinas Pekerjaan Umum Kota Medan is a planning document for a period of 5 years. The existence of the strategic plan of the Dinas Pekerjaan Umum Kota Medan will greatly assist the Mayor of Medan in outlining the vision, mission and development programs of the City of Medan so that the performance of programs and projects as well as knowing the extent of handling and overcoming various problems and conditions that exist in the community during governance has been carried out by the regional apparatus.

The vision of the Dinas Pekerjaan Umum Kota Medan is the realization of a comfortable metropolitan Medan city infrastructure.

The mission of the Dinas Pekerjaan Umum Kota Medan is as follows:

1. Improve the quality and quantity of road, bridge, drainage and water resources infrastructure.

2. Improve the professionalism of personnel resources
3. Increase integration and cooperation across regions in the development of road infrastructure, bridges, drainage and water resources.
4. Encouraging the participation of communities, government and private sector in maintaining the function of road, bridge, drainage and water resources infrastructure.

Characteristics of Research Respondents

Based on data, the dominant respondents who work are aged over 30 years as many as 78 people (63.5%). The dominant respondents who work are 72 men (58.6%). The dominant respondents who work are with an undergraduate education level of 47 people (38.2%). The dominant respondents who work have a working period of 1-3 years as many as 55 people (44.7%).

Descriptive Statistics

Based on data, the supervision variable has a mean of 29.01 with a minimum value of 23 and a maximum of 39, while discipline has a mean of 35.49 with a minimum value of 26 and a maximum of 45. For satisfaction it has a mean of 41.50 with a minimum value of 33 and a maximum of 53 while the employee performance variable has a mean value of 28.41 with a minimum value of 20 and a maximum of 36.

Multiple Linear Regression Analysis

The test results of multiple linear regression analysis can be seen as follows.

Coefficient of Determination

The results of testing the coefficient of determination can be seen in the table below:

Table 1. Coefficient of Determination Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
dimension0 1	.595 ^a	.353	.337	2.354

a. Predictors: (Constant), Supervision, Discipline, Satisfaction

b. Dependent Variable: Employee Performance

Source: Research Results, 2021 (Data Processed)

Based on the table above, the value of the adjusted R square coefficient of determination is 0.337. This shows that the ability of the supervision (X1), discipline (X2) and Satisfaction (X3) variables to explain their effect on employee performance (Y) is 33.7%. While the remaining 66.3% is the influence of other independent variables not examined in this

study such as conflict, compensation, work climate, work stress, motivation and other factors.

Simultaneous Hypothesis Testing (F-Test)

The results of simultaneously testing the hypothesis can be seen in the table below:

Table 2. Simultaneous Hypothesis Testing (F-Test) ANOVA^b

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	360.493	3	120.164	21.687	.000 ^a
Residual	659.361	119	5.541		
Total	1019.854	122			

a. Predictors: (Constant), Supervision, Discipline, Satisfaction

b. Dependent Variable: Employee Performance

Source: Research Results, 2021 (Data Processed)

Based on the table above, it is obtained that the value of Ftable (2.68) and significant=5% (0.05), namely Fcount (21.687) and sig. (0.000). This indicates that the results of the study accept Ha and reject H0. The comparison between Fcount and Ftable can prove that simultaneously

supervision, discipline and satisfaction have a positive and significant effect on employee performance.

Partial Hypothesis Testing (t-Test)

The results of partial hypothesis testing can be seen in the table below:

Table 3. Partial Hypothesis Testing (t-Test) Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	t	
1 (Constant)	6.002			2.148	.034
Supervision	.177	.069	.210	2.571	.011
Discipline	.168	.057	.234	2.937	.004
Satisfaction	.273	.065	.344	4.213	.000

a. Dependent Variabel: Employee Performance

Source: Research Results, 2021 (Data Processed)

Based on the table above, it can be seen that:

1. The tcount value of supervision (X1) shows that the value of tcount (2.571) > ttable (1.980) with a significant level of 0.011 < 0.05 so it can be concluded that there is a partially significant positive effect between supervision on employee performance.
2. The tcount for discipline (X2) shows that the tcount (2.937) > ttable (1.980)

with a significant level of 0.004 < 0.05, so it can be concluded that there is a partially significant positive effect between discipline on employee performance.

3. The tcount value of satisfaction (X3) shows that the tcount value (4.213) > ttable (1.980) with a significant level of 0.000 < 0.05 so it can be concluded that there is a partially significant positive

effect between satisfaction on employee performance.

CONCLUSION AND SUGGESTION

The results showed that discipline and satisfaction simultaneously or partially have a positive and significant effect on employee performance, where the coefficient of determination is 33.7%.

Suggestions that researchers can give based on research results are as follows:

1. It is hoped that researchers will continue research to find out other factors that affect employee performance such as conflict, compensation, work climate, work stress, motivation and other factors.
2. It is hoped that the Dinas Pekerjaan Umum Kota Medan will pay attention to the supervision carried out along with paying attention to the work discipline of employees and also their satisfaction so that performance can be more optimal.
3. It is hoped that the S-I Management program of the Faculty of Economics, Universitas Prima Indonesia can use this research as a reference and reference for further research related to the variables studied in this study.
4. It is hoped that further researchers should include other variables besides supervision, discipline and satisfaction as predictors of variables for employee performance. So that in the future you can get more information about the factors that can affect employee performance.

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