

# Improving Employee Performance through Motivation and Working Discipline at Pt Siantar Top Sidoarjo

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## Improving Employee Performance through Motivation and Working Discipline at Pt Siantar Top Sidoarjo



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**ABSTRACT:** PT Siantar Top is one of the industries engaged in the food manufacturing sector. namely Snacks, with the brands French Fries 2000, Twistko, Tictic and Mister, Biscuit and Wafer Biscuit and Wafer – Goriorio, Gopotato, Go Malkist and Go, Noodle Snack Noodle – Soba and others. PT Siantar top has many skilled workers efficient. the company's vision and mission are able to gain many local and international consumers. Employee performance will increase if employees perform optimally. The purpose of this research is to understand the condition of employees in terms of motivation and work discipline at PT Siantar Top. The method used in this research is qualitative research with the aim of knowing the events experienced by the research subjects as a whole through verbal and linguistic descriptions, in the context of specific experiences, and using different scientific methods. at PT Siantar Top proves that the more motivated an employee is, the higher the level of motivation to eat, the higher the employee's ability to work. Work discipline has an important impact on improving the ability of employees, so the higher the work discipline, the higher the enthusiasm of employees in working.

**KEYWORDS:** Performance Improvement, Motivation, Work Discipline, PT Siantar Top

### I. INTRODUCTION

The current period of globalization has caused every company to compete to maintain and adjust its existence to changes that occur every year. Economic developments in the globalization era have increased competition against extractive, manufacturing, agricultural services and trade companies, many companies need employees who have good work aspects. . Basically a company has human resources, sophisticated work equipment, a large budget, if human resources are not characteristic and not benefit from intensive management, the company will have difficulty in obtaining targets. According to (Handoko 2011: 143, 2017) Human resources are the synthesis ability of individual thinking abilities indicating that human resources play an important role in the growth and development of industrial institutions (Katiandagho et al., 2014). Optimization of human resources will determine whether or not an industry has achieved success so that better management of resources is carried out optimally.

Companies are required to provide guidance to human resources in order to improve performance. Human resources are the thing that confirms the company's long-term success because human resources have an influential contribution to the overall company assessment plan. Industry must make optimal use of it. If the company does not have the ability to optimize human resources will have an impact on delays in the continuity of activities in the company. It is expected that optimizing human resources can refer to efforts to increase work contribution. Supporting factors for optimizing performance include motivation. Providing motivation is a form of encouragement so that employees are motivated to increase work productivity which is necessary for an employee to produce achievements in the company. Motivation can be interpreted as a supporting aspect of success in encouraging employees to provide the greatest output to the company.

The business aspect will affect the ability to work within the company which results in a good contribution to the company. Motivation can be understood as a condition of employee personality that invites each individual to carry out activities to obtain targets. The company will always try to provide motivation and direction to each of its employees to increase work productivity. Work regulations include working hours, work attendance and company SOPs. Without motivation and work discipline an individual will not be able to complete his duties according to company standards because his motivation is not met. Many employees still violate regulations such as lateness of employees in completing their work, employees who skip work during working hours and there are still many employees who do not comply with regulations. makes employee productivity decrease. Low performance illustrates the company's failure to optimize employees according to predetermined standards.

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The leadership of the company has the right to give a warning to every employee for complying with the regulations that have been applied. Leadership is a part that influences individual and group behavior. The performance of the leader himself depends on the agency or organization. In each field, employees are required to realize effective work skills by using existing regulations. Therefore, to advance the level of effectiveness of employee work, an appropriate leadership style is needed for individuals and groups to produce a conducive work environment. Leadership in an organization plays an important role in building and motivating employees (Handoko 2011: 143, 2017). The role of the leader is needed to remind that regulations are guidelines for improving the quality of individual activities. Motivation and work discipline affect the level of work efficiency of employees in carrying out their work to achieve company goals.

## II. LITERATURE REVIEW

### 1. Motivation

According to (Handoko 2011:143, 2017) Motivation originates from the Latin movere which means incentive or motivation to raise the spirit of baractivity in employees so they are willing to act positively in integration through efforts to gain pleasure. Motivation is the encouragement that must be fulfilled by employees in order to be able to put themselves in their place (Pamesti, 2014).

(Wijaya, 2015) explains that motivation is the willingness to mobilize a high level of power in achieving a target, controlled by one's own ability to carry out activities that reflect the strength and carrying capacity to achieve the goals that employees in a company need. Employees will experience difficulties in achieving their goals if they do not have a motivation. It cannot be denied that motivation can encourage employees to contribute more to the company. The role of motivation is very important for employees so that they can survive in the company physiologically which is described as employee support in growing self-inspiration to achieve. The role of leadership is expected can provide motivation to employees in achieving company targets. Motivated employees will increase their work productivity. Each individual receives work motivation differently, such as providing encouraging sentences, appropriate leadership styles and others.

### 2. Work Discipline

To get optimal work results the company will apply discipline at work. Without work discipline the company will find it difficult to manage employees in developing the company. Companies will also have difficulty developing if they do not make disciplinary regulations which include responsibility for the tasks that have been given. Establishing rules of conduct in the company should be pursued effectively. If each individual cannot implement work regulations, the company's wishes cannot be achieved. The purpose of work discipline according to (Liana & Irawati, 2014) is to strengthen work discipline, for the sake of business continuity that is in line with company motives, so that employees comply with applicable regulatory policies, so that employees can act according to applicable standards.

Discipline is the main operational role of the company's organization if the discipline of workers increases, the higher the efficiency of their activities. Without proper employee discipline regulations, business companies will find it difficult to get optimum company performance. And discipline is the obligation of every employee to follow company rules and regulations (Syafrina, 2017). At work, employees are required to follow the rules and consciously and obey them with awareness of obeying the rules indicating that an awareness of responsibility has been formed which has embedded elements of discipline. work in the implementation of what has been done in doing the job.

The regulations that are owned by each company are used by employees to comply with regulatory guidelines that are intended to train themselves and comply with those that have been set so that the goals of the company that have been set can be achieved. if company regulations or provisions are sometimes forgotten and not adhered to, that individual has bad regulatory compliance. On the other hand, if each individual respects company rules, this shows compliance with the rules. Discipline is the exercise of character with the aim of acting in an orderly manner and following disciplinary rules. (Liyas & Primadi, 2017)

### 3. Performance

Performance is the impact of the characteristics carried out by each employee in carrying out their work in accordance with company regulatory guidelines. Employee performance can be measured from their contribution to the organization (Katiandagho et al., 2014). In the era of globalization, quality employee performance is needed within the company to compete in the industrial world.

Performance is the quality and size of the work carried out by an individual in carrying out his commitment to work in accordance with the rules given. Guidance on performance is increasingly important if the company is repositioning where the leadership in the company must understand the influencing factors. Several aspects of performance standards include

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quantitative and qualitative aspects. Quantitative aspects include a history of working conditions or situations, duration of use, amount and type of services provided at work. While the qualitative aspects include work accuracy

Performance itself is very dependent on the organization and can also depend on leadership. Leaders are trained to increase performance effectiveness and also create a comfortable environment for employees. There are several performance indicators for employees, namely employee discipline to comply with applicable rules and carry out work activities in accordance with leadership instructions

### III. RESEARCH METHOD

In research using descriptive qualitative research methods. Whereas qualitative research is research that aims to describe events that take place using various methods. In this research the author always asks questions about the natural environment with the intention that the results can be used to explain ongoing activities by including different research methods. In qualitative research, the methods used are interviews, observation and use of documents. (Moleong, 2007: 5). Qualitative research is carried out with the aim of understanding the circumstances of the context to a detailed and in-depth description of the description of conditions in the natural context (natural environment). This research is based on case studies at PT Siantar Top as a processed food industry company that developed in the Industry 4.0 era which was able to compete with several other food companies. The author applies a qualitative method because this research has the objective of collecting interview or observation data from several employees from different divisions at PT Siantar Top.

### IV. RESULT AND DISCUSSION

PT Siantar Top is an industry that operates in the food manufacturing sector, namely snacks (Snacks, with the brands <sup>16</sup> French Fries 2000, Twistko, Tictic and Mister), Biscuits and Wafers (Biscuits and Wafers – Goriorio, Gopotato, Go Malkist and Go), Noodles Snacks (Snack Noodle – Soba, Spix Mie Goreng, Mie Gemes, Gemes Enaak and Suki), Instant Noodles (Instant Noodle – Jaya Mie), Coffee (Coffee – O'Krimmer and Maestro), vermicelli (vermicelli – Bihun Jago Idola) and confectionery (candy – DR. Milk, Gaul, Mango and Era Cool). PT Siantar Top aims to become a superior company in terms of food quality and grow into a large company for mutual satisfaction and with a mission to become a pioneer of expert tasting products.

Consumer satisfaction is important for companies by improving employee performance and company performance. The results obtained from this research come from open questions and answers in each division as a form of direct research on sources. Furthermore, research searches and observations were continued using observations of work environment conditions. directly to perfect the information that was previously obtained. This research focuses on improving employee performance through motivation and work discipline. The interview process and observations were carried out directly at PT Siantar Top. The results of this interview involved three informants regarding improving employee work through work motivation and discipline.

*"I personally am very happy with the company's leadership style which is firm in providing motivation so that employees have enthusiasm for work, balanced with a relaxed style but still focused on work" (Respondent 1)*

*"I am very happy because the leadership protects the employees at PT Siantar Top, provides disciplined work regulations within reasonable limits but remains firm in taking action if someone violates them" (Respondent 2)*

*"Leadership that is quite relaxed and flexible towards work but still provides positive motivational direction makes employees happy, makes me myself comfortable when working which has a good impact on employee performance" (Respondent 3)*

Based on the results of statements from interviews that employees prefer to be given work motivation and regulations to regulate their level of performance with reasonable limits that do not constrain employee activities too much.

#### The Role of Motivation on Increasing Employee Performance

Based on observations made at PT Siantar Top, the motivation applied is important for employees to improve their performance. This was concluded from the results of interviews conducted with informants. motivation, but often the leadership of the company gives directions and receives complaints from employees to provide motivation, this is very much needed to raise the spirit of employee performance, because motivation can increase an attitude of never giving up, optimism and positive thinking.

In this company, work motivation is not widely used. More employees are given motivation if they have problems, therefore more employees have their own initiative at work because motivation usually arises from employees without help from others. However, the leadership continues to monitor employee performance. when employees seem unfocused at work. The importance of effective communication to make work successful.

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If employees have problems in completing their work, the leadership will communicate directly with employees to solve the obstacles they face. Leaders will continue to provide motivation so that employees can maximize their performance to contribute more to the company. Motivation can be developed independently or by the leader, which can positively affect performance. Motivation can be the driving force that drives individuals to carry out an activity for the best results.

From the results of interviews conducted by employees, it can be concluded that the actions taken by management to encourage increased employee performance are very good. The results from observing the actions of leaders are able to educate their employees in the process of contributing to the company. If real and good work motivation has been created for employees, the company can achieve their goals and employees also feel the same way, because employees are the most important part of the company. But basically there are still many companies or agencies that pay little attention to the work motivation of their employees, so many employees have not reached their potential as company employees. This is very influential for the company because the lower the increase in employee performance, the slower the company can achieve its goals

### The Role of Work Discipline in Increasing Employee Performance

The conclusion of the observation results at PT Siantar Top, explains that work discipline has an important impact on employees. Companies have their own regulations for managing their employees. good, because discipline can improve employee work efficiency.

PT Siantar Top implements a work regulation of 8 hours per day, working hours are from Monday to Saturday. Employees are required to arrive 5 minutes before work time and must not be late. Employees are not allowed to go home before 3 pm unless for certain reasons. For clothing Those worn at PT Siantar Top on Mondays and Thursdays must wear white clothes, apart from Mondays and Thursdays, employees wear loose, neat and polite clothes. Employees must pay attention to the application of dress and shoe regulations. Good work discipline is reflected in employees who have respect for laws and regulations which is a determinant of improving the performance of their employees. From the results of interviews conducted at PT Siantar Top regarding the role of improving employee performance, strict regulations within reasonable limits determine the level of success of leaders in managing employee performance. Employee compliance and discipline in following rules and standard operating procedures in the workplace is very important. The more employees comply with the work rules at PT Siantar Top, the lower the errors and risks at work.

Companies have various obstacles that cause work to be delayed due to power outages, system problems and other factors, this is very normal. If employees have not completed their work, they are allowed to work overtime with additional regulations for overtime compensation money. If employees cannot continue their work, the company leadership provides waivers to continue the next day on condition that the work must be completed properly. Divisions in the PT Siantar Top company have different regulations regarding work deadlines, because each division has a different level of work difficulty. In this company, discipline is divided into two, preventive discipline and corrective discipline. Preventive discipline is the act of trying to encourage employees to obey or follow applicable rules because of their conscience, intended to prohibit employees from making mistakes. Meanwhile, disciplinary corrective action is to punish employees or in other words prevent employees from repeating their mistakes.

### CONCLUSIONS

Based on the results of research on increasing the results of employee activities through disciplinary motivation, it can be concluded that work motivation has a positive impact on increasing employee performance at PT Siantar Top. This shows that the higher the regulations shown, the more work discipline will be formed in employees. Work discipline and motivation have a big impact significantly increases employee performance so that work activities will be more conducive. The higher the work discipline, the higher the level of discipline in employees and vice versa, if the more motivation is given, the higher the employee's work enthusiasm will be.

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