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Influence of work discipline and non-physical work environment on employee performance at PT Bank Negara Indonesia Tbk Tangerang KCU

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ABSTRACT

The purpose of this study was to determine the effect of work discipline and non-physical work environment on employee performance at PT Bank Negara Indonesia Tbk KCU Tangerang, either partially or simultaneously. The research method used in this research is quantitative research. The population used in this study were employees of PT Bank Negara Indonesia Tbk KCU Tangerang. The sampling method used by the author in this study is the saturated sample method, where the sample is the employees of PT Bank Negara Indonesia Tbk KCU Tangerang, totaling 87 employees. The data collection method used in this research is primary data. The primary data taken is the data from the answers of the respondents, amounting to 87 respondents. The results of this study indicate that work discipline has a partial effect on employee performance at PT Bank Negara Indonesia Tbk KCU Tangerang as evidenced by the value of tcount > ttable or (2,962 > 1,988). This is also strengthened by the value of Sig. < 0.05 or (0.004 < 0.05). The non-physical work environment has a partial effect on employee performance at PT Bank Negara Indonesia Tbk KCU Tangerang as evidenced by the value of tcount > ttable or (4,532 > 1,988). This is also reinforced by the value of Sig. < 0.05 or (0.000 < 0.05). Work discipline and non-physical work environment have a simultaneous effect on employee performance at PT Bank Negara Indonesia Tbk KCU Tangerang as evidenced by the value of Fcount > Ftable or (35.773 > 3.105), this is also strengthened by the value of Sig. < 0.05 or (0.000 < 0.05).

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INTRODUCTION

Facing competition The current era of globalization is a change that has swept the whole world. The impact that occurs is enormous on various aspects of human life in all levels of society. Both in the economic, social, political, technological, environmental, cultural, and so on. This is due to advances in science and technology that will change a person's behavior pattern. These changes actually also occur with the lifestyle of the people in the future (Fahmi, I. 2013).

The current state of the world is certainly different from the past. The development of human needs triggered by advances in science and technology continues to change from time to time (Handoko, T. H. 2014). The freer the exchange of information and interactions from various parts of the world, the more we must be keen to take advantage of opportunities as optimally as possible because everything is becoming freer, such as trade and exchange of products between countries (Hamali, A. Y. 2016.). So, ready or not, we must accept change and prepare ourselves to face it by utilizing the resources we have effectively and efficiently. to improve the standard of living of the people.

Management comes from the word to manage which means to manage, organize, manage, organize, carry out and control organizational activities with the efforts of members of the organization and the process of using all the resources in the organization to achieve organizational goals that have been set (Gouzali. S. 2013).

According to Hasibuan (2017: 9), "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".

According to Mangkunegara (2015: 1), states that staffing management is very important for companies in managing, managing, and utilizing employees so that they can function productively to achieve company goals.

According to Sarinah & Mardalena (2017: 7) management is a process in order to achieve goals by working together through people and other organizational resources.

According to Husein Umar (2013: 20), defining human resource management is a planning, organizing, actuating, and supervising the procurement, development, compensation, integration, maintenance, and termination of employment with a view to achieving the goals of the company's organization in an integrated manner.

According to Hasibuan (2017: 10) Human Resource Management is a science and art that regulates the relationships and roles of the workforce so that they are active and efficient in helping the company, employees and society achieve the goals.

Human resource management is needed to increase the effectiveness of human resources in organizations. The goal is to provide the organization with an effective work unit. To achieve this, the study of personnel management will show how change should acquire, develop, use, evaluate, and maintain employees in number (quantity) and type (quality).

RESEARCH METHOD

Types of research

This type of research is quantitative, according to Sugiyono (2018: 8) quantitative research is: "Research methods based on the philosophy of positivism, are used to examine certain populations or samples, collect data using research instruments, data analysis is quantitative or statistical, with the aim of to test the hypotheses that have been set." Quantitative research is used to examine populations or certain samples where research takes samples from a population.

Data analysis technique

According to Sugiyono (2018: 147) argues "In quantitative research data analysis is an activity of collecting data from the sources obtained." Activities in data analysis are grouping data based on variables and their types, tabulating based on variables, presenting data based on the variables studied, performing calculations to answer the problem formulation, and performing calculations to test the hypotheses that have been proposed. The data analysis methods used in conducting this research are: Data analysis method in the form of descriptive analysis. According to Sugiyono (2018: 147), descriptive statistics are statistics that are used to analyze data by describing or describing the data that has been collected as is without intending to make general conclusions or generalizations.

Classic assumption test

Normality Test: One of the statistical tests that can be used to test the normality of the residuals is the Kolmogorov-Smirnov non-parametric statistical test (K-S) at an alpha of 5%. If the significant value of the Kolmogorov-Smirnov test is greater than 0.05, it means the data is normal, otherwise the data is not normally distributed (Ghozali, 2016: 158-159) and Heteroscedasticity Test: The test used to detect heteroscedasticity is by looking at the Scatterplot graph.

Quantitative Test

Simple Linear Regression Analysis, Multiple Linear Regression Analysis, Correlation Coefficient Analysis.

Hypothesis testing

Hypothesis testing is carried out by Partial Hypothesis Testing (t Test), Simultaneous Hypothesis Testing (F Test).

RESULTS AND DISCUSSIONS

Data Description

In this study, data were obtained by distributing questionnaires to respondents who were employees of PT Bank Negara Indonesia (Persero) Tbk, Tangerang Main Branch Office, totaling 87 respondents. The questionnaire contains 30 statements which are divided into 3 variables and 4 category questions. In this study, a description of the data is presented according to the characteristics of the respondents along with the answers from the questionnaire.

Characteristics of Respondents

The characteristics of the respondents in this study were divided into 4 categories which included gender, age, length of work and education.

Gender

The following are the results of the characteristics of respondents based on gender.

Table 1. Gender of Respondents

		frequency	percent	Valid Percent	Cumulative Percent
Valid	Man	42	48.3	48.3	48.3
	Woman	45	51.7	51.7	100.0
	Total	87	100.0	100.0	

Source: SPSS Output Results Version 25, 2022

Based on the data in the table above, the respondents who were female were 45 people or 51.7%, while those who were male were 42 people or 48.3%.

Age

The following is the result of the characteristics of the respondents based on the age of the respondents.

Table 2. Respondent Age

		Age			
		frequency	percent	Valid Percent	Cumulative Percent
Valid	< 25 years	46	52.9	52.9	52.9
	26 - 35 Years	34	39.1	39.1	92.0
	36 - 45 Years	5	5.7	5.7	97.7
	46 - 50 Years	2	2.3	2.3	100.0
	Total	87	100.0	100.0	

Source: SPSS Output Results Version 25, 2022

Based on the data in the table above, there are 46 people or 52.9% of respondents aged less than 25 years, 34 people or 39.1% of those aged between 26-35 years, 5 people aged between 36-45 years or 5.7%, and 2 people aged over 46-50 years or 2.3%.

Length of work

The following is the result of the characteristics of respondents based on length of work.

Table 3. Respondents Work Time

	Length of work				
		frequency	percent	Valid Percent	Cumulative Percent
Valid	< 2 years	32	36.8	36.8	36.8
	> 6 Years	21	24.1	24.1	60.9
	24 years old	26	29.9	29.9	90.8
	4 - 6 Years	8	9.2	9.2	100.0
	Total	87	100.0	100.0	

Source: SPSS Output Results Version 25, 2022

Based on the data in the table above, the respondents who worked for less than 2 years were 32 people or36.8%,who worked for 2-4 years as much26personor 29.9%, those who work for 4-6 years are 8 people or 9.2%, and those who work for more than 6 years are 21 people or 24.1%.

Education

The following are the results of the characteristics of respondents based on education.

Table 4. Respondent Education

	Education				
		frequency	percent	Valid Percent	Cumulative Percent
Valid	D3 & S1	53	60.9	60.9	60.9
	S2 & S3	3	3.4	3.4	64.4
	SMA & SMK	31	35.6	35.6	100.0
	Total	87	100.0	100.0	

Source: SPSS Output Results Version 25, 2022

Based on the data in the table above, there are 31 respondents with SMA & SMK education35.6%,as many as D3 & S1 educated53personor 60.9%, and those with Masters & Doctoral degrees were 3 people or 3.4%.

Instrument Data Test

Data instrument testing is needed to find out that the variables studied have a function as a means of proof including validity tests and reliability tests.

Validity test

Validation test is carried out to measure whether or not the indicators or questionnaires of each variable are valid. Testing is done by comparing the r count and r table. The value of r table in this study with 87 respondents is df=n-2 which is 0.2108. Criteria for decision making in the validity test in this study: If r count < r table with 5% level or Sig value > 0.05 then the instrument item is declared invalid; If r count> r table with a level of 5% or Sig value <0.05 then the instrument item is declared valid.

Reliability Test

The reliability test was carried out to test whether the answers from the respondents were consistent or stable. The reliability test is useful as a tool for measuring a questionnaire which is an indicator of a variable or construct. A questionnaire is said to be reliable or reliable if the answers to the statements are consistent or stable from time to time. A research variable is said to be reliable if it meets the following criteria:

a. If Cronbach Alpha > 0.60 it is said to be reliable
b. If Cronbach Alpha < 0.60 it is said to be unreliable

Multicollinearity Test

The multicollinearity test aims to test whether the regression model found a correlation of the independent variables or the independent variables. A good regression model should not have a correlation between the independent variables. To detect the presence or absence of multicollinearity in the regression model, it can be seen first from the value*tolerance*, the second is from the variance inflation factor (VIF) value. If the tolerance value is more than 0.10 and the VIF value is less than 10, it can be concluded that multicollinearity does not occur.

Table 5. Multicollinearity Test Results

Coefficientsa							
	Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model	B	std. Error	Betas	t	Sig.	tolerance	VIF
1 (Constant)	17,585	3,040		5,785	.000		
Work Discipline	.260	088	.298	2,962	.004	.636	1,572
Non-Physical Work Environment	.333	.074	.456	4,532	.000	.636	1,572

a. Dependent Variable: Employee Performance

Source: SPSS Calculation Results Version 25, 2022

From the results of the multicollinearity test in the table above, the variable tolerance value is obtainedwork disciplineas big0.636Andnon-physical work environmentas big0.636, where both values are greater than 0.10 and the variable Variance Inflation Factor (VIF) valuework disciplineas big1,572as well asnon-physical work environmentas big1,572where the value is less than 10. Thus this regression model does not have multicollinearity disturbances.

Regression Analysis Test

Regression analysis is used to find out how the pattern of the dependent variable can be predicted through the independent variables (*predictors*). In this study, 2 types of regression tests were used, namely simple linear regression tests and multiple linear regression tests.

Simple Linear Regression Test

Data processing using simple linear regression method, carried out several stages to find the relationship between the independent variables and the dependent variable. The following are the results of a simple linear regression test on each independent variable on the dependent variable.

Work Discipline on Employee Performance

The results of a simple linear regression test from work discipline variables to employee performance variables can be seen in the following table.

Table 6. Simple Regression of Work Discipline on Employee Performance

Coefficientsa					
	Unstandardized Coefficients		Standardized Coefficients		
Model	B	std. Error	Betas	t	Sig.
1 (Constant)	21,371	3,241		6,593	.000
Work Discipline	.499	.078	.573	6,440	.000

a. Dependent Variable: Employee Performance

Source: SPSS Calculation Results Version 25, 2022

Multiple Linear Regression Test

Data processing using multiple linear regression method, carried out several stages to find the relationship between the independent variable and the dependent variable, namely by analyzing the influence of leadership style and motivation on employee performance. The results of multiple linear regression processing can be seen in the following table:

Table 7. Multiple Regression of Work Discipline and Non-Physical Work Environment on Employee Performance

Coefficientsa							
	Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model	B	std. Error	Betas	t	Sig.	tolerance	VIF
1 (Constant)	17,585	3,040		5,785	.000		
Work Discipline	.260	088	.298	2,962	.004	.636	1,572
Non-Physical Work Environment	.333	.074	.456	4,532	.000	.636	1,572

a. Dependent Variable: Employee Performance

Source: SPSS Calculation Results Version 25, 2022

Correlation Coefficient Test and Determination

Correlation Coefficient Test

Analysis of the correlation coefficient is intended to determine the level of relationship between the independent variables and the dependent variable. The following is the result of processing the correlation coefficient:

Table 8. Correlation Coefficient Test Results

Summary model b					
Model	R	R Square	Adjusted R Square	std. Error of the Estimate	Durbin-Watson
1	.678a	.460	.447	3.29548	1,848

a. Predictors: (Constant), Non-Physical Work Environment, Work Discipline

b. Dependent Variable: Employee Performance

Source: SPSS Calculation Results Version 25, 2022

The results of the calculation of the correlation coefficient model analysis above can be interpreted that the correlation coefficient R is 0.678, which means that the relationship between the dependent variable and the independent variable is strong because this figure is in the interval 600-799.

Determination Coefficient Test

The coefficient of determination (R^2) is basically used to measure how much the variation of the independent variable is able to explain the variance of the dependent variable. The purpose of the test for the coefficient of determination (R2) is to measure how far the model's ability to explain the variation in the dependent variable. The value of the coefficient of determination (R2) is between zero and one. A small value (R2) means that the ability of the independent variables to explain the dependent variable is very limited. A value (R2) that is close to one means that the independent variables provide the information needed to predict the variation of the dependent variable. The following is the result of the coefficient of determination (R2).

Table 9. Determination Coefficient Test Results

Summary model b					
Model	R	R Square	Adjusted R Square	std. Error of the Estimate	Durbin-Watson
1	.678a	.460	.447	3.29548	1,848

a. Predictors: (Constant), Non-Physical Work Environment, Work Discipline

b. Dependent Variable: Employee Performance

Source: SPSS Calculation Results Version 25, 2022

The results of the calculation of the analysis of the coefficient of determination model (R^2) above can be interpreted that the R Square number is 0.460 or equal to 46%, this can be interpreted that 46% of the influence of employee performance can be explained by the variables of leadership style and motivation, while the remaining 54% can be explained by other causal factors which are not included in this study.

Hypothesis testing

Before drawing conclusions about the effect of each independent variable on the dependent variable, it is necessary to test the hypothesis to prove statistically whether there is a significant effect of the independent variables on the dependent variables. Hypothesis testing is carried out in two stages, namely partial testing and simultaneous testing.

Partial Hypothesis Test

The t test was conducted to find out whether the independent variable partially has a significant effect on the dependent variable. The t test is carried out by comparing the probability value with the significant level value. If the value of Sig. < 0.05 then Ha is accepted and if the Sig. > 0.05 then Ha is rejected. It is known that the number of samplesstudied (n) = 87, significant level (α) = 0.05 and degrees of freedom (degree of freedom) df = nk = 87-2 = 85. Using the t distribution table and a significance level of 0.05, a ttable value of 1,988.

Table 10. t Test Results (Partial)

Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
	B	std. Error	Betas	t	Sig.	tolerance	VIF
1 (Constant)	17,585	3,040		5,785	.000		
Work Discipline	.260	088	.298	2,962	.004	.636	1,572
Non-Physical Work Environment	.333	.074	.456	4,532	.000	.636	1,572

a. Dependent Variable: Employee Performance

Source: SPSS Calculation Results Version 25, 2022

Simultaneous Hypothesis Test

The F statistical test aims to determine whether the independent variables jointly affect the dependent variable. When F_{count}> Ftable and the significant value is less than 0.05, it can be said that there is a significant influence between the independent variable and the dependent variable simultaneously. To determine the magnitude of the Ftable, look for the condition df = (nk-1), then (87-2-1) = 84, so Ftable = 3.105. The criterion is said to be significant if the Fcount value > Ftable or the Sig value. < 0.05.

Table 11. F Test Results (Simultaneous)

ANOVAa

Model	Sum of Squares	df	MeanSquare	F	Sig.
1 Regression	777,009	2	388,505	35,773	.000b
residual	912255	84	10,860		
Total	1689,264	86			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Non-Physical Work Environment, Work Discipline

Source: SPSS Calculation Results Version 25, 2022

It can be seen from the test results in the table above that the F value is obtained$_{count}$> Ftable or (35.773 > 3.105), this is also reinforced by the Sig. < 0.05 or (0.000 < 0.05). Thus, Ho3 is rejected and Ha3 is accepted, this indicates that there is a simultaneous significant influence between work discipline and non-physical work environment on employee performance at PT Bank Negara Indonesia Tbk KCU Tangerang.

CONCLUSION

Based on the results of the analysis that has been carried out in this study, the authors formulate several conclusions including the following: Work discipline has a partial effect on employee performance at PT Bank Negara Indonesia Tbk KCU Tangerang as evidenced by the value of tcount > ttable or (2.962 > 1.988). This is also reinforced by the value of Sig. < 0.05 or (0.004 < 0.05). The non-physical work environment has a partial effect on employee performance at PT Bank Negara Indonesia Tbk KCU Tangerang as evidenced by the tcount > ttable or (4.532 > 1.988). This is also reinforced by the Sig value. < 0.05 or (0.000 < 0.05). Work discipline and non-physical work environment simultaneously influence employee performance at PT Bank Negara Indonesia Tbk KCU Tangerang as evidenced by the value of Fcount > Ftable or (35.773 > 3.105), this is also reinforced by the value of Sig. < 0.05 or (0.000 < 0.05).

Based on the researcher's direct experience in this research process, there are some limitations that are experienced and can be a number of factors that can be given more attention to future researchers in further perfecting their research because this research itself certainly has deficiencies that need to be continuously improved in research. - future research. Some of the limitations in the study, among others: The number of respondents who were only 87 people, of course, is still insufficient to describe the real situation, Interviews with management were not carried out thoroughly due to the busyness of the parties concerned. Direct interviews with

management are certainly more able to describe the actual state of the company, The information provided by respondents through questionnaires is very vulnerable, this happens because sometimes there are different thoughts, assumptions and understandings that are different for each respondent, as well as other factors such as the honesty factor in filling out the respondents' opinions in the questionnaire.

Based on the research that has been done, there are several suggestions that can be submitted which include the following: Based on the findings in this study, it is suggested to the management of PT Bank Negara Indonesia Tbk KCU Tangerang to focus more on goals and it is hoped that leaders will set an example of discipline to their employees, Based on the findings in this study, it is suggested to the management of PT Bank Negara Indonesia Tbk KCU Tangerang to be able to create a comfortable work environment for its employees, Based on the findings in this study, it is suggested to the management of PT Bank Negara Indonesia Tbk KCU Tangerang to pay more attention to the targets and the number of jobs assigned to their employees.

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