

Analysis of Employee Work Discipline at PT. Berdikari Cita Sejahtera

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Abstract: The purpose of the research was to analyze the level of employee work discipline at PT. Berdikari Cita Sejahtera and identify the factors that affect it. This research uses a qualitative descriptive methodology, data collection through documentation, interviews, and observations. Source triangulation is a way of validating data to ensure the credibility of research results. The results of the study prove that although work discipline is generally good, employees show that they understand work standards and compliance with regulations, level of vigilance and ethical work culture. There is an increase in the number of delays, caused by internal factors, such as lack of rest time due to the shift system, as well as external factors, such as traffic congestion and urgent needs. In conclusion, Employees demonstrate an understanding of work standards and compliance with regulations, despite challenges in consistent implementation. Therefore, companies need to implement sanctions and awards to improve employee work discipline as an effort to increase the company's productivity and operational efficiency, as well as manage working time efficiently.

Keywords : Work discipline, productivity, efficiency, PT. Berdikari Cita Sejahtera

INTRODUCTION

Human resources (HR) play an important role in ensuring the sustainability of a company's operations. The success of a company is highly dependent on effective internal organizational management. Human resources (HR) are closely related to performance, which aims to obtain and develop quality workers, so that they can support the achievement of company goals (Muna et al., 2022).

The company PT. Berdikari Cita Sejahtera was established on October 18, 1994 and is engaged in the transportation of fuel oil (BBM). The company is trusted to be a transporter of industrial sector BBM and an official agent for Pertamina and PT. Patra Niaga. Its business continues to grow by establishing a gas station in Ciputat and a Rest Area on the Jakarta Cikampek Toll Road at KM 42 Karawang. PT. Berdikari Cita Sejahtera in the Rest Area, based on internal reports, the level of employee attendance has problems with work discipline. This shows that delays have increased since the end of the month, in 2024 in the following table:

Table 1. Employee Attendance Data of PT. Berdikari Cita Sejahtera

EMPLOYEE ABSENCE DATA				
PERIOD YEAR 2024				
PT. BERDIKARI CITA SEJAHTERA				
No	Date	Total Manpower	Database Name	The Last Minute

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1	20-06-2024 S/D 20-07-2024	72	26	4.666
2	21-07-2024 S/D 20-08-2024	76	22	5,082
3	21-08-20024 S/D 20-09-2024	76	25	6,379
4	21-09-2024 S/D 20-10-2024	66	23	3.784
5	21-10-2024 S/D 20-11-2024	68	25	6,899
6	21-11-2024 S/D 18-12-2024	68	29	7,622

Source: Employee Attendance Data of PT. Berdikari Cita Sejahtera

Based on table 1. Shows that employee data of PT. Berdikari Cita Sejahtera during the recorded period, the total manpower experienced a decline in human resources. Among other things, employee absence data on delays increased so that in December 2024, the total employee data was recorded as 29 people with an accumulated delay time of 7,622 minutes.

Since it is impossible to achieve ideal goals without effective discipline, work discipline is an important component in achieving company goals. Work discipline is a sense of obedience and adherence to ideals, which is said to include the need to complete office work and employee attendance during predetermined company schedule hours. (Pranitasari & Khotimah, 2021).

Research result(Siagian, 2021) entitled The Influence of Employee Work Discipline on Employee Productivity of PT. Sahabat Unggul Internasional proves that there is a good and substantial relationship between employee work productivity and employee work discipline at PT. Sahabat Unggul Internasional.

In contrast to the research results according to (Ikhwan et al, 2022)the title The Influence of Work Discipline, Competence and Work Motivation on Employee Performance at Bpr Bank Purworejo proves that employee performance is not too influenced by work discipline. This shows that in the context of this study, employee performance is not directly influenced by an increase or decrease in the degree of work discipline .

Based on the above, the author wants to know how employee work discipline is to identify factors that influence the level of discipline. Therefore, the author made a research assignment report entitled "ANALYSIS OF EMPLOYEE WORK DISCIPLINE AT PT. BERDIKARI CITA SEJAHTERA".

This study aims to analyze the level of employee work discipline and to identify factors that influence employee work discipline at PT. Berdikari Cita Sejahtera and to improve employee work discipline as an effort to support work productivity and efficiency.

LITERATURE REVIEW

a. Human Resource Management

Current human resource management through procedures and provisions that can optimize each person's potential is known as human resource management (Pertiwi et al, 2023).

The strategic approach to managing the employee-related components of an organization is known as human resource management, or HRM. HRM involves planning, recruiting, selecting, developing, rewarding, compensating, and maintaining the human resources of an organization. The concept of HRM focuses on the need to manage employees as valuable and essential assets in achieving organizational goals (Budi Rismayadi et al, 2024).

The branch of management science that focuses primarily on human resources is called human resource management. Since human resources are managed by people with diverse thoughts, emotions, and goals, human resource management is more difficult than

other resource management. As a result, the success or failure of human resource management will have a significant impact (Rumawas & Sos, 2018).

The definition of HR according to the experts above is synthesized as a management discipline that specifically manages various aspects related to employees in an organization or company. Planning, recruitment, training, development, performance reviews, salaries, and labor relations management are all included in human resources (HR), which aims to maximize worker productivity and help achieve company goals.

b. Organizational Behavior

Organizational behavior is defined as the study of how individuals behave within an organization and how that behavior can affect the organization's performance. The focus of research is on human attitudes toward coworkers, compensation, work, cooperation, and other things. Increased productivity, decreased absenteeism, increased employee satisfaction, and decreased employee turnover are some of the factors that influence organizational behavior (Pertivi et al., 2024).

The goal of the study of organizational behavior is to maximize the effectiveness of an organization by examining the responses of people, groups, and structures within it. (Rosita et al., 2024)

Drs. Adam Indrawijaya, all aspects of human behavior are studied in the topic of organizational behavior, including how individuals influence organizations and how organizations influence their members. (Widyanti, 2019).

The study of how people, groups, and organizational systems behave is known as organizational behavior, as well as how behavior affects organizational performance and effectiveness including interpersonal relationships, compensation, cooperation, and other factors that contribute to productivity, employee satisfaction, and reduced absenteeism and turnover.

c. Work Discipline

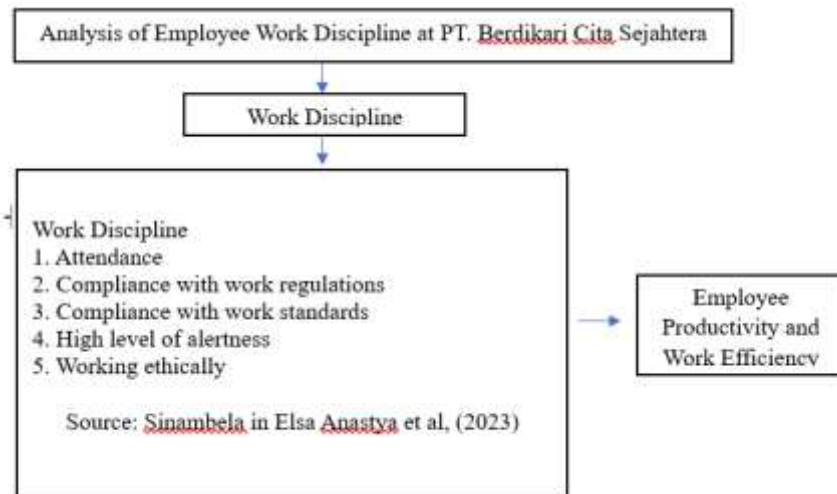
According to Hasibuan, discipline is the knowledge and desire to obey all relevant organizational policies and social standards. In the business world, discipline must be applied. Without the help of effective staff discipline, it is difficult for a business to achieve its goals. Therefore, the secret to business success in achieving its goals is discipline (Budi Rismayadi et al., 2019).

The understanding and willingness of employees to comply with all company/organizational regulations and relevant social standards is known as work discipline. Therefore, leaders use work discipline as a technique to talk to staff members and make them agree to change their behavior to comply with the regulations. An organization needs to implement discipline. This shows that it is difficult for a company to achieve its goals without the help of strong employee work discipline. Therefore, the secret to the success of an organization in achieving its goals is discipline. The views of experts lead us to the conclusion that work discipline is a management strategy that encourages employees to comply with various relevant rules and regulations by enforcing them and giving punishment to those who do not comply. (Sinambela dalam Maskur, 2024).

Work discipline is a person's ability to work regularly, diligently, continuously and work in accordance with applicable regulations without violating the established regulations (Pertivi & Savitri, 2021).

From several definitions, it can be synthesized that the secret of organizational success in achieving its goals is work discipline, namely employee knowledge to comply with relevant business policies and social standards. Discipline in the workplace is also a means to increase awareness of the value of order.

Framework Of Thought And Propositions



Proposition

Proposition is a statement that explains the logical relationship between concepts through a firm statement regarding the overall relationship (Zulfikar, 2020). Therefore, the researcher provides propositions that include: Punctuality of work reflects employee dedication to their responsibilities will have a significant effect on employee performance and contribute to the creation of higher productivity and better efficiency in company operations.

RESEARCH METHODOLOGY

This research method uses descriptive research with a qualitative approach. The use of this method is to describe research that can produce a study or phenomenon of employee work discipline at PT. Berdikari Cita Sejahtera which is located in the rest area of the Jakarta Cikampek Toll Road at KM 42 Karawang. This study uses triangulation techniques, namely analysis methods that aim to evaluate and ensure the validity of data by examining it from various perspectives (Sihombing, 2020). The population of this study is PT Berdikari Cita Sejahtera which has 68 employees, the respondents are 5 respondents including key informants and supporting informants, including one key informant from the HRD department and four supporting informants from employee staff. (Riska et al, 2024).

According to (Sugiyono, 2022:137) Since data collection is the main objective of the study, the data collection procedure is the most important stage in the process. The data analysis method in this study was carried out through employee interviews, workplace observations, and documentation using data analysis methods that include processes such as data reduction, data presentation, and drawing conclusions (Sugiyono, 2022:244). The primary data used in this study came from the first source at the research location, namely employees of PT. Berdikari Cita Sejahtera who were interviewed, observed, and documented. Secondary data came from library sources, including books, articles, and other relevant sources that have been collected by other parties.

RESEARCH RESULTS AND DISCUSSION

A. Research result

Observation Results

Table 2 Employee Attendance Data of PT. Berdikari Cita Sejahtera

EMPLOYEE ABSENCE DATA				
PERIOD YEAR 2024				
PT. BERDIKARI CITA SEJAHTERA				
No	Date	Total Manpower	Late Employee Data	Minutes Late

1	20-06-2024 to 20-07-2024	72	26	4,666
2	07-21-2024 to 08-20-2024	76	22	5,082
3	21-08-20024 TO 20-09-2024	76	25	6,379
4	09-21-2024 to 10-20-2024	66	23	3,784
5	10-21-2024 to 11-20-2024	68	25	6,899
6	11-21-2024 to 12-18-2024	68	29	7,622

Source: Employee Attendance Data of PT. Berdikari Cita Sejahtera

Based on table 1. Shows that employee data of PT. Berdikari Cita Sejahtera during the recorded period, the total manpower experienced a decline in human resources. Among other things, employee absence data on delays increased so that in December 2024, the total employee data was recorded as 29 people with an accumulated delay time of 7,622 minutes.

Interview Results

The results of the interview regarding the dimensions and indicators of the variables studied, namely work discipline, are:

1. Attendance is used to measure punishment, and workers with poor productivity often habitually arrive late to the office. According to the interview results, a number of variables divided into two main categories of internal and external factors have an impact on lateness. Internal factors include the habit of waking up late mentioned by several informants, as well as lack of sleep caused by the shift work system. Meanwhile, external factors include urgent needs related to family and traffic jams, which also contribute to lateness.
2. Compliance with work standards: Workers who comply with work standards will consistently follow the company's work policies. Based on the results of the interview, they have understood the work standards set by the company and have not experienced any obstacles. However, some acknowledged the initial challenges in adapting or technical obstacles that hindered the implementation of work standards. Compliance with work standards is considered closely related to employee responsibility, where the greater the understanding of work standards, the higher the sense of responsibility they have.
3. Employee compliance with work regulations is evaluated based on how much responsibility they have for the tasks assigned to them. Based on the interview results, compliance with work regulations is considered very important to maintain the smooth operation of the company. This helps create efficiency, security, and discipline in the work environment. Challenges faced in complying with regulations include the need to understand the rules in depth, good time management, and situational pressures that sometimes hinder the full implementation of the rules.
4. High level of alertness: Workers who have a high level of alertness will always utilize everything effectively and efficiently and will be careful, precise, and calculating in their work. Based on the results of the interview, high alertness is seen as an important element in preventing errors or negligence. Informants emphasized that by always being focused and careful, potential risks can be minimized, especially in work involving hazardous materials or situations. The level of alertness is also considered to be able to increase discipline and compliance with work procedures, thereby maintaining the safety of oneself and others.
5. Working ethically, one form of discipline so that working ethically. Based on the results of the interview, an ethical work culture can be built through various steps, such as creating a comfortable and psychologically supportive work environment,

providing regular briefings to remind the importance of SOP and discipline, and enforcing reprimands for violations. In addition, support from coworkers is also considered to contribute to the formation of an ethical and disciplined work culture.

B. Discussion

Based on the results of the observations and interviews above, the validation results regarding work discipline at PT. Berdikari Cita Sejahtera include various interrelated aspects, such as attendance, compliance with work regulations and standards, level of alertness, and ethics. Among them, it was found that most employees felt that they had met the provisions of the work discipline indicator. However, attendance, data shows an increase in lateness. This occurs due to external and internal factors. internal factors such as the habit of waking up late and lack of rest time due to the work system down. as well as external factors such as traffic jams and transportation constraints, are the causes of lateness. This indicates the need for preventive measures, such as better time management and provision of adequate transportation, to support discipline in attendance. However, the relationship between the atmosphere in the workplace has been established a positive atmosphere by creating a comfortable environment, providing regular briefings, and enforcing fair sanctions. Therefore, Work discipline at PT. Berdikari Cita Sejahtera to identify factors that cause late work discipline. This has an impact on the smooth operation to improve work efficiency but also affects a productive and efficient environment.

CONCLUSIONS AND IMPLICATIONS

Conclusion

This study is on employee work discipline at PT. Berdikari Cita Sejahtera which includes aspects of attendance, compliance with work regulations and standards, level of alertness, and work ethics. The study findings prove that employee work discipline is generally quite good, but there is an increase in the number of lateness influenced by internal factors, such as lack of rest time due to the shift work system, and external factors, such as traffic jams. In addition, employees generally understand work standards and demonstrate compliance with regulations, although there are some obstacles in consistent implementation. The level of alertness and ethical work culture also play an important role in supporting smoothness and productivity. Therefore, companies need to take preventive steps, such as providing more adequate transportation, managing working hours efficiently, and fostering a positive work atmosphere to improve employee discipline and spur operational results and effectiveness.

Implications

Based on the results of the study at PT. Berdikari Cita Sejahtera, the company needs to consider adjusting the work system, such as managing shift schedules that better support employee rest time to better support employee rest time, the company can create a more ethical work culture by giving appreciation or awards to employees who consistently show high discipline, and applying fair sanctions for violations of the rules. Further research recommendations for comparative studies on work discipline in similar companies located in different regions or industries.

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