

EMPLOYEE WORK DISCIPLINE AT PT. BRUNSIA SAMUDRA TULUNGAGUNG

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ABSTRACT

Work discipline is the willingness and awareness of employees to obey and comply with the regulations and norms that apply within the company. The aim of this research is to analyze employee work discipline at PT. Brunsia Samudra Tulungagung. The research method is qualitative. The location of the research was at PT. Brunsia Samudra is domiciled in Kalipakis Hamlet, RT. 001 RW. 002 Pucung Lor Village, Ngantru District, Tulungagung Regency, research time was January - February 2025, data collection in this study used primary data, namely interviews, documentation, observation and secondary data, namely data taken from PT. Brunsia Samudra. There were 7 informants in this study, namely commissioners, operators, administration and verifiers, administration, operator assistants, data analysis using qualitative analysis. The results of this research are the discipline aspect. This research states that the level of employee discipline in the attendance aspect is quite good, although there are obstacles because some employees are still in college, this can be overcome by arranging work schedules so that employee tasks can be completed efficiently. OK, then the employee's punctuality is quite good, although the problem is that some employees are quite far between where they live and the office. This can be overcome by coaching and giving rewards to disciplined employees.

Keywords: *Work Discipline, Employees, Rewards*

INTRODUCTION

Work discipline is an obligation of the office or agency where work is required to pay attention to employee work discipline so that employee work improves more than before and employees do not do unimportant activities during working hours. Work discipline is a concept in the workplace or management to require employees to act regularly. Discipline is a condition that causes or encourages employees to act and carry out all activities in accordance with the rules that have been set. Good discipline is reflected in the great sense of responsibility of a person towards the tasks given to him. Sinambela (2019:332) "therefore regulations are very necessary to create good order in the office where work is carried out, because the discipline of an office or workplace is said to be good if some employees obey the existing regulations"

An employee's work discipline can also be seen from their work attendance, employees who have good work discipline will continue to work well even without being supervised by their superiors. In addition, during working hours employees will not steal time to do things that are not related to work.

Good work discipline for employees will reflect the extent of a person's responsibility for the tasks given to him. Which aims to improve

employee performance. and can also have a good impact on the work atmosphere, so that it will increase enthusiasm for work. That way the company will be orderly, smooth and the company's goals can be achieved.

RESEARCH METHODS

Data collection in this study was conducted through two types of sources, namely primary data and secondary data. Primary data was obtained directly from the first source through several methods, such as in-depth interviews with relevant informants, documentation of company activities and records, and direct observation of behavior and work situations in the field. Interviews were conducted to dig up more in-depth information about employee experiences, views, and perceptions of the research topic. Meanwhile, documentation was used to obtain supporting written or visual data, such as attendance, work reports, and company archives. Observations were also conducted to see directly how the work process took place, as well as to observe employee attitudes and behavior in a real context.

In addition to primary data, this study also utilizes secondary data sourced from literature, scientific journals, previous research reports, articles, and previously existing official company documents. This secondary data is used

to enrich the analysis, provide a strong theoretical context, and compare findings in the field with available information.

The data was taken from PT. Brunsia Samudra. Informants in this study there are 7 people, namely commissioners, operators, administration and verifiers, administration, assistant operators, data analysis using qualitative analysis.

RESULTS AND DISCUSSION

Discipline is the most important operational function of human resource management. Because the higher the employee discipline, the higher the work results that can be achieved. Work discipline is a concept in the workplace or management to demand that employees behave regularly. Discipline is a condition that causes or encourages employees to act and carry out all activities in accordance with the rules that have been set. Good discipline is reflected in the great sense of responsibility of a person towards the tasks given to him. Sinambela (2019:332)"

Work discipline greatly influences employee performance because it helps employees follow various rules and standards to prevent errors from occurring. To create discipline in a company, not only are clear rules or regulations needed, but there must also be a clear description of tasks and authorities, procedures, or work procedures that are easy for every worker to understand.

Employee discipline at PT. Brunsia Samudra in terms of attendance is quite good, although there are obstacles because some employees are still in college, this can be overcome by arranging work schedules so that employee tasks can be completed properly, then employee punctuality is quite good, although some employees are constrained by the distance between their homes and the office, this can be overcome by coaching and giving awards to disciplined employees. Based on the results of interviews with sources or informants, researchers can analyze Employee Work Discipline which includes several aspects of research, including discipline, compliance and responsibility. The explanation of the work discipline indicators is as follows:

1. Attendance

Attendance is a list of employee absence administration. Attendance can also be interpreted as a form of recording the presence or presence of a person or employee which is part of the reporting of an institution which contains attendance status data which is arranged and arranged neatly and is easy to find, and is used if at any time

needed by the interested party (Erna Simonna, 2009).

Attendance is one of the important aspects in human resource management that functions as a tool to record and monitor the level of employee attendance in an institution or company. In general, attendance can be defined as an administrative list that records employee absences and presences in a certain period. More than just an attendance list, attendance has a strategic role in helping decision-making related to performance management, disciplinary evaluation, and workforce resource planning.

In the context of administration, attendance can also be interpreted as a form of data collection or recording of individual attendance, be it permanent employees, contract employees, or freelance workers, which is part of routine reports in an organization. This attendance data is compiled and organized systematically so that it is easy to access, search, and use whenever needed by interested parties, such as personnel managers, work unit leaders, or internal auditors. The completeness and accuracy of attendance data is very important to ensure transparency and accountability in human resource management.

This attendance activity is very important because it can be used as a decision making. Attendance at PT Brunsia Samudra is carried out with the provision that each employee signs the attendance list column. And it is done during office hours, which is 08.00 WIB. Every working day, namely Monday to Friday.

2. Presence

Employee presence in a company is one of the most important factors in achieving organizational goals, especially in efforts to provide optimal service to consumers. High attendance reflects employee commitment and responsibility towards their duties and roles in the company. Conversely, high absenteeism can disrupt smooth operations, reduce productivity, and have a negative impact on customer satisfaction. Richard et al. (2009)

Employee attendance rate at PT. Brunsia Samudra, researchers use in- depth interview techniques. Questions asked to informants to find out more clearly the level of employee attendance to the administration and verification section Siti nur ayu laila with the following questions: Are you or your friends often absent from the office? What is the cause?

"In the past, yes, I was absent several times, but very rarely if it was not really necessary due to illness or very important matters. Indeed, there were friends of mine who

were often absent because they were still studying, maybe they were tired or had a lot of assignments." (Interview, December 26, 2024)

In addition to the interview results, researchers have conducted direct observations and saw that several employees have a fairly good level of attendance. although some employees are still continuing their studies outside of work hours. The next interview with Mrs. Abidatur Rohimah as the commissioner What is your view on solving this problem?

"Well, to solve this problem, I think we have provided coaching and it has been resolved. This can be seen from the improvement in employee attendance. In addition, because the boss began to supervise and began to be strict about what was wrong. In addition, employee work schedules were arranged so that working hours could be met properly. And the results were able to improve employee attendance." (Interview, December 26, 2024)

The management began to implement coaching and work schedule arrangements so that working hours could be met properly. Coaching and work schedule arrangements are efforts made by the management to reduce employee absenteeism.

3. Punctuality

One way to measure employee absence is to look at punctuality in arriving and leaving the workplace according to the working hours that have been set. Punctuality reflects employee discipline and responsibility towards company rules, and shows their commitment to their work. Time monitoring also serves as an important management tool in identifying recurring patterns of lateness or absenteeism. From the data collected regularly, management can see whether lateness is caused by personal factors, unsupportive working conditions, or even dissatisfaction with the work environment. With this information, the company can take preventive and corrective steps, such as counseling, time management training, or improving work policies.

In addition, monitoring punctuality can also help management identify recurring patterns of lateness or absence, which can impact the overall productivity of the team. Thus, punctuality becomes an important indicator in evaluating employee performance and loyalty to the company. Thus, punctuality is not only a simple measure of attendance, but also plays a strategic

role in creating a disciplined, efficient, and professional work culture. Companies that are able to instill the importance of punctuality to all their employees will be better prepared to face business challenges, improve collective performance, and maintain customer trust through consistent and reliable service. The determination of working days and working hours is regulated or determined by the company. PT. Brunsia Samudra sets a working time of 7 hours per day with working hours from 08.00 to 15.00. But there are still some employees who do not follow the working time rules set by the company. The results of the interview with Anisatul Fahmi, Administration Section with the following questions: Are you often late to the office? If so, what is the cause?

"I have been late too, although not often. Especially when the Brantas River overflows, coincidentally my house is across the Brantas River at a distance of about 17 km. From the office. If the trip is smooth I will arrive on time but if there is a flood I have to take a longer detour... yes... like it or not I will be late arriving at the office." (Interview Date December 26, 2024)

The delay was due to some employees still doing lecture activities after work hours until the evening which resulted in the employees being late for work the next day. The delayed punctuality rate was also not only because there were employees who were still studying but also the distance of their residence from the office so that the travel time was quite long. The efforts made by the company to overcome this are in accordance with the results of an interview with Mrs. Abidatur Rokhimah with the following questions: What efforts were made by management to overcome this problem?

"We, the management, provide coaching and give awards to those who are punctual and give sanctions in the form of reprimands or warning letters to those who violate them. After we did this, it seems to be quite effective in encouraging employees to be more disciplined with time" (Interview, December 26, 2024)

The efforts to improve punctuality that have been made by the company director are to provide coaching and give awards to those who are punctual and to give sanctions in the form of reprimands or warning letters to those who violate. This problem has been proven by research conducted by Handayani, W. P. P. (2022) who stated that giving awards and punishments can

effectively increase employee discipline. In addition to the interviews and direct observations that have been conducted, the researcher also conducted an interview with one of the employees to find out why some employees are often late. Because the distance between the residence and the office is quite far. After discussing each indicator of the sub-variable of absence in work discipline, it can be concluded that the low level of employee attendance and low employee punctuality is caused by some employees who are still in college and the distance between home and office is quite far.

4. Attitude and Behavior

Attitude and behavior are employee behavior in carrying out work that can benefit or harm the company. Employee attitudes and behavior themselves consist of employee compliance in accepting work, employee perseverance when carrying out work, and enthusiasm and initiative shown in completing work. Employee attitudes and behaviors play a very important role in determining the quality and success of a company's operations. This attitude not only includes compliance with superiors' orders and established regulations, but also involves other deeper dimensions, such as perseverance, enthusiasm, and initiative. Compliance with rules and instructions is the main foundation in creating an orderly and productive work environment. Employees who comply with company regulations not only help reduce the risk of errors or violations, but also maintain order in the work process, which in turn contributes to the smooth operation and efficiency of the organization.

In addition, enthusiasm and initiative are also crucial elements in employee attitudes and behavior. High work enthusiasm shows that an employee has a strong motivation to achieve company goals and contributes maximally to those goals. Meanwhile, initiative refers to an employee's ability to act proactively, provide solutions, and take necessary steps without having to wait for direction. Employees who show initiative are often able to introduce new, innovative ideas, improve work efficiency, and help the company grow in the face of competition.

A proactive attitude and high enthusiasm, combined with the motivation to contribute more, create a dynamic and energetic work environment. Employees with this attitude not only do their work according to expectations, but also strive to find new, more effective ways to achieve better results. They play a vital role in bringing about

positive change, improving work processes, and driving innovation within the company.

Employee attitudes and behaviors cover several key dimensions, such as compliance with superiors' orders and company rules, perseverance in completing tasks earnestly, and enthusiasm and initiative to contribute more without always having to be directed. Employees who demonstrate responsibility, high motivation, and proactive attitudes are usually better able to adapt to work dynamics and drive company progress. Therefore, companies need to foster and monitor employee attitudes and behaviors on an ongoing basis as part of a strategy to improve human resource performance.

5. Compliance

Compliance is a person's awareness and willingness to obey all applicable regulations and social norms. This attitude arises when the individual is faced with a stimulus that requires an individual reaction (Bd. Marhumi, 2023).

Compliance usually arises in response to a stimulus, such as a superior's order, company policy, or social situation that requires a certain action. When someone is faced with a condition that requires a reaction according to the rules, an individual who has compliance awareness will respond with appropriate and non-deviant actions. In the context of the world of work, compliance is very important because it is directly related to discipline, order, and smooth operational processes. Employees who comply with work procedures and instructions will help create a healthy and professional work culture, and support the achievement of organizational goals effectively and efficiently.

Good compliance reflects a person's great sense of responsibility towards the tasks given to him/her. This encourages work passion, work spirit, and the realization of company goals, so everyone must strive to have good compliance. As stated by one of the employees in the interview that has been conducted. The question asked to Mrs. Abidatur Rhokimah as the commissioner is as follows: "What is the

level of employee compliance with the orders given?"

"The level of obedience varies, some people just get to work when they are told once, some are rather calm, and if I look at it, it also depends on who gives the order. If I give the order myself, everyone obeys because I and my subordinates are like family." (Interview on October 28, 2017)

Based on the results of the interview, the level of employee compliance at PT. Brunsia Samudra is influenced by several factors, the first is the relationship between superiors and subordinates and also the different characters of each employee. Some are obedient but some are a bit late, but with good communication and relationships between employees and leaders, coordination can be built well so that employees are quite obedient to existing rules.

In addition to the interviews that have been conducted, researchers also conducted direct observations and saw that the relationship between leaders and employees was quite good, so that the tasks given by leaders could be completed well. This is inseparable from the communication built between leaders and subordinates so that cohesion was built in the company's work team.

6. Perseverance

Perseverance is a person's effort to achieve goals amidst pressure and difficulties in working. Perseverance is also an important point in assessing an employee's performance, but every company must have employees with high and low levels of perseverance. This greatly affects the company's performance in providing services to customers. As stated by one of the employees in an interview that was conducted.

The questions asked to informant Mrs. Abidatur Rhokimah as commissioner A were as follows: How diligent are employees in carrying out the work given?"

"The diligence of PT. Brunsia Samudra employees in completing the work given is quite good, because the employees always complete their tasks well, besides that we carry out multiple supervision to minimize errors that occur in transactions" (Interview Date December 26, 2024)

The results of an interview with one of PT. Brunsia Samudra's consumers with Ahmad Junaidi as a consumer are as follows: How is the service provided by employees to consumers? The service is quite good, I have been a consumer at PT. Brunsia Samudra for almost 8 years and there have been no problems or errors in the service. The transaction time is also relatively fast so we are very satisfied to be consumers of PT. Brunsia Samudra (Interview Date December 26, 2024)

The results of the interview concluded that employee service to consumers at PT. Brunsia Samudra is quite good because there is double supervision so as to minimize the level of errors that occur. It can be concluded that the level of diligence of PT. Brunsia Samudra employees is

quite high, seen from customer satisfaction with the services provided at PT Brunsia Samudra.

7. Enthusiasm and Initiative

Enthusiasm and initiative are important things in employee attitudes and behavior. In carrying out work, a employee must have enthusiasm and initiative so that the work done can be completed on time without any problems arising. In carrying out daily tasks, an employee who has high enthusiasm will show consistent dedication, even in demanding or stressful situations. Meanwhile, employees who have initiative tend to be able to see opportunities for improvement, take steps to solve problems independently, and contribute to creating work innovations. This certainly helps the company to ensure that work is completed on time, with optimal quality, and minimizes the risk of errors or problems that can be detrimental.

Lack of enthusiasm and initiative can cause work to be slow, monotonous, and less than optimal, which can ultimately have a negative impact on customer service and the company's reputation. Therefore, it is important for companies to create a work environment that encourages motivation and provides space for employees to develop and actively demonstrate their initiative.

The questions asked to informant Moh. Ridloi Fauzi as an operator with the following questions: "When faced with work problems, what do employees do to overcome these problems?"

Although there are not too many service troubles, there have also been service troubles... including account number errors, money transfer errors, transfer amount errors, etc. We immediately take action according to the SOP that has been determined. Coordination with the leadership and the Brunei office or to follow up with the partner banking department to make corrections, so far every trouble that occurs can always be resolved properly so that it does not harm consumers (Interview Date December 26, 2024)

The information obtained concluded that employees have a good work spirit and they have the initiatives to take breakthrough actions so that the company can progress further, this is because there are awards from the company that are given to employees with good spirits and provide ideas for the progress of the company, both from observations in the field when employees work in the office and outside the office.

Obstacles and barriers often occur in the field, both caused by humans and supporting devices. Such as an interview conducted with Mrs. Abidatur Rohimah with the following question: "What obstacles are often faced in the field?"

There are several problems or obstacles that often occur in the field, either caused by the employees themselves or by the system used, such as a banking system error so that the delivery is pending, or slow foreign exchange due to queues at the bank. Such things are usually resolved by sending through a bank teller directly or via ATM. (Interview Date December 26, 2024)

Based on the interview results above, it can be concluded that the management of PT. Brunsia Samudra is very fast in handling problems and obstacles in the field, coaching and guidance as well as problem solving are always given when employees face difficulties. In addition to the interviews that have been conducted, the researcher also conducted direct observations and saw that the management of PT. Brunsia

Samudra gives employees the opportunity to complete work in their own way so that it makes employees have creativity in working.

After discussing each indicator of the sub-variable of attitude and behavior in work discipline, it can be concluded that what influences the level of employee compliance is a good relationship between the head of the management and his subordinates.

For employee perseverance itself, it is quite diligent in completing the work, seen from all the work can be completed well by employees, while the reason for employee enthusiasm and initiative is the existence of awards and bonuses given by the company. This problem has been proven by research conducted by Solihin, D. (2022) who stated that partially there is a positive and significant influence between leadership style and employee compliance and work enthusiasm.

CONCLUSION AND SUGGESTIONS

The conclusion in this study is that employee work discipline at PT. Brunsia Samudra Tulungagung includes aspects of discipline, this study states that the level of employee discipline in the aspect of attendance is quite good, although there are obstacles because some employees are still in college, this can be overcome by arranging work schedules so that employee tasks can be completed properly, then employee punctuality is quite good, although some employees are constrained by the distance between their homes and the office, this can be

overcome by coaching and giving awards to disciplined employees.

The suggestion in this study is to improve employee discipline in order to support the success of the company, it is very important for the company to develop policies that support improving discipline in the workplace. One step that can be taken is to design and enforce clear and firm regulations related to employee discipline. In these regulations, the company can regulate various things ranging from punctuality, compliance with work procedures, to the implementation of other tasks and responsibilities related to employee performance.

To encourage employees to comply with regulations and improve discipline, the company can provide awards or incentives for employees who demonstrate a high level of discipline, such as employees who are always on time, complete their work well, or who show initiative in their duties. This award can be in the form of a bonus, certificate of achievement, or even recognition at a company event. This award serves as additional motivation that can encourage employees to continue to maintain discipline and try better in their work.

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