

Analysis of Work Results, Attitudes and Discipline on Work Performance in the Kok Tong Medan Mass

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Abstract

This study aims to analyze the influence of work results, attitudes, and discipline on employee work performance in the Kok Tong Medan Mass. In the context of increasingly fierce business competition, employee performance is a key factor in achieving company goals. The research method used is a quantitative approach with a population and the sample of this study is 33 employees. Data processing uses the SPSS Version 24 application. The data testing was carried out using classical assumption tests and hypothesis tests. Data analysis was carried out using multiple linear regression to identify the relationship between independent variables (work outcomes, attitudes, and disciplines) and dependent variables (work performance). The results of the study show that work results, attitudes, and discipline simultaneously have a significant effect on employee work performance. Partially, attitude and discipline have a more dominant influence compared to work results. The results showed that the result of X1 (Work Results) was calculated $3,206 > t_{table} 2,490$, Result X2 (Attitude) was calculated $4,029 > t_{table} 2,490$, Result X3 (Work Discipline) calculated $2,780 > t_{table} 2,490$ while the significant value t of each variable was also less than 0.05, then reject H_0 and accept H_a . Based on the Determination Test, it can be seen that the Y Variable which means that Work performance has a Regrsi Square value of 73.0% means that this bound variable has a simultaneous effect on the independent variable, and vice versa Work Results, Attitudes, and Work Discipline have a positive and significant effect on Work Achievement in the Kok Tong Medan Mass, both partially and simultaneously. Work Discipline is the most dominant factor affecting Work Performance rather than Attitude. These findings indicate the importance of increasing positive attitudes and work discipline in order to improve employee work performance. This research is expected to contribute to the management of Kok Tong Medan Mass in formulating a more effective human resource development strategy.

Keywords:

Analysis of Work Results: Attitudes, Work Discipline, Work Performance

Introduction

In the era of globalization and increasingly fierce business competition, employee performance is one of the key factors that determine the success of an organization (A. B. Setiawan, 2020; H. Setiawan & Mukiman, 2020; N. Setiawan et al., 2021). Massa Kok Tong Medan, as one of the companies engaged in the food and beverage sector, faces the challenge of maintaining and improving the quality of services and products offered. Therefore, it is important to understand the factors that affect employee work performance (L. R. D. Setiawan et al., 2019; N. Setiawan et al., 2020).

Work results, attitudes, and discipline are three important elements that can contribute significantly to employee work performance (Mesra, 2018). Work outcomes reflect the outputs produced by employees in their duties and responsibilities. A positive and proactive attitude at work can affect employee motivation and interaction with fellow colleagues and customers. Meanwhile, work discipline includes compliance with company rules and procedures, which plays an important role in operational efficiency and effectiveness (Chrisna & Hernawaty, 2019). However, although these three factors are recognized as important components in improving performance, there are still challenges in their implementation in the work environment. At Massa Kok Tong Medan, there are indications that not all employees show optimal work results, good attitudes, and high discipline (Sebayang et al., 2021; Sebayang & Sembiring, 2020). This can negatively impact overall job performance, ultimately affecting the company's performance (Purba et al., 2022).

This study aims to analyze the influence of work results, attitudes, and discipline on employee work performance in Massa Kok Tong Medan. By understanding the relationship between these three variables, it is hoped that strategic recommendations can be generated to improve employee work performance (Fikri et al., 2019; Pane, 2019; Ritonga et al., 2020). In addition, this research is also expected to contribute to the development of human resources in the company, so that it can achieve better and sustainable organizational goals (Lutfi et al., 2020; Nisakurohma & Sunuharyo, 2018; Panjaitan & Panjaitan, 2019)

Methods

A. Research Approach

This study uses an associative approach with quantitative data by taking primary data and using a questionnaire method. The analysis technique used is multiple linear regression. Associative research is research that wants to see if a variable that acts as an independent variable has an effect on other variables that are bound variables. Quantitative research methodology is a scientific method to obtain valid data, with the aim of finding, proving and developing a knowledge so that it can in turn be used to understand, solve and anticipate problems in a particular field. Multiple linear regression is used because in this study, the influence of the independent variable (X) on the bound variable (Y) will be sought both partially and simultaneously.

B. Population and Sample

The population in this study is all employees of Kok Tong Medan Mass Restaurant as many as 33 people. The determination of sampling is if it is less than 100 it is better to take all until the research is a population study. This research focuses on restaurant workers. Meanwhile, the sample taken in this study is the entire population that is sampled. Based



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on the definition above, the author took a sample of all employees of the Kok Tong Medan Mass Restaurant as many as 33 people.

C. Operational Definition and Measurement of Variables

In this study, there are several variables that will be analyzed, namely work results, attitudes, discipline, and work performance. Here are the operational definitions and measurements of each variable:

1. Work Output: Work result refers to the output produced by employees in carrying out their duties and responsibilities during a certain period. This includes the quantity and quality of work, as well as the achievement of targets that have been set by the company. Measurements with work results will be measured using a Likert scale of 1-5, where respondents are asked to assess their level of achievement against work targets and the quality of output produced. The questions in the questionnaire will include aspects such as the speed of task completion, accuracy, and feedback from the employer.
2. Attitude, Operational Definition: Attitude is defined as an employee's view or behavior towards their work, colleagues, and work environment. A positive attitude reflects motivation, commitment, and a desire to contribute constructively within the team. Measurement: Attitudes will be measured using a Likert scale of 1-5 through a questionnaire that includes questions about motivation, job satisfaction, and interaction with coworkers. The aspects measured included engagement in work, attitudes towards change, and levels of proactivity.
3. Discipline, Operational Definition: Work discipline is defined as employee compliance with the rules, procedures, and operational standards set by the company. Discipline includes punctuality, attendance, and compliance with internal policies. Measurement: Discipline will be measured on a Likert scale of 1-5, where respondents are asked to assess their level of compliance with company rules and procedures. Questions will include aspects such as punctuality, attendance at work, and adherence to the boss's directives.
4. Job Performance, Operational Definition: Job performance is defined as the level of success of employees in achieving work goals and targets set by the company. This includes evaluations from superiors as well as assessments of employees' contributions to the team and organization. Measurement: Work performance will be measured through performance assessments conducted by superiors, using a scale of 1-5. The criteria evaluated include target achievement, quality of work, and contribution to the team. In addition, feedback from colleagues will also be considered to provide a more comprehensive picture of the employee's achievements.

D. Data collection techniques

The following are the steps taken in the data collection process:

1. Preparation of Questionnaires, Questionnaires are designed to measure the variables that are the focus of the research, namely work results, attitudes, discipline, and work performance. Each variable will be measured using a Likert scale of 1-5, where 1 indicates strong disagreement and 5 indicates very strong agreement. The questionnaire will consist of open-ended and closed-ended questions, which include:
 - Work Results: Questions related to target achievement and output quality.
 - Attitudes: Questions about motivation, job satisfaction, and interaction with coworkers.



- Discipline: Questions about compliance with company rules and procedures.
 - Job Performance: Questions regarding employee performance and contribution evaluations.
2. Questionnaire Trial: Before being disseminated, the questionnaire will be tested on a small group of respondents to ensure the clarity, relevance, and validity of the questions. The feedback from this trial will be used to revise and refine the questionnaire to make it more effective and efficient.
 3. Distribution of Questionnaires, The completed questionnaire will be distributed to 100 employees of the Kok Tong Medan Mass. Distribution can be done in person or through an online platform, depending on the convenience of the respondents. An explanation of the purpose of the research and the importance of their participation will be delivered to increase the response rate.
 4. Data Collection, After the questionnaire is distributed, data will be collected within a certain period of time. Researchers will follow up to remind respondents who have not filled out the questionnaire, in order to increase the number of responses received.
 5. Data Analysis, After the data collection is complete, the collected questionnaires will be analyzed using statistical software to identify the relationship between work results, attitudes, discipline, and work performance. This analysis aims to provide a comprehensive insight into the factors that affect employee work performance in Massa Kok Tong Medan.

E. Data Analysis Techniques

1. Data Quality Test Before the data is analyzed and evaluated, the data is first tested with a validity test and a reliability test.
 - a. Validity Test (Eligibility). The minimum requirement to qualify whether each question is valid or not, by comparing with $r\text{-critical} = 0.30$. So, if the correlation between items with a total score of less than 0.30 is declared.
 - b. Reliability Test. The reliability test of the questionnaire in the study was used the split half item method, which was divided into two groups, namely the odd item group and the even group. A questionnaire is said to be realistic or reliable, if a person's answers to questions are consistent or stable over time should not be random. In this study, the questionnaire was determined whether or not it was realistic using alpha cronbach. The questionnaire is said to be reliable if the cronbach alpha is > 0.60 and unreliable if it is equal to or below 0.60.
2. Classical Assumption Test. To determine the feasibility of the multiple regression model, a classical assumption test will be carried out which aims to find out whether the regression estimation results are really feasible to use or not. The classic assumption test used, namely:
 - a. Normality Test, testing the data of the free variable (X) and the data of the bound variable (Y) on the regression equation produced, whether it is distributed normally or abnormally distributed. The data normality test can be carried out using the one-way Kolmogorov Smirnov test. Drawing conclusions to determine whether a data follows a normal distribution or not is. If the significant > 0.05 , then the variable is normally distributed. If the significant < 0.05 , then the variable is not normal distributed. The normality test with the graph can be carried out with the SPSS program with the analysis of the Normal Probability Plot graph. 1) Histogram. If the bar graph is shaped like a bell with a convex in the middle, then the data used has a residual that has been distributed



- normally. 2) P-P plot. Normality can be detected by looking at the cause of the data (point) on the diagonal axis of the graph or by looking at the histogram of its residual value. If the data spreads around the diagonal line and follows the direction of the diagonal line or the histogram graph shows a normal distribution pattern, then the regression model satisfies the assumption of normality. 3) Kolmogorov Smirnov test. The statistical test used to test residual normality is the Kolmogorov-Smirnov (K-S) statistical test. The data range decision-making guidelines are close to or are normal distributions.
- b. Multicollinearity Test. According to Priyatno (2018:151), the multicollinearity test is a state in which a regression model finds a perfect or near-perfect correlation between independent variables. In a good regression, there should be no perfect or near-perfect correlation between the free variables. The multicollinearity test aims to test whether there is a correlation between independent variables in the regression model. This test was carried out by looking at the tolerance and variance inflation factor (vif) values from the results of the analysis using SPSS.
3. A hypothesis is an assumption or conjecture about a thing that is made to explain something that is often required to be checked. The test of the significance of the influence of independent variables on dependent variables simultaneously uses the F test and partially uses the t test.
- a. Partial Test (t-Test). The partial test (t-test) shows how far each free variable partially affects the bound variable. For associative hypothesis testing (relationship), the product moment correlation significance test formula is used.
 - b. Simultaneous Test (Test F). According to Priyatno (2018:113), a simultaneous test is a regression coefficient test together with independent variables that have a significant effect on dependent variables. This test was carried out to find out whether the influence of all independent variables simultaneously had a significant effect on the variables bound at the confidence level (Confidence Interval) or the 5% hypothesis testing level with the F test using a statistical formula.

Results

1. The Effect of Work Outcomes on Work Performance Based on the results of the partial t-test, it shows that the work outcome variable (X1) has a positive and significant effect on work performance (Y), Mass Kok Tong Medan means that if the work outcome variable is improved, the more work achievements can be achieved. The results of this study explain that work results have a positive and significant influence on work performance. This can be seen from the results of the partial test (t-test) which is marked positive with a tcount value of 3,206 and a significant value of 0.003. This shows that the H1 hypothesis proposed is tested and acceptable. The direction of the position shows that the work results increase, then the employee's achievement will increase, on the other hand, if the work results decrease, the achievement will also decrease. Here it can be seen that if the company/institution provides encouragement and pays attention to the work results of each employee, the more achievements can be achieved by each employee, so that it can be profitable for the company, According to Mangkunegara's opinion (Kalista Sekar, 2018: 203) work results are a person's achievements that are achieved by their own way of



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business, which can be in the form of a product in the form of goods, services, and information can be managerial or non-managerial.

2. The Influence of Attitude on Work Performance

Based on the results of the partial t test, it shows that the attitude variable (X2) has a positive and significant effect on the work performance (Y) of the Kok Tong Medan Mass, meaning that if the attitude of employees and leaders respects and takes care of each other, then in the company a comfortable environment is created at work. Attitude is one of the most important keys in a company, so with Massa Kok Tong Medan. The results of this study explain that attitude has a positive and significant influence on employee work performance. This can be seen from the results of the partial T Test where the tcount value is 4,029 and a significant value of 0,000. This shows that the proposed IP hypothesis is tested and acceptable.

3. The Effect of Work Discipline on Work Performance Based on the results of the research, work discipline has a positive and significant effect on the work performance of the Kok Tong Medan Mass. This is evidenced by the results of the t-test analysis which shows a positive and significant influence of work discipline on work performance. The results of this study explain that work discipline has a positive and significant influence on employee work performance. The results of the partial t-test marked positive with a tcal value of 2,780 and a significant value of 0.018. This shows that the H2 hypothesis proposed is tested and acceptable. The positive direction shows that Work Discipline increases, then work performance will increase, on the other hand, if Work Discipline decreases, work performance will also decrease. One of the factors that affect work performance is work discipline. According to Hasibuan (2017:193), discipline is the most important operative function of MSDM because the better the discipline of employees, the higher the work performance they can achieve. Without good discipline, it is difficult for organizations and agencies to achieve optimal results. Discipline is the awareness and willingness of a person to obey all agency regulations made by management that remembers agency members so that all employees can carry out both with their own awareness and by force. When the level of work discipline of a company is high, it is expected that employees will work better, so that the company's productivity increases. In addition, good work discipline will increase work efficiency as much as possible, not spend a lot of time for the company to just make improvements in the discipline aspect and time can be used to achieve company goals. Work discipline as an attitude and behavior that is carried out voluntarily with full awareness and willingness to follow the regulations that have been set by the company or superiors, both written and unwritten.

4. Effect of Work Performance (Y) on Independent Variables (X1, X2,X3)

Based on the determination results, it can be that the Adjusted R Square figure is 0.73 or equal to 73.0 %. This number means that the variables of work performance (X1), attitude (X2) and work discipline (X3) simultaneously together have an effect on the variable of Work Performance (Y) by 73.0% while the rest ($100\%-73.0\%=27\%$) are influenced by other variables outside this regression equation.



Conclusion

1. Result X1 is calculated $3,206 > t_{table} 2,490$ while the significant value t of the Work Outcome variable (X1) is also less than 0.05, which is 0.003, then reject H_0 and accept H_a . So it can be concluded that there is a significant influence of Work Results (X1) on Work Performance, meaning that it has a positive and significant effect on the work performance (Y) of the Kok Tong Medan Mass.
2. The result of X2 is calculated $4,029 > t_{table} 2,490$ while the significant value t of the Attitude variable (X2) is also less than 0.05, which is 0.000, then reject H_0 and accept H_a . So it can be concluded that there is a significant influence of Attitude (X2) on Work Performance, meaning that it has a positive and significant effect on the work performance (Y) of the Kok Tong Medan Mass.
3. The result of X3 is calculated $2,780 > t_{table} 2,490$ while the significant value t of the Kerja Discipline variable (X3) is also less than 0.05, which is 0.000, then reject H_0 and accept H_a . So it can be concluded that there is a significant influence of the Kerja Discipline (X3) on Work Performance, meaning that it has a positive and significant effect on the work performance (Y) of the Kok Tong Medan Mass.
4. Based on the results of the Determination Test, it can be seen that the Adjusted R Square figure is 0.73 or equal to 73.0 %. This number means that the variables of work performance (X1), attitude (X2) and work discipline (X3) simultaneously together have an effect on the variable of Work Performance (Y) by 73.0% while the rest ($100\% - 73.0\% = 27\%$) are influenced by other variables outside this regression equation.

In addition to the conclusions, the important points of this study are the following suggestions:

1. It is expected that the Employees of the Kok Tong Medan Mass to improve their work results, so that they have work achievements that satisfy the company and have results for customers in the service system.
2. It is hoped that the leaders of the Kok Tong Medan Mass will further maximize their ability to provide instructions and correct the mistakes of their employees by approaching and receiving employee opinions and suggestions.
3. For Panca Budi Development University to provide additional knowledge and references in the application of research so as to provide information for students.
4. For the next researcher, it is hoped that in the next research can research other variables that are not included in this study

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