An Analysis of The Influence of Discipline, Motivation and Work Environment on the Employees' Performance of Workers' Social Security Agency, Medan Branch

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Abstract
This research was carried out to solve problems and to produce or to determine relevant and reliable human resources strategies to increase work enthusiasm in improving the performance of the employees of BPJS Ketenagakerjaan (the Workers' Social Security Agency), Medan Branch. The population was 51 employees, including superiors and subordinates, in BPJS Ketenagakerjaan, Medan Branch. The whole population was taken as the samples called census. The research used quantitative approach with survey research type. The data were collected through interviews, field observation and questionnaires obtained from the primary data source; namely, all employees in BPJS Ketenagakerjaan, Medan Branch. Simultaneous and partial tests were used as the data analysis method to find out whether discipline, motivation and work environment had any influence on the performances of the employees in BPJS Ketenagakerjaan, Medan Branch. The results of the research showed that simultaneously, discipline, motivation and work environment had positive and significant influence on the employees' performance; partially, motivation and discipline had significant influence on their performance whereas work environment did not.
Keywords: Employee's Performance, BPJS Ketenagakerjaan (Workers' Social Security Agency)

1. Introduction

In performing its activities, BPJS Employment is required to always improve its performance, but what happened during the last three years is still not satisfactory as shown in Table 1.

Table 1. Average Employee Performance BPJS Employment

The Value of Perfomance	2013	2014	2015	2016
Marketing Formal Worker	4.31	4.09	3.60	3.49
Marketing Informal Worker	4.38	4.27	4.29	4.02
Service	4.67	4.32	3.96	3.88
General and Human Resource	4.27	4.25	4.22	4.10
Financial	4.44	4.42	3.92	3.72

The average calculation of the employee KPI is obtained based on the total sum of the total employee performance value of each field and divided by the number of employees in each field. In Table 1.1, there is a decrease in the value of employee performance in all fields annually on Marketing, Service Sector, General and Human Resources, and Finance. Values greater than 4.3 indicate that excellent performance, the values of 3.6 to 4.29 indicate Good Times and Values of less than 3.6 have Good values.

Work discipline is a very important part or variable in the development of human resources. Therefore, work discipline is needed in an organization in order to avoid negligence, irregularities or omissions that cause waste in doing the work (Nurcahyo, 2011). At the current BPJS Employment Office, there are still many employees who come late to work, do not follow the morning apple, are passive towards the job, and not on time in completing their work.

Table 2. Employee Discipline

Discipline Indicators	2013	2014	2015	2016
Number of employee attendance (person)	97%	95%	92%	91%

Motivation is a desire that exists in an individual who encourages action. There is no success without motivation from both managers and employees. Motivation is the provision of the driving force that creates the excitement of one's work, so that they will cooperate, work effectively and integrate with all their efforts to achieve satisfaction. To improve motivation, goal setting should be used. Another important factor that has an effect on employee performance is the climate of the organization or work environment in which the employee performs its duties and responsibilities. Work environment within a company is one of the important things to note. Although the work environment does not carry out the production process within a company, but the work environment has a direct influence on the employees who carry out the production process. Work environment is designed in such a way as to create work relationships that bind workers to their environment.

2. Literature Review

2.1 Theory of Discipline

Discipline is a form of obedience to the rules, both written and unwritten set (Mangkunegara, 2013). According to Harlie (2010), the discipline of work is essentially how to cultivate awareness for the workers to perform the tasks that have been given, and the formation of this work discipline does not arise by itself. Discipline is a circumstance that causes or encourages employees to act and perform all activities in accordance with norms or rules of rules that have been established (Hidayat and taufik, 2012).

2.2 Theory About Motivation

According to Robbins (2012) motivation is a process that explains the intensity, direction, and perseverance of an individual to achieve his goals. There are several motivational theories developed by the expert of behavioral administration, such as Maslow Satisfaction Theory of Hierarchy, ERG Theory and Two-Way Theory - Hezberg (Aamodt, 2010) which will be explained as follows:

1. Maslow's Hierarchy of Needs Theory. According to Maslow, in every human being there are five levels of need are:

a. Physiological needs, including hunger, thirst, shelter, sex, and other physical needs.

b. The need for a sense of security, including security and protection against physical and emotional disturbances.

c. Social needs, including affection, community recipients, group membership, and solidarity.

d. Needs of appreciation, including self-esteem, independence, success, status, recognition and attention.

e. The need for self-actualization, including the ability to develop, the ability to achieve something, self-sufficiency.

2. ERG Alderfer Theory. Clayton Alderfer's theory of existence-relatedness-growth (ERG) is a refinement of Maslow's theory of needs. ERG Theory is by experts considered to be closer to the real situation based on empirical facts. Alderfer argues that there are three main groups of needs, namely:

a. Existence Needs. The need for existence associated with basic needs is included.

b. Relatedness Needs, emphasizing the importance of relationships between individuals (interpersonal relationship) and also social (Social relationship).

c. Growht Needs, intrinsic desire within a person to advance or enhance personal abilities.

3. The Theory of Two Factors Herzberg.

Herzberg states that people in carrying out their work are influenced by two factors that are needs. The two factors are Maintenance Factors and Motivation Factors. Maintenance factors are the factors of maintenance related to the nature of human who want to get ketentraman bodily, like salary, working condition of physical, work certainty and others. While Motivation Factors is a factor that concerns a person's psychological needs is a perfect feeling in doing the job, such as progress, development, responsibility, rewards, achievement, the work itself.

2.3 Theory of the Working Environment

Sedarmayati (2011) defines that the work environment is the whole tooling and materials faced, the surrounding environment in which a person works, his method of work, and the arrangement of his work either as an individual or as a group. Work environment is a very important component in employees doing work activities. Work environment is the whole that is around employees who can give influence to employees in carrying out their duties and activities (Sunyoto, 2012). The work environment is the condition of everything that is located around the workplace of employees who are able to give influence to him in carrying out his work (Yasa and Utama, 2014).

2.4 Theory About Performance

According to Byars and Rue (2008), performance is the degree of preparation of tasks that govern one's work. Thus, Performance is the willingness of a person or group of people to perform activities or refine them in accordance with their responsibilities with the expected results. Performance is an achievement of work, namely the comparison between the work with the standard set (Dessler, 2008). Employee performance is the result of work achieved by a person based on job requirements (Build, 2012). Employee performance is also interpreted as a result of qualitative and quantitative work achieved by an employee in performing their duties in accordance with the responsibilities given (Norianggono, Hamid, & Ruhana, 2014). Factors affecting employee performance are education, skills, work discipline, culture, and work ethic, management, income level, achievement opportunity, workload, work environment and technology (Indrajaya and Adyani, 2013).
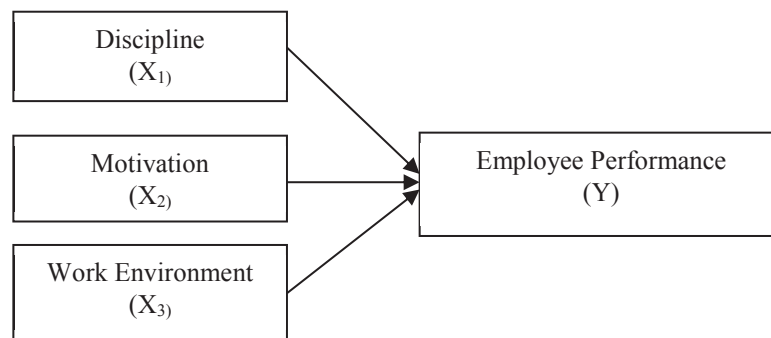
Figure 1. Conceptual Framework

3. Hypothesis

The hypothesis formulation of the problem described earlier is as follows:

1. Effect of Variable Discipline Work with Employee Performance (H1)

Ho: There is no influence between Discipline on Employee Performance in BPJS Employment Branch Medan City either partially or simultaneously.

Ha: There is influence between Discipline on Employee Performance in BPJS Labor Branch Medan City either partially or simultaneously.

2. Influence Variable Motivation on Employee Performance (H2)

Ho: There is no influence between the Motivation on Employee Performance in BPJS Labor Branch Medan City either partially or simultaneously.

Ha: There is influence between the Motivation on Employee Performance in BPJS Employment Branch Medan City either partially or simultaneously.

3. Effect of Work Environment Variables on Employee Performance (H3)

Ho: There is no influence between Work Environment on Employee Performance in BPJS Labor Branch Medan City either partially or simultaneously.

Ha: There is influence between Working Environment on Employee Performance in BPJS Labor Branch Medan City either partially or simultaneously.

4. Methods

4.1 Types of research

This type of research is correlational research (Correlational Research), which is a study conducted with the aim of detecting the extent to which variations in a factor related (correlated) with one or more other factors based on correlation coefficient. (Sinulingga, 2015). This study uses a quantitative approach to the type of survey research. The data were collected through interviews and questionnaire distributions, then individually tested (t test) and simultaneously (F test) and to determine whether there is a correlation between discipline, motivation, and work environment on employee performance either partially or simultaneously.

4.2 Population and Sample

The population in this study is all employees who are both men and women, leaders and subordinates at the Office of BPJS Employment Branch Medan City totaling 51 people. Due to the relatively small number of employees, the researcher uses the entire population as a sample or so-called census, ie a survey conducted on all members of the population.

4.3 Sources of Research Data

a. Primary data, ie data obtained by researchers directly from the main source by way of survey using questionnaires, interviews and direct observations by researchers.

b. Secondary Data, ie data sourced from reports that have been made by others. The results of reports that have been made by other parties can still be used for a different study.

4.4 Data Collection Technique Research

a. Distribute questionnaires how many questionnaires have been given alternative answers to answer to selected respondents.

b. Collect and study information and data obtained from journals, literature books, employee attendance reports and quarterly KPIs relating to research.

4.5 Validity Test

Data validity is a measure that refers to the degree of conformity between the data collected and the actual data in the data source (Sinulingga, 2015). Validity test is used to measure the validity or validity of a questionnaire. A questionnaire is said to be valid if the question (indicator) on the questionnaire is able to reveal something that the questionnaire will measure (Ghozali, 2013).The type of validity used is the validity construct (validity construct) that determines the validity by correlating between scores obtained by each item that can be questions or questions with the total score. This total score is the value derived from the sum of all item scores. The correlation between the item scores with the total score should be significant based on statistical measures. If it turns out the score of all items are arranged based on concept dimension correlated with the total score, then it can be said that the measuring instrument has validity.

4.6 Test Reliability

Reliability test is performed using internal consistency reliability approach. The method used to find the internal reliability is to analyze the reliability of the measuring tool from one measurement using the Cronbach's Alpha coefficient (formula) method. Cronbach's alpha coefficient is the most commonly used reliability coefficient since it describes the variance of items for either true or false formats or likes likert formats. So Cronbach's alpha coefficient is the most common coefficient used to evaluate internal consistency.

5. Data Analysis Model

5.1 Regression coefficient test simultaneously (Test F)

Hypothesis testing with F test is used to know the level of influence of variables bebassecara together (simultaneously) to the dependent variable (Sugiyono, 2010), with the steps:

a. Determining the level of significance with F table

Look for Farithmetic with the formula:

$$Farithmetic = \frac{R^2 / (k-1)}{(1 - R^2) / (n-k)}$$

Where :

R^2 = Coefficient of determination

n = Number of respondents

k = Number of variables

b. Make decisions

If Fcount> Ftable, then Ho is rejected

If Fcount ≤ Ftable, then Ho is accepted

5.2 Partial Regression Coefficient Test (t test)

The t test is performed to test whether the independent variable has an effect on the partial (individual) on the dependent variable. Hypothesis testing with t test is done by steps:

a. Determining the level of significance by using the table

Calculate the value of t - statistics by the formula:

If F arithmetic ≤ F table, then Ho is accepted

b. Make decisions

If the value of sig ≤ α (0,05) then Ho is rejected, meaning there is influence between variable X with variable Y.

5.3 Classic Assumption Testing

In order to ensure that the chosen method conforms and meets the assumptions required in its use, a classical assumption test (Ghozali, 2013) is described below.

1. Normality Test

The normality test is used to test whether the data in the regression model, annoying or residual variable has a normal distribution.To test a normal or not distributed data, it can be known by using normal plot graph. Normality can be detected by looking at the spread of data (dots) on the diagonal axis of the graph or by looking at the histogram of the residual.The basic decision-making as follows: If the data spreads around the diagonal line and follows the direction of the diagonal line, the regression model meets the assumption of normality. If the data spreads far from the diagonal and / or does not follow the direction of the diagonal line, then the regression model does not meet the assumption of normality.

2. Multicolinearity Test

Multicollinearity test aims to test whether the regression model found a correlation between independent variables (independent). A good regression model should not be correlated between independent variables. Multicolonierity can be seen from the tolerance value and the opposite of Variance Inflation Factor (VIF). Tolerance measures the variability of the selected independent variable that is not explained by other independent variables. Thus, a low

tolerance value is equal to a high VIF value because VIF = 1 / tolerance. Common values used to indicate the presence of multicolonierity are tolerance values <0.10 or or equal to   VIF> 10.

5.4 Heteroscedasticity Test

Heteroskedasticity test is used to know whether or not there is deviation of classical assumption of heteroskedastisitas that is existence of variant inequality of residual for all observation in regression model. The prerequisite that must be fulfilled in the regression model is the absence of symptoms of heteroscedasticity. There are several testing methods that can be used including Park Test, Glesjer Test, Viewing regression chart patterns, and Spearman correlation coefficient test.

In this study, to detect the presence or absence of heteroskedastisitas is by looking at the pattern of points on the scatterplots regression. This method is by looking at the scatterplot graph between Standardized Predicted Value (ZPRED) with Studentized Residuals (SRESID). The presence or absence of a particular pattern on the scatterplot chart between SRESID and ZPRED where the Y axis is predicted Y and the X axis is the residual (Y real-Y prediction). Basic decision-making that is:

a. If there is a certain pattern, such as the points that exist form a certain pattern that regular (wavy, widened then narrowed), then heteroscedasticity occurs.

b. If there are no clear patterns, such as points spreading above and below the number 0 on the Y axis, no heteroscedasticity occurs.

6. Results and Discussion

6.1 Descriptive Respondents

Based on sex that the number of male employees more than the number of female employees that is as many as 28 people or 56%, while women as many as 22 people or by 44%. Based on the education of respondents, the most dominant BPJS employees are Bachelor (S1) which is 37 people or equal to 74% and the lowest educated S-2, that is 2 people or 4%. From all result of respondent's answer for each variable in questionnaire can know the mean value and standard deviation as seen in table 3.

Table 3. Descriptive Statistics Table

	Mean	Std. Deviation	N
Employee Performance	2.3201	0.55245	97
Discipline	3.4825	0.64015	97
Motivation	3.2716	0.63151	97

From Table 3. it is seen that the highest mean (mean) value in the Working Environment variable with a mean value of 3.5052 and the lowest average is the employee performance variable with a mean of 2.3201.

6.2 Normality Test

The histogram graph shows the normal distribution pattern because it shows the graph following the normal curve distribution (indicated by bell curve). Normal Graph The Probability Plot shows a normal distribution pattern where the data spreads around the diagonal line and follows the direction of the diagonal line.

Table 4. Coefficients and Statistics of Cholinearity

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.166	.402		.413	.681		
	Discpline	.348	.107	.389	3.254	.002	.357	2.799
	Motivation	.411	.117	.315	3.528	.001	.638	1.566
	Work Environment	.163	.142	.129	1.149	.254	.403	2.480

According to Santoso (2001), in general if the VIF is greater than 5, then the variable has Multicollinearity issues with other independent variables. From Table 4. it can be seen that the values in the VIF column are smaller than 5, the discipline variable (2,799), the motivation variable (1.566), the working environment (2,480). All independent variables have a value of Inflation Factor (VIF) is smaller than 5, so it can be concluded that between these variables does not occur Multicollinearity issues.

6.3 Heterocedasticity Test

Testing is done by looking at the presence or absence of certain patterns on the output of SPSS output. If there is

a certain pattern, such as the points that exist form a certain pattern that regular (wavy, widened then narrowed), then Heteroscedasticity has occurred. If there is no clear pattern, and the points spread out above and below the number 0 on the Y axis, Heteroscedasticity does not occur. In the research can be seen Heterokedastisitas test results there are no symptoms of heterokedastisitas.

Table 5. Recapitulation of Research Model

Model Summaryᵇ

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.852ᵃ	.727	.718	.29349	.727	82.382	3	46	.000

The value of determination coefficient (Adjusted R Square) of 0.718. This means that 71.8% of the dependent variable ie employee performance (Y) can be influenced by independent variables consisting of Discipline (X1), Motivation (X2) and Work Environment (X3), while the rest of 29.2% is explained by other variables that are not are included in this study. The correlation coefficient (R) of 0.852 indicates that there is a very strong correlation between the Discipline (X1), Motivation (X2) and Working (X3).

6.4 Test Simultaneously (Test F)
Based on the results in Table 4.13, the F value at the significance level of 0.005 with df1 = 3 and df2 = 46, is 2.81. The value of sig = 0.00 ≤ α (0.05) then Ho is rejected which means, there is a significant influence simultaneously between variables X1 (Discipline), X2 (Motivation) and X3 (Work Environment) to variable Y (employee performance).

Table 6. ANOVA Test Results

ANOVAᵇ

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	21.289	3	7.096	82.382	.000ᵃ
	Residual	8.011	46	.086		
	Total	29.299	49			

6.5 Test Parsial (t test)
Variable Discipline (X1) got the value of sig 0.002 and the variable Motivation (X2) got the value of sig 0.001 which means Ho Rejected (there is partial influence between the variable discipline and the variable of motivation to the performance variable). In the Working Environment (X3), sig> α (0.254), Ho is Accepted, which means there is no partial influence between work environment and employee performance.

The variable that gives the greatest influence to the Employee Performance is the Discipline variable (X1) with the value of sig 0.002. The second highest variable that gives big influence to the performance is Motivation variable (X2) with sig value 0.001. While work environment variable (X3) does not have partial influence on Employee Performance because sig value is bigger than α (5%) that is equal to 0254.

Table 7. Test Result t

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
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1	(Constant)	.166	.402		.413	.681		
	Discpline	.348	.107	.389	3.254	.002	.357	2.799
	Motivation	.411	.117	.315	3.528	.001	.638	1.566
	Work Environment	.163	.142	.129	1.149	.254	.403	2.480

7. Conclusion
From the results of the analysis and discussion concluded that:
a. There is a significant influence of discipline, motivation and work environment simultaneously on employee performance in BPJS Employment Branch Medan City.
b. There is a significant influence of motivation and discipline partially on employee performance While work environment variables have no effect on performance partially.
c. Variable of Discipline, Motivation and Work Environment give influence to Employee Performance equal to 71,8% whereas 29.2% employee performance is influenced by other variable outside of research. The variable that

has the greatest influence on the performance is with the discipline variable with the value of sig 0.002, followed by the motivation variable with the value of sig 0.001.

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