

## Strategy Improvement Work Discipline of Kartika Dewi Widiastuti Gas Station (14.203.1158)

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### Abstract

This research was conducted to solve the problems that exist in the company and produce that exist in the company and produce management strategy in improving the discipline of employed Kartika Dewi Widiastuti gas station (14.203.1158) Helvetia-Deli Serdang and how far the discipline theory has correlation in determining the discipline improvement strategy the discipline of employee staff for SPBU Kartika Dewi Widiastuti. population used in this research is all employee who work in Kartika Dewi Widiastuti gas station counted 40 employees. The samples in this study are as many as 40 people with the census method in which the entire population sampled dikarenan population under 100 people. This study uses descriptive research method through qualitative approach Data collected through primary data that includes interviews, FGD (Focus Group Discussion), and questionnaires and collect secondary data. Then analyzed by using method of Fishbone Chart which is used to observe from the cause of the decline of work discipline of employees of Kartika Dewi Widiastuti gas station 14.203.1158).The results of research conducted by applying the primery data collection shows that there are four factors that cause the decline in the discipline of employees employment of gas station Kartika Dewi Widiastuti, as for factors that cause Leadership, Supervision, Standing Orders and Compensation where from the four factors that cause the decline of discipline employees there are two the most dominant foactor makes the employee undisciplined, namely the compensation factor where the compensation received by employees is still small even under the minimum wage (Regional Minimum Wage) and the rule factor where the rules are still very minimal to obey employees.

**Keywords :** Work Discipline, Gas Station Kartika Dewi Widiastuti

### INTRODUCTION

Companies that succeed to develop are not seen from their economic perspective, but are also seen from the perspective of social, political, cultural, health and education approaches. Therefore, human resources have a very important role in the success of a company's work process. There are many things that can slow down the development of the company's work process, one of which is about low human resources towards work discipline.

Kartika SPBU Dewi Widiastuti is a privately owned gas station located in a densely populated area where the need for fuel is quite high. But over time there were a number of problems that came from within the gas station regarding the low level of employee work discipline which adversely affected the continuity of the performance of gas station employees. Therefore, it can be seen in table 1.1 regarding employee performance data that shows the low level of discipline of employees of the gas station.

**Table 1 Employee performance data for Kartika Dewi Widiastuti gas station**

Performance	2012-2013		2013-2014		2014-2015	
Employee	Target	Realization	Target	Realization	Target	Realization
<b>Number of productive employees</b>	100%	90%	100%	87%	100%	85%
<b>Number of employee attendance</b>	100%	85%	100 %	75%	100%	70%
<b>The number of employees who often enter late</b>	12%		15%		22,5%	
<b>The number of employees dismissed</b>	2		5		6	
<b>Employee who are dismissed</b>	4		3		4	
<b>Recruitment of new employees</b>	6	5	8	8	10	8

**Source:** SPBU Kartika Dewi Widiastuti 14,203,1158 (2016)

Based on the table above, each year performance is decreasing and the decline has a negative impact on the development of Kartika Dewi Widiastuti gas station.

### LITERATURE REVIEW

This section presents the theories of literature used at the time of the study. This theory is taken from books and the internet.

### Work Discipline Theory

Discipline is interpreted differently according to several views. Below will be presented some opinions that discuss discipline, as follows: Rivai (2011) defines that work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior and as an effort to increase a person's awareness and willingness to fulfill all company regulations. Gozali Saydam (2005) that discipline is a person's willingness and willingness to obey and obey all the norms of the prevailing regulations. According to Robert L. Mathis and John H. Jackson (2006) work discipline is a form of training that carries out organizational rules. Siagian (2003) defines discipline as a management action to encourage organizational members to choose the demands of various provisions. From some of these opinions, it can be concluded that the discipline is the attitude or behavior of obedience of a person or group of people according to the procedure and the rules both written and unwritten, which is reflected in the form of behavior and deeds. With the stipulation of written and unwritten regulations it is expected that employees have a high discipline in working, so that work productivity increases.

### CONCEPTUAL FRAMEWORK

In the following picture will show the concept of thinking which is a reference and recommendation in the process of writing this research.

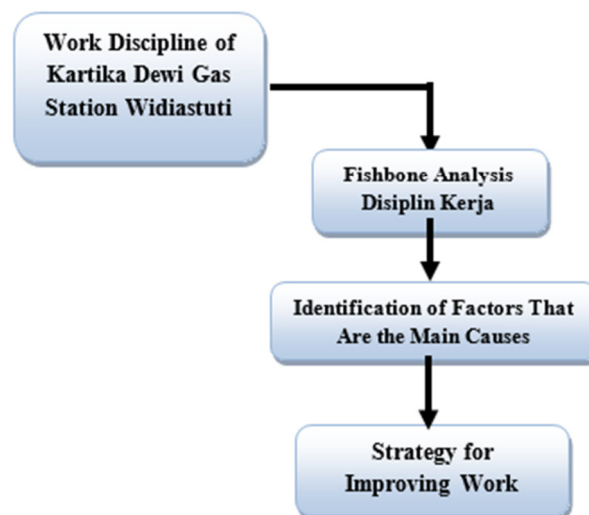


Figure 1. Conceptual Framework

### RESEARCH METHODS

This study uses descriptive research methods through a qualitative approach. According to Zuria (2006), research by prioritizing descriptive methods is research that is directed to provide symptoms and facts or events accurately and systematically regarding the characteristics of certain populations and regions. The data used in this study are all related data and which support in displaying problems and analyzing hypotheses consisting of primary data (interviews, questionnaires, focus group discussions) and secondary data. Then analyzed using the fishbone diagram method (Fishbone Chart).

### Population and Sample

Population is the totality of all elements in a research area (Juliandi, 2013). The population in this study were all existing employees both men and women, leaders and subordinates who were still actively working at Kartika SPBU Dewi Widiastuti (14,203,115.8) totaling 40 people.

The technique used in determining the sample is to use a census, because the total population is only 40 people.

### Types and Data Sources

The data used in this study are all related data and which support in displaying problems and analyzing hypotheses consisting of primary data and secondary data.

1. Primary data (primary data), namely data and information from first hand, namely from the main source of data by the researcher. Primary data sources include:
  - 1) Interview; in the interview process, the researcher interviewed the data on employee work discipline only at Kartika Dewi Widiastuti gas station.
  - 2) Observation; during the observation process researchers observed work activities in the field and in

the non-field.

2. Secondary Data (secondary data), namely data and information collected not from the main source but from other sources where the data in question has been collected. Secondary data sources include:
  - 1) Company annual report
  - 2) Profile and organizational structure of the company
  - 3) Books, magazines and journals obtained from libraries and the internet.

### **Method of collecting data**

#### 1. In-depth interview,

A form of verbal communication, such as communication aimed at obtaining information (Nasution, 2004). This technique is used to obtain primary data through direct interviews with resource persons based on a list of pre-prepared questions. Researchers will conduct interviews with Kartika SPBU authorities Dewi Widiastuti (14,203,115.8). The data obtained from the interview process is data regarding employee work discipline at Kartika Dewi gas station, the data is useful to see the causes of the decline in employee work discipline and later to formulate strategies to increase work discipline at the gas station.

#### 2. Observation,

namely through direct observation of objects studied in a natural work environment. In this case, observations were carried out in a non-participatory approach where researchers were not directly involved with the work team (non-participant-observer) but only made observations from outside. For this reason the researcher observes the work of employees in the field.

#### 3. Focus group discussion (Focus Group Discussion)

Focus Group Discussion (FGD) is a data collection technique with the aim of finding the meaning of a theme according to the understanding of a group. This FGD was designed to gain perceptions of the research focus, in an atmosphere of dynamic and non-pressing discussion. This FGD study was conducted to support data from previous interviews. Where in the context of FGD research is used to compare information from several informants.

## **RESULTS AND DISCUSSION**

Based on research that has been conducted over the past few months, four main factors have been found that have caused the decline in the work discipline of Kartika Dewi Widiastuti gas station employees. The four main causative factors consist of leadership, discipline, supervision and compensation, in which the four causative factors are used as indicators in this study, based on primary data collection and secondary data which have stated that the biggest indicator or factor that triggered the decline employee discipline towards Kartika SPBU Dewi Widiastuti, namely the rules of order and compensation, while supervision and leadership do have an influence on employee work discipline, but this influence is not a point of peak weakness from the decline in employee work discipline.

From the research results of interviews with Kartika Dewi Widiastuti gas station employees, it can be seen that the order of the gas station is still very weak. This is evidenced by interviews with respondents (employees) SPBU said that until now there has been no written regulation and Standard Operating Procedure (SOP) for employee work discipline. Therefore, this Kartika Dewi Widiastuti gas station directly has not legally binded employees to comply with the regulations at the gas station, in other words, the orderliness indicator is one very large factor that triggered a decline in employee work discipline at Kartika Dewi Widiastuti gas station. From the data obtained in the study, that the compensation given by Kartika Dewi Widiastuti gas station to its employees is still too low. So that most of the employees descended on their performance, reducing their performance, namely impacting their work discipline on Kartika Dewi Widiastuti gas station.

From the research data that has been collected that the strategy of increasing work discipline in this study consists of four strategies for increasing work discipline, the first is the discipline program strategy in the form of employee work discipline programs and written regulation drafting. Second is the compensation program strategy which consists of regional drinking water wages (UMR), and bonuses, the third is the leadership program strategy in the form of job training and the fourth is the supervision strategy consisting of performance appraisal programs, coaching and monitoring.

## **CONCLUSION**

Based on the results of research conducted at Kartika SPBU Dewi Widiastuti regarding strategies for improving work discipline, the authors draw the following conclusions:

1. From the research that has been carried out there are several factors that cause the decline in employee work discipline, as for these factors are the factors of leadership, supervision factors, disciplinary factors, and compensation factors.
2. Based on the research that has been done that the order and compensation factors have a significant effect on

- improving the work discipline of Kartika Dewi Widiastuti gas station employees.
3. The first strategy to improve work discipline in this research is the strategy of the discipline program in the form of employee work discipline programs and written regulation drafting. Second is the compensation program strategy which consists of regional drinking water wages (UMR), and bonuses, the third is the leadership program strategy in the form of job training and the fourth is the supervision strategy consisting of performance appraisal programs, coaching and monitoring.

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