

**WORK DISCIPLINE IN IMPROVING EMPLOYEE PERFORMANCE  
PROVINCIAL WOMEN EMPOWERMENT, CHILD PROTECTION  
AND POPULATION SERVICE OF EAST JAVA**

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**ABSTRACT**

This research aims to identify and analyze how work discipline and what obstacles in improving the performance of employees at the Provincial Women Empowerment, Child Protection and Population Service of East Java. The method used in this research is qualitative, which is described in detail through interviews with informants. This research uses two types of data sources, primary and secondary data sources. The data is analyzed descriptively qualitatively, which means that the data obtained from observations, interviews, and documentation is processed into information that can draw conclusions. The results of the research show that the level of employee discipline is quite good. Seen from the indicators used through in-depth interviews with informants, it shows positive results although not without some shortcomings. In the future, it is expected that the leadership will be able to provide strict sanctions to give a deterrent effect to undisciplined employees.

**Keywords:** *work discipline, employee performance*

**A. INTRODUCTION**

Civil servants who commit violations will be subject to disciplinary sanctions. The explanation above indicates the importance of work discipline as a public servant, who provides public services. Discipline is also a measure of how far the work results have been achieved. In an effort to improve the discipline of civil servants, the government has provided a policy by issuing Government Regulation No. 53 of 2010 on the Discipline of Civil Servants. In Government Regulation No. 53 of 2010, the obligations to be followed and the prohibitions that must not be violated by each civil servant are clearly regulated. The issuance of regulations on discipline for civil servants is important in ensuring order and smooth performance of the tasks entrusted to them.

The rules on working hours are determined by the minister in charge of personnel

affairs, while work discipline is regulated by the relevant minister's decision. However, at present, it appears that there are more civil servants who are less disciplined in their work, especially in the discipline of working hours such as lateness and absenteeism from their obligation to work. The discipline of the Provincial Women Empowerment, Child Protection, and Population Service of East Java in carrying out its performance in order to achieve good performance results, then discipline should be applied in accordance with the rules set, starting from working hours and employee attendance. This is very important in achieving the performance goals of employees. The following is the level of discipline of employees at the Provincial Women Empowerment, Child Protection, and Population Service of East Java. The method used in this study is qualitative, which is described in detail through interviews with informants. This research uses two types of data sources, primary and secondary data sources. The data is analyzed descriptively qualitatively, which means that the data obtained from observations, interviews, and documentation is processed into information that can draw conclusions. The results of the research show that the level of employee discipline is quite good. Seen from the indicators used through in-depth interviews with informants, it shows positive results although not without some shortcomings. In the future, it is expected that the leadership will be able to provide strict sanctions to give a deterrent effect to undisciplined employees. Based on the data obtained, it is known that the level of attendance of employees at the Provincial Women Empowerment, Child Protection, and Population Service of East Java in 2021 from January to December is known that the number of members who are Without Explanation is 61, Permission 37, Sick 31, Out of Duty 124, Leave 5, Not Present at Arrival 24, Not Present at Departure 89. So from the number of members who commit discipline violations, it causes the performance results of employees at the Provincial Women Empowerment, Child Protection, and Population Service of East Java to not be carried out well.

The discipline of employees in the East Java Provincial Government as regulated in Governor Regulation No. 19 of 2022 on Working Days and Working Hours in the East Java Provincial Government in Article 4 (four) explains that every employee is required to attend and meet the provisions of Working Days and Working Hours, but in the field conditions in the Provincial Women Empowerment, Child Protection, and Population Service of East Java there are still some employees who are not present for work without explanation and leaving the office during working hours outside the interests of the office, this arises a gap in the regulation that regulates the discipline of employees in this case Governor Regulation East Java Number 19 of 2022 on Working Days and Working Hours in the East Java Provincial Government. Furthermore, from

the explanation above, it is supported by data in the Table above that the violation of discipline of employees at the Provincial Women Empowerment, Child Protection, and Population Service of East Java is still a common obstacle, as it can be seen that there are still attendance violations of employees, employees have not yet obeyed office working hours, this is proven by the presence of employees who come and leave work not in accordance with the rules that have been set.

## **B. LITERATURE REVIEW**

Work discipline is one of the important factors in any activity to achieve the desired goals. The presence of work discipline will certainly result in maximum performance for employees of the Ministry of Religious Affairs Office of Pekanbaru in terms of providing service and organizing their tasks at the ministry level. According to Anoraga (1992:76), work discipline is an attitude and action of always obeying regulations. Ravianto (1990:91) states that discipline is the act of obeying or observing rules, regulations, rules of play, and obligations related to one's work. The goal of work discipline is to increase work efficiency as much as possible by preventing the waste of time and energy. Work discipline is needed for the sake of the organization, and its output is that the employee is able to produce high productivity as expected by the organization, both in the short and long term.

According to Alfred R. Iateiner (2002:72), the indicators of discipline are:

1. Punctuality: If an employee comes to the office on time, leaves on time, and behaves orderly, it can be said that they have good work discipline.
2. Use of Facilities: An employee who is careful in using office equipment to prevent damage to the equipment is a reflection of an employee with good work discipline.
3. High Responsibility: An employee who always completes the tasks assigned to them in accordance with procedure and is responsible for the results of their work can also be said to have high work discipline.
4. Obedience to Office Rules: An employee who wears the office uniform according to the rules, wears an identification card and permission when absent from the office.

According to Mangkunegara (2002:67), performance is the quality and quantity of work results achieved by an individual in carrying out their functions in accordance with the responsibilities assigned to them. The work results that can be achieved by an employee or group of employees in an organization, in accordance with their authority and responsibilities, in achieving the goals of the relevant organization legally, without violating the law, and in accordance with moral and ethical standards. Sinambela et al. (2006:136) define employee

performance as the ability of an employee to do something with a particular expertise, that performance is the result of evaluating the work done by an employee compared to previously established criteria. Based on the above explanations, performance is the quality and quantity of work results achieved by an individual in carrying out their functions in accordance with the responsibilities assigned to them. According to Mangkunegara (2017:75), the indicators of employee performance are:

1. Quality of work: how well an employee does what they are supposed to do
2. Quantity of work: how long an employee works in a day. This quantity of work can be seen from the speed of an employee's work
3. Execution of tasks: how far an employee is able to do their work accurately or without errors
4. Responsibility towards work: the awareness of an employee's obligation to perform the tasks given by the company

### **C. METHOD**

The data analysis technique in this research uses qualitative analysis techniques. The analysis model is the interactive model (interactive of analysis) as developed by Miles and Huberman in Sugiyono (2011), namely:

1. Data Reduction: The data obtained from the field is quite large, so it needs to be recorded carefully and in detail. Then summarize, select the main points, focus on important things, look for themes and patterns, so that it is simpler, easier to arrange and systematize in providing an overview of the research results. Therefore, the data that has been reduced will provide a clear overview and make it easier for researchers to collect further data and search for it if necessary.
2. Data Display: The data that has been reduced is then presented by analyzing it qualitatively, that is, it is presented in narrative form. By displaying the data, it will make it easier to understand what is happening, plan further work based on what has been understood.
3. Conclusion Drawing/Verification: The initial conclusion is still temporary and will change if there is no strong and supportive evidence found in the next data collection stage. However, if the conclusion made at the initial stage is supported by valid and consistent evidence when the research returns to the field, then the conclusion is credible. Before making a final conclusion from the presented analysis results, the validity of the data must first be examined, so that the conclusion drawn does not contain subjective

elements and is presented in a descriptive form.

## **D. EXPLANATION**

### **1. Work Discipline**

#### **a. Discipline in punctuality**

Regarding punctuality at the Department of Women's Empowerment, Child Protection and Demography of East Java Province, it refers to the central regulation which is to enter at 8:00 AM and leave at 4:00 PM. The working hours regulation is made and intended for employees to be obedient in carrying out their duties and responsibilities. Then, looking at the attendance results of employees based on the attendance summary in 2021 shows that the overall attendance of employees at the Department of Women's Empowerment, Child Protection and Demography of East Java Province is good, although there are still some employees who are absent several times.

#### **b. Discipline in the use of facilities**

Every employee is required to maintain and take care of office facilities as well as possible, and if found to intentionally damage office equipment, they will be given sanctions. So, by taking care of office equipment well, it can also improve the performance of employees, when employees need it, it can be used again which helps employees in doing their work.

#### **c. Discipline in carrying out responsibilities**

In the Department of Women's Empowerment, Child Protection and Demography of East Java Province, employees have carried out their duties, but they are not always able to complete them on time due to work that requires a little more time and this is still normal and not fatal so it does not have a negative impact on employee performance. Therefore, responsibility is a very important aspect in the implementation of discipline, where employees have been given their duties and responsibilities to be carried out well and to be completed on time and can be held accountable. If an employee is able to complete their tasks on time according to procedure and can be responsible for the results, then they are considered to have high work discipline and obtain good work results.

#### **d. Discipline in complying with rules**

In the environment of the Ministry of Women's Empowerment, Child Protection and Population of East Java Province, a Circular Letter has been issued regarding the discipline rules for employees, regarding working hours, attendance, procedures for using uniforms, and procedures for requesting permission if absent, but the employees in the Ministry itself are still not paying attention to the Circular Letter.

## **2. Performance of Employees**

### **a. Work Quality**

Work quality is how well an employee performs their tasks. In the Department of Women's Empowerment, Child Protection and Population of East Java province, employees have carried out their tasks, but are not always able to finish on time due to work that requires a little more time, which is still reasonable and not fatal, so it has no negative impact on employee performance

### **b. Quantity of Work**

The quantity of work means that the employee must try their hardest to achieve results that meet the target. The quantity of work measures how well an employee can complete the assigned tasks and meet the target.

### **c. Task Implementation**

The Department of Women's Empowerment, Child Protection and Population of East Java province needs cooperation and unity in carrying out a job in order for the work to be carried out well and without mistakes.

### **d. Responsibility for Work**

Responsibility is very important in an institution. The responsibility of a leader is how they can lead and direct their subordinates, while the responsibility of a subordinate is how they can complete the tasks given by the leader well.

## **3. Barriers**

### **1. Low awareness of employee discipline**

Discipline is a duty for every employee that must be carried out, one of which aims to improve organizational performance. However, currently employees at the Department of Women's Empowerment, Child Protection and Population of East Java Province still do not have awareness regarding the importance of employee discipline.

## **2. Lack of understanding of the use of the attendance application**

The ease or difficulty of using the Jatim Presensi application depends on each user. However, this application is present to make it easier for employees to carry out attendance, and more flexible because it only uses a cell phone.

## **3. Limited office facilities and infrastructure**

Adequate facilities and infrastructure are greatly desired by employees at the Department of Women's Empowerment, Child Protection and Population of East Java Province so that with the presence of ideal facilities and infrastructure, employee performance can be improved.

## **4. No internal policies related to discipline**

The absence of internal policies dealing with employee discipline will have an impact on the performance of an organization in this case the Department of Women's Empowerment, Child Protection and Population of East Java Province.

## **4. Efforts to Overcome Barriers :**

### **1. Providing discipline motivation to employees**

Discipline is a duty for every employee that must be carried out, one of which aims to improve organizational performance. However, currently employees at the Department of Women's Empowerment, Child Protection and Population of East Java Province still do not have awareness regarding the importance of employee discipline.

### **2. Conducting guidance/socialization on the use of the attendance application**

With the use of the Jatim Presensi application for employee attendance, it is necessary to hold a socialization or guidance to employees again to remind them of the steps of using the Jatim Presensi application so that in the future they can use the application easily and without barriers.

### **3. Improving the quality of facilities and infrastructure in the office environment**

There is a need to improve the quality of facilities and infrastructure in the environment of the Department of Women's Empowerment, Child Protection and Population of East Java Province in order to increase employee discipline so that the performance of employees and the Department of Women's Empowerment, Child Protection and Population of East Java Province can increase.

#### **4. Making internal policies on employee discipline**

The preparation of internal policies that regulate discipline internally, such as providing rewards and punishment, appreciation for every disciplined employee and punishment for undisciplined employees within a certain time frame. This is effectively implemented because it can increase employee discipline so that the performance of employees and the organization in this case the Department of Women's Empowerment, Child Protection and Population of East Java Province can increase.

#### **E. CONCLUSION**

1. In efforts to enforce discipline carried out by the Department of Women's Empowerment, Child Protection and Population of East Java Province, it should be further increased because there are still employees who are not disciplined, so it is expected that in the future there will be no disciplinary violations.
2. The firmness of the leadership in giving orders or assignments to subordinates to carry out a job should determine the time limit for completion so that subordinates are more clearly aware of the time limit set to complete the job and always consider to complete the task on time.

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