

**EFFECT OF WORK DISCIPLINE AND JOB SATISFACTION ON THE
PERFORMANCE OF HEALTH WORKERS IN AHMAD DAHLAN
UNIVERSITY HOSPITAL. YOGYAKARTA. INDONESIA**

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Abstract

This study aims to determine the impact of work discipline and job satisfaction on the performance of health workers in Ahmad Dahlan University Hospital. This study is a survey using questionnaires as a tool. 86 medical professionals working in Ahmad Dahlan University Hospital, Yogyakarta, Indonesia participated in this study. Using certain considerations suitable for the research goals or the problem being developed, subjective sampling is used to determine the sample size in this study so that there is good and correct information—that is, the hospital, as well as the information that defines the sample hospital. The data used in this study is the main data. The sample for this study included 60 medical staff from Ahmad Dahlan University Hospital who received SPSS 20 treatment. Test the validity of the instrument using Product Moment, while the test results reliability using Cronbach Alpha. The analytical technique used is a multiple regression analysis technique, and hypothesis testing using t test, F test and R Square Determination Test. The results of this study indicate that the work discipline variable (X1) positive and significant effect on the performance of health workers in Ahmad Dahlan University. Job Satisfaction Variable (X2) has a positive and significant influence on the performance of health workers at Ahmad Dahlan University Hospital. Work Discipline (X1) and Job Satisfaction (X2) together or simultaneously has a positive and significantly to the performance (Y) of Hospital health workers.

Keywords: Work Discipline, Job Satisfaction, Performance of Health Workers

Introduction

Background

Performance in this case is related to work discipline and job satisfaction. Discipline is very necessary in everyday life because discipline affects future success. The better the level of discipline, the better the performance that has been done. Health workers who feel high job satisfaction will produce good performance. According to Rivai (2011) work discipline is a tool used by managers to communicate with employees so that they try to change a behavior as well as an effort to increase one's awareness and willingness to comply with applicable rules and norms. In addition to discipline, there is also a job satisfaction factor, according to Robbins (2007) job satisfaction is a general attitude of an individual towards his work. The job demands interaction with coworkers and superiors, following organizational rules and policies, meeting performance standards, living in work conditions that are often less than ideal, and the like. This means that the assessment (assessment) of an employee's satisfaction or dissatisfaction with the job is a complex summation of a number of discrete (differentiated and separated) job elements.

According to Handoko in (Sutrisno, 2015), job satisfaction is an emotional state that is pleasant or unpleasant for employees to view their work. Job satisfaction reflects a person's feelings towards his job. This can be seen in the positive attitude of employees towards work and everything that is faced in the work environment. Performance is generally defined as a person's success in doing work. Setyawan and Waridin (2006) suggests that employee performance is the result or performance of employees who are assessed in terms of quality and quantity based on work standards determined by the organization. Good performance is optimal performance, namely performance that is in accordance with organizational standards and supports the achievement of organizational goals.

Problem Formulation

Based on the background described above, the formulation of the research problem can be formulated

1. Work Discipline have a positive and significant effect on the Performance of Health Workers in Ahmad Dahlan University Hospital. Yogyakarta. Indonesia?
2. Job satisfaction have a positive and significant effect on the performance of Health Workers in Ahmad Dahlan University Hospital. Yogyakarta. Indonesia?
3. Work Discipline and Job Satisfaction simultaneously have a positive and significant effect on the Performance of Health Workers in Ahmad Dahlan University Hospital. Yogyakarta. Indonesia?

Problem Limitation

Based on the description of the background above, the problem limits can be obtained as follows. The performance of health workers is a critical success factor in one of the hospitals, namely Ahmad Dahlan University Hospital, thus, the company runs according to the desired goals. In doing this work, workers must do work with discipline in order to produce good work so that workers feel satisfied with the results that have been done. In this study, the work discipline theory proposed by Siagian (2013) will be explained, the job satisfaction theory proposed by Handoko (2015) and the performance theory according to Mangkunegara (2015).

Research Objectives

Based on the formulation of the existing problems, this research was conducted with the aim of:

- 1.To find out and analyze the effect of work discipline on the performance of health workers in Ahmad Dahlan University Hospital.
- 2.To find out and analyze the effect of job satisfaction on the performance of health workers in Ahmad Dahlan University Hospital.
- 3.To determine and analyze the effect of work discipline and job satisfaction simultaneously on the performance of health workers in Ahmad Dahlan University Hospital.

Then the results of this study are expected to provide benefits to several parties, including:

- 1.Benefits for the Practicion

Researchers hope this research can be used as consideration for companies in formulating policies on work discipline and job satisfaction in order to improve the performance of health workers in Ahmad Dahlan University Hospital.

- 2.Benefits for Academics

Researchers hope that the results of this study can be used as reference material for other researchers who will carry out further research in the field of managemen and expected to be able to make a comparison between theoretical knowledge and practice applied by in Ahmad Dahlan University Hospital regarding work discipline and job satisfaction that affect the performance of health workers.

LITERATURE REVIEW

Theoretical Foundation

1.1.1. Human Resource Management

Human resource management is a management science that studies employment or staffing issues. According to Rivai (2005) human resource management is one of the fields of general management which includes aspects of planning, organizing, implementing, controlling. According to Sofyandi (2009) Human Resource Management is defined as a strategy in implementing management functions, namely planning, organizing, leading and controlling, in every activity or operational function of human resources starting from the process of withdrawal, selection, training and development, placement includes promotions, demotions and transfers, performance appraisals, compensation, industrial relations, and termination of employment, which are aimed at increasing the productive contribution of the organization's human resources towards achieving organizational goals more effectively and efficiently.

1.1.2. Work Discipline

Discipline in general can be seen from the behavior of the person in carrying out and having carried out their duties. Discipline can also be interpreted as the willingness of someone who arises with his own awareness to follow the rules that apply in the organization. According to Hasibuan (2017), discipline is a person's awareness and willingness to obey all company regulations and applicable norms. Work discipline becomes a priority in the company, because with discipline the company's life becomes safe, orderly, smooth and the company's goals are achieved. The better the employee's work discipline, the employee's performance will increase. On the other hand, the lower the work discipline, the lower the employee's performance.

1.1.3. Job satisfaction

Job satisfaction is defined as a general attitude towards one's work, the difference between the amount of rewards a worker receives and the amount they believe they should receive.

Employees who enjoy work will be satisfied if the results of hard work and remuneration are fair and appropriate. Job satisfaction are mentally challenging work, appropriate rewards, supportive working conditions, and supportive coworkers (Robbin, 2003). According to Handoko in (Sutrisno, 2015), job satisfaction is an emotional state that is pleasant or unpleasant for employees to view their work. Job satisfaction reflects a person's feelings towards his job. This can be seen in the positive attitude of employees towards work and everything that is faced in the work environment. It can be explained that job satisfaction is an assessment or reflection of workers' feelings towards their work. This can be seen in the positive attitude of workers towards their work and everything they face in their work environment. The impact of job satisfaction needs to be monitored by relating it to the output it produces (Handoko and Asa'ad, in Umar, 2001).

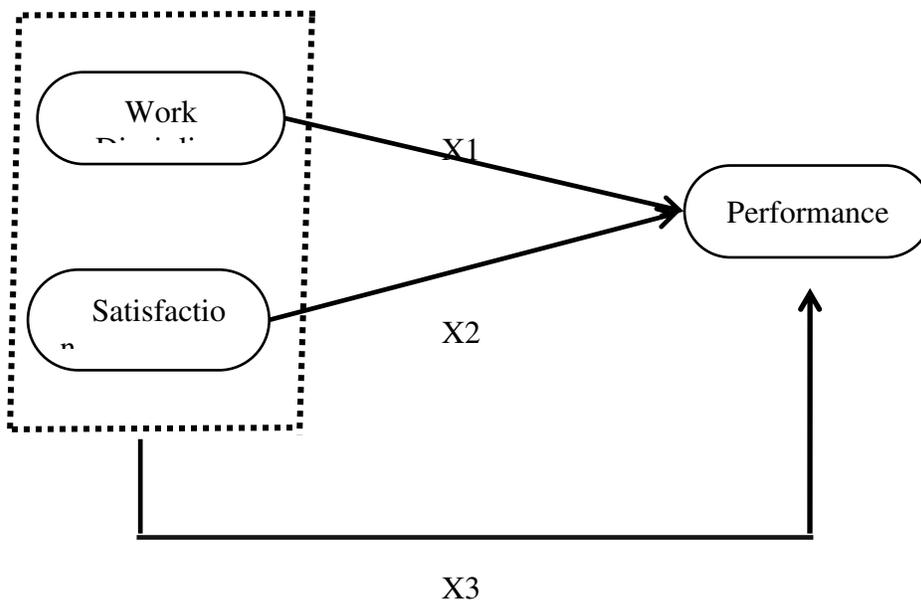
1.1.4. Performance

Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Performance is a function of motivation and ability to complete a task or a person's job should have a certain degree of willingness and level of ability (Rivai, 2003; Mangkunegara, 2015). Employees' job performance is regarded as a critical factor that determines the success of an organization (Karem et al., 2019). Job performance is also described as the capacity of an employee to perform job tasks that will contribute to organizational growth (Santos et al., 2018). Traditionally, scholars have regarded job performance as the aspect of the job that contributes to creating the products of the organization (Campbell et al., 1993).

Research Model

Based on the theory that has been described above, the influence of each of these variables can be described in Research model as shown in Figure 1 below.

Figure 1. Research Model



Source: Previous Studies

Hypothesis

Davis (2002) Discipline is management action to encourage the implementation of organizational standards, this is training that leads to efforts to justify and involve knowledge of nurses' attitudes and behavior so that there is a willingness in nurses to lead to better cooperation and achievement. Discipline is a form of training that seeks to improve and shape employee knowledge, attitudes and behavior so that employees voluntarily try to work cooperatively with other employees and improve their work performance (Siagian, 2013). According to Singodimejo quoted in Sutrisno (2015), discipline is an attitude of willingness and willingness to obey and obey the norms that apply around him. Good employee discipline will accelerate the company's goals, while declining discipline will become an obstacle and slow down the achievement of company goals. Thus discipline is very good for the individual concerned and by the organization. Based on the theory and previous research described above, it produces the following hypotheses:

H1= Work Discipline has a positive and significant effect on the Performance of Health Workers.

Job satisfaction is a feeling of support or not support experienced by employees at work. Job satisfaction has an important and prominent role for every company. Because job satisfaction contributes in improving employee performance. So that employee satisfaction must be considered because an employee who feels job satisfaction will show a positive attitude towards his work. This positive attitude is shown by enthusiasm and discipline in work. So that it has an impact on improving employee performance (Keith Davis in Mangkunegara 2015). Davis and Newton (1996), job satisfaction is things that can be fun or positive feelings that are a result of appreciation for one's work. Lazy employee behavior causes problems for the company in the form of high absenteeism, work lateness and other disciplinary violations, satisfied employee behavior is more profitable for the company which will affect the performance of a company. Based on the theory and previous research described above, it produces the following hypotheses:

H2 = Job Satisfaction has a positive and significant effect on the performance of health workers . Performance is essentially what worker does or does now no longer do; worker overall performance is affecting how lots they make contributions to the employer which incorporates the output quantity, the output quality, the paintings attendance and the cooperative attitude (Gordon, 2000). Performance is likewise frequently harassed with the time period of task performancePerformance is the task overall performance that's the ratio among its sizeable paintings with its exertions standards (Dessler, 1992). Performance is the end result of the worker capacity accelerated with attempt and aid. Thus, overall performance will lower if one issue is decreased or absent (Mathis and Jackson, 2001). The capacity of someone is suffering from competencies and interests, whilst the attempt is suffering from motivation, incentives and layout paintings. The aid for an employer consists of the education of human sources improvement and the supply of ok organizational equipment (Gordon, 2000).

Steers (1984) referred that the overall performance of an character is a aggregate of 3 feature factors, namely capacity, mood and hobby of a worker; readability and attractiveness of its position as a worker; and the paintings motivation level. Employee overall performance is measured with the aid of using overall performance evaluation. The motive of this overall performance evaluation in keeping with make selection in human aid control consisting of

promotion, switch and dismissal; to discover the want for education and developing; validate the choice and improvement program; to offer remarks for employees on their overall performance; and to be the premise for figuring out the remuneration allocation (Robins. 2003). Based on the theory and previous research described above, it produces the following hypotheses:

H3 = Work Discipline and Job Satisfaction have a simultaneous effect on the performance of health workers.

RESEARCH METHODS

3.1. Population and Sample

Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics. In this study, the total population of Health Workers at Ahmad Dahlan University Hospital amounted to 86 Health Workers who were divided into several sections or divisions such as Doctors, Nurses, Midwives, Laboratory Officers, Radiology, Pharmacy, RM, Physiotherapy (Sugiyono, 2014). Based on Sekaran (2006) the sample is a group or part of the population. By studying the sample, the researcher will be able to draw conclusions that can be generalized to the research population. The sample is part of the population that has relatively the same characteristics and is considered to be representative of the population. The sample is part of the number and characteristics possessed by a population to be studied. In this study, the sample to be taken was 60, most of the samples were health workers except doctors because in the study at Ahmad Dahlan University Hospital, were not included in the sample used.

3.2 .Sampling Technique

Sampling technique is a way of taking research samples. The sampling technique used in this study was purposive sampling. In this technique, the researcher chose a purposive sample or an objective sample. The sampling technique that will be used by the researcher in this research is Judgment Sampling. This sample is selected using certain considerations that are research problems developed, because the researcher realizes that information about the hospital, the hospital will determine the sample (Augusty Ferdinand 2006).

3.3. Data Source

The data source of this research is the primary data source, this study came from direct respondents. Primary data in this case was obtained based on questionnaires distributed to respondents, health workers at Ahmad Dahlan University Hospital. Jogjakarta. Indonesia.

3.4. Data Collection Techniques

Obtaining information on work discipline, job satisfaction, and performance of health workers at Ahmad Dahlan University Hospital. Primary data obtained through the distribution of questionnaires to respondents will be used. According to Ghazali (2016), questionnaire is a data collection technique carried out by giving a set of questions or statements to respondents to be answered.

3.5. Variable Operational Definition

Discipline is a person's awareness and willingness to obey all company regulations and applicable social norms (Aritonang, 2005). According to Hasibuan (2017), basically there are many indicators that affect the level of discipline of employees in an organization. The Work Discipline Variable have indicators, attendance, compliance with work standards, compliance with work rules, high alert level, and work ethically.

Job satisfaction is mentally challenging work, appropriate rewards, supportive working conditions, and supportive coworkers (Robbin, 2003). Job satisfaction have indicator, salary or wages received, work, promotion opportunities, and colleagues.

Performance is a function of competitive effort, it is important for individuals to believe that they can perform at the desired level (Dharma, 2003), employee performance have indicators quantity, quality, and punctuality.

3.6. Test Research Instruments

3.6.1. Validity Test

According to Ghozali (2016), the validity test is used to measure the validity or validity of a questionnaire. A questionnaire is said to be valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire. Validity test is used to measure whether or not a questionnaire is valid. The benefit of the validity test is to find out whether, this test is carried out where the items in the questionnaire are really able to reveal with certainty what will be studied. Validity test was conducted to determine the instrument's ability to measure research variables. This test is carried out by asking questionnaire questions which will later be given to respondents.

In this study, trials were conducted on 30 respondents. The calculation of the validity test was carried out with the SPSS version 20 program. The validity test was carried out by comparing the value of r count / Correlated Item Total Correlation with r tables for degree of freedom (df) = $n - 2$, in this case n is the number of samples. In this study the number of samples (n) = 30 and the magnitude of df can be calculated as $30 - 2 = 28$, with $df = 28$ and $\alpha 0.05$ obtained from r table = 0.374. if r count / Correlated Item Total Correlation is greater than r table, then the item or statement or indicator is declared valid.

According to Ghozali (2016), the validity test is used to measure the validity or validity of a questionnaire. A questionnaire is said to be valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire.

3.6.2. Reliability Test

Measurement of reliability can be done by means of one shot or measurement only once (Ghozali 2006) here the measurement is only once and then the results are compared with other questions or measure the correlation between answers and questions. Reliability is a tool to test the results of the questionnaire which is an indicator of the variables studied. A questionnaire is said to be reliable if the answers to the questions contained in the questionnaire are consistent from time to time.

3.7. Data Analysis Models and Techniques

The analysis used in this study was done by linear regression method which is used to predict how far the changes in the value of the dependent variable, if the independent variable is manipulated (Sugiyono 2014). The t-statistical test basically shows how far the influence of one explanatory or independent variable individually in explaining the variation of the dependent variable (Ghozali, 2016). After formulating the hypothesis to conduct a direct bias t test using data analysis using SPSS (Strategic product and service solution). Hoping to get accurate results. The results of the SPSS test will be seen by comparing the sig count value with 0.05 which has the following test criteria, if sig count > 5% then H_0 is accepted while H_a is rejected meanwhile, if sig count < 5% then H_a is accepted while H_0 is rejected.

According to Ghozali (2012), the F statistical test basically shows whether all independent or independent variables included in the model have a joint effect on the dependent or dependent variable. One way to do the F test is to compare the calculated F value with the F value according to the table. If the calculated F value is greater than the table F value, then we accept the alternative hypothesis which states that all independent variables simultaneously affect the dependent variable (Ghozali, 2012). The f-test was conducted to determine whether work discipline, job satisfaction had an effect on the performance of Ahmad Dahlan University Hospital Health Workers.

DISCUSSION

Work Discipline, Job Satisfaction, and Performance of Health Workers

Work Discipline has a positive and significant effect on the Performance of Health Workers at Ahmad Dahlan University Hospital. This is evidenced by the existence of a significance value of $0.000 < 0.05$ with a regression coefficient of 0.383. So it can be concluded that the work discipline variable (X1) has an effect on the performance of health workers at Ahmad Dahlan University Hospital. As the first example for question indicator 1 in item 1 there are 55 respondents or 92% choosing the answer agree and strongly agree that means stating that the health worker came earlier than the specified time. The second example for question indicator 1 in item 2 there are 58 respondents or 97% choosing the answer agree and strongly agree that means stating that health workers ask for permission if they cannot come to work

Job Satisfaction has a positive and significant effect on the Performance of Health Workers at Ahmad Dahlan University. This is evidenced by the existence of a significance value of $0.000 < 0.05$ with a regression coefficient of 0.557. So it can be concluded that the variable job satisfaction (X2) has an effect on the performance of health workers at Ahmad Dahlan University Hospital. As the first example for question indicator 2 in item 3, there are 49 respondents or 82% choosing the answer agree and strongly agree that means stating that health workers do the work according to the set time. The second example for question indicator 2 in item 4 there are 48 respondents or 80% chose the answer agree and strongly agree that means stating that health workers are able to complete the work in accordance with the planned time.

Work Discipline (X1) and Job Satisfaction (X2) simultaneously affect the Performance of Health Workers at Ahmad Dahlan University. This is evidenced by the existence of a significance value of $0.000 < 0.05$. So it can be concluded that the variables of Work Discipline (X1) and Job Satisfaction (X2) together have an effect on the Performance of Health Workers at Ahmad Dahlan University Hospital. As the first example for question indicator 2 in item 5 there are 56 respondents or 93% choosing the answer agree and strongly agree that means stating that health workers can complete work effectively and efficiently within the given time limit. The second example for question indicator 2 in item 6 there are 47 respondents or 78% choosing the answer agree and strongly agree that means stating that health workers work according to the working hours that have been set.

CONCLUSION

5.1. Result

Based on the results of existing research, researchers can draw the following conclusions:

Work discipline has a positive and significant effect on the performance of health workers at Ahmad Dahlan University Hospital. It is proven by the results of the t-test of the Work Discipline variable of $0.000 < 0.05$ which can be concluded that the hypothesis H_a is accepted and H_o is rejected. This means that the work discipline variable has a positive and significant effect on the performance of health workers.

Job Satisfaction has a positive and significant effect on the performance of health workers at Ahmad Dahlan University Hospital. It is proven by the results of the t-test of the Job Satisfaction variable of $0.000 < 0.05$ which can be concluded that the hypothesis H_a is accepted and H_o is rejected. This means that the variable job satisfaction has a positive and significant effect on the performance of health workers.

From the results of the F test or the simultaneous test between work discipline and job satisfaction on the performance of health workers with a significant value of $0.000 < 0.05$, which means that work discipline and job satisfaction together have a positive effect on the performance of Ahmad Dahlan University hospital health workers.

5.2. Research Limitations

The sample used was limited, namely 60 health workers except doctors. This research was conducted at the Ahmad Dahlan University hospital, so there is the possibility of different results from similar research with other objects.

This study only examines the independent variables of work discipline and job satisfaction. With the dependent variable, namely the performance of health workers, there are other factors that have not been studied and may affect performance such as work motivation, leadership style, work ability, work relations and salary satisfaction.

5.3. Suggestions

Based on the conclusions and limitations of the existing problems, researchers can provide the following suggestions:

1. Suggestions (Management)

Improve work discipline and increase job satisfaction for health workers so that they try to do a good job so that company goals are achieved. In addition, it is expected that the company can apply work discipline and job satisfaction to all health workers in accordance with what has been achieved and can maintain and become even better.

2. Suggestions (Researchers)

Further research in order to examine other variables outside of work discipline and job satisfaction on the performance of Ahmad Dahlan University Hospital health workers, such as: work motivation, service quality and other variables. It is hoped that in their research they can use other methods in researching objects. For example, conducting direct interviews with respondents. So that the information obtained can be more numerous and varied than the questionnaire, whose answers are already available and can be expanded further.

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