

The Influence Of Work Discipline And Motivation On The Performance Of Members Of The Civil Service Police Unit (Satpol PP) Of Medan City

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Abstract

This study aims to determine and analyze the influence of work discipline and motivation on the performance of members of the Civil Service Police Unit (Satuan Polisi Pamong Praja, hereafter Satpol PP) of Medan City. Work discipline and motivation are important factors in improving the quality of performance of government officials, particularly Satpol PP members, whose duties include enforcing regional regulations, maintaining public order, and protecting the community. The results show that, based on the partial test of the influence of Work Discipline on Employee Performance, the t-value (4.605) is greater than the t-table value (2.011), with a significance level of $0.000 < 0.05$. The value of 4.605 being greater than 2.011 shows that the t-value exceeds the t-table value. From these results it can be concluded that H_a is accepted (H_0 is rejected). This indicates that Work Discipline has a significant influence on Employee Performance. Based on the partial test of the influence of Motivation on Employee Performance, the t-value (4.526) is greater than the t-table value (2.011), with a significance level of $0.000 < 0.05$. The value of 4.526 being greater than 2.011 shows that the t-value exceeds the t-table value. From these results it can be concluded that H_a is accepted (H_0 is rejected). This indicates that Motivation has a significant influence on Employee Performance. Based on the calculation results, the F-value is 25.919 with a significance level of 0.000, while the F-table value is 3.200 at a significance level of 0.05. Thus the F-value is greater than the F-table value, namely $25.919 > 3.200$. The value of 25.919 being greater than 3.200 shows that the F-value exceeds the F-table value, meaning that H_0 is rejected, so it can be concluded that Work Discipline and Motivation together have a significant influence on Employee Performance.

Keywords: Work Discipline, Motivation, Member Performance, Satpol PP (Civil Service Police Unit), Medan City



INTRODUCTION

In the era of modern governance, Human Resources (HR) are no longer merely a supporting factor, but a strategic asset and the main driving force in realizing the vision, mission, and objectives of an organization. Government institutions are required to optimize the potential of their employees in order to deliver excellent public services. An organization's success in achieving its objectives depends heavily on the quality of the performance of the officials within it. Performance is the result of work, in terms of quality and quantity, achieved by an employee in carrying out their duties in accordance with the responsibilities assigned to them. In practice, however, achieving consistent and optimal performance faces various complex challenges, especially in institutions with physically demanding and high-risk workloads.

The performance of public sector organizations, particularly the Civil Service Police Unit (Satpol PP) of Medan City, is a primary focus in efforts to enforce regional regulations and public order. In the current era of bureaucratic transformation, performance is no longer viewed merely as a static end result, but as a dynamic process involving competence and strong organizational support (Bangun, 2022). For Satpol PP members, optimal performance is crucial because they deal directly with the complex dynamics of society in the field, where the success of their duties is measured by the quality of output and the accuracy of actions taken in maintaining order. An organization's success in achieving its objectives depends heavily on the quality of its Human Resources (HR). This applies not only to the private sector but also to government agencies tasked with providing public services. The Civil Service Police Unit (Satpol PP) is a regional apparatus with a strategic role in maintaining public peace and order and enforcing Regional Regulations (Perda).

Furthermore, according to Moekijat, there is a very close relationship between high work motivation and discipline. When employees are happy in their work, they generally have discipline. Conversely, when their morale or work spirit is low, they may adapt to bad habits. They may even behave disrespectfully toward their superiors. In general, they simply agree to orders, but with a feeling of displeasure. One fundamental factor presumed to influence this achievement is work discipline. In the context of security and order organizations, discipline is a social glue that encourages every member to give their best performance without the need for excessive supervision (Edison et al., 2021). Without solid discipline, standard operating procedures (SOPs) in enforcing regional regulations will be difficult to achieve consistently. Observations in the field show that

fluctuations in members' performance often stem from the extent to which the values of discipline have been internalized in daily duties.

Good discipline reflects a person's sense of responsibility toward the tasks assigned to them. With high work discipline, members will be able to achieve maximum work effectiveness, whether in terms of punctuality, rules of conduct, or the regulations established by the organization. Regulations are essential for providing guidance and counseling for members in creating good order in the company/institution, because with good order, work spirit, morale, and the efficiency and effectiveness of members' work will increase. The success of an office can also be seen from its ability to improve office performance, which depends on the performance of its members. Given the importance of motivation and work discipline for improving members' performance, the Satpol PP Office also needs to pay attention to these matters in order to improve the performance of Satpol PP members.

It is well known that discipline is what is prioritized in Satpol PP, and many regional governments enforce order to secure their respective regions. However, there are still members who do not comply with established rules, such as being lacking in discipline at work and needing good motivation in every task. In addition to discipline, work motivation plays an important role in driving members' morale amid high occupational risks. In the era of the Industrial Revolution, performance assessment has shifted from merely the quantity of tasks toward the quality of innovation and the added value provided by personnel (Priyono, 2020). Strong motivation, both intrinsic and extrinsic, acts as fuel for Satpol PP members to remain adaptive to changes in bureaucratic information systems, which now demand transparency and speed of data (Saputra & Handayani, 2023). Therefore, a synergy between strict discipline and high motivation is expected to produce more professional Satpol PP performance in Medan City that is more responsive to public needs.

Satpol PP members often work under high pressure, face physical conflict with violators of regional regulations, and work outside normal working hours for 12 hours (shift system). Low motivation, whether it originates from within (the desire to achieve) or from outside (incentives, risk allowances, or appreciation from superiors), can trigger a decline in work spirit. If motivation declines, responsibility toward tasks tends to be neglected, which ultimately has a negative impact on the achievement of the organization's performance as a whole.

The reason for choosing this research title is that Satpol PP work is certainly assumed to involve employees who are disciplined; yet some are still lacking in discipline and do not obey the rules, although not all of them. Some Satpol PP employees are

relaxed and spend more time in the canteen than in the office, and sometimes engage in more leisure activities than actual work.

METHODS

The research subjects are the people (respondents) to be studied. In this study, the research subjects are the employee members at the Satpol PP Office of Medan City. The research object, meanwhile, is the variables to be studied. In this case, the variables studied are work discipline (X1), work motivation (X2), and employee performance (Y). A population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by the researcher to be studied and from which conclusions are then drawn (Sugiyono, 2021). According to Sandu Siyoto & M. Ali Sodik (2020), a population is not merely the number of objects/subjects studied, but includes all the characteristics/properties possessed by those subjects or objects. The population in this study is the members working at the Satpol PP Office of Medan City, totaling 50 members. A sample, according to Sujianto (2021), is obtained through a saturated sampling (census) technique, which is used when all members of the population are used as the sample. This is often done when the population is relatively small, fewer than 100 people, or when the research aims to make generalizations with a very small margin of error. Sample size is the number of samples to be taken from a population. According to Sugiyono, as cited in Harifah (2019), if the population exceeds 100 people, a sample of 10%, 15%, 20%, or 25% may be taken, and if it is fewer than 100, it is better to take the entire population as the sample. This sampling technique is also called saturated sampling. Therefore, the sample in this study totals 50 people. Data collection techniques are the methods used by researchers to obtain data in a study. Sugiyono (2017:137) states: "Data collection techniques are the appropriate ways used to collect data, which can be carried out in various settings, from various sources, and in various ways." The data collection techniques used by the researchers to obtain the necessary data and information are as follows: direct observation, interviews, questionnaires, and literature study.

The research instrument is used to measure the value of the variables studied, with the aim of producing accurate quantitative data; the number of instruments to be used depends on the number of variables studied (Sugiyono, 2017: 92). The statistical analyses performed to analyze the data in this study are: reliability analysis, classical assumption tests, and regression analysis (linear regression).

RESULTS AND DISCUSSION

The Civil Service Police Unit, abbreviated as Satpol PP, is an apparatus of the Regional Government, and the organization and working procedures of the Civil Service



Police Unit are established by Regional Regulation. As a regional apparatus carrying out deconcentrated tasks in accordance with Article 86 Paragraph 1, with the issuance of Law Number 32 of 2004 concerning Regional Government and in accordance with Article 148, the Civil Service Police (Polisi Pamong Praja) was established as an Apparatus of the Regional Government with the main task of maintaining public peace and order and enforcing Regional Regulations as an implementer of decentralized tasks.

In 1950, through Decree of the Minister of Home Affairs Number 32/2/20 dated 3 March 1950, the Civil Service Police Detachment was changed into the "Civil Service Police Corps" (Kesatuan Polisi Pamong Praja) on 3 March 1950. This date was designated as the Anniversary of the Civil Service Police Unit, commemorated every year.

The Civil Service Police Unit may be based at the Provincial level and the Regency/City level.

- ✧ At the Provincial level, the Civil Service Police Unit is led by a Head who is under and accountable to the Governor through the Regional Secretary.
- ✧ At the Regency/City level, the Civil Service Police Unit is led by a Head who is under and accountable to the Regent/Mayor through the Regional Secretary.

Medan is the capital of North Sumatra Province and the third-largest city in Indonesia, serving as a major center of trade, business, and industry on the island of Sumatra. The city is known for its ethnic diversity (Batak, Malay, Chinese, Javanese), historic colonial buildings, and distinctive culinary destinations. Medan borders the Strait of Malacca directly, making it a strategic trade route. Administratively, Medan is divided into several sub-districts (kecamatan).

The test results show that all independent variables (Work Discipline and Motivation) have a positive influence on the dependent variable (Employee Performance). The detailed results of the analysis and testing can be explained as follows:

The Influence of Work Discipline on Employee Performance

Based on the partial test of the influence of Work Discipline on Employee Performance, the t-value (4.605) is greater than the t-table value (2.011), with a significance level of $0.000 < 0.05$. The value of 4.605 being greater than 2.011 shows that the t-value exceeds the t-table value. From these results it can be concluded that H_a is accepted (H_0 is rejected). This indicates that Work Discipline has a significant influence on Employee Performance.

The above research results are consistent with those of a study by Taufik (2021), which states that Work Discipline influences Employee Performance. A study by Nazmi (2015) states that Work Discipline influences Employee Performance. A study by Nirwana

(2020) states that Work Discipline influences Employee Performance. A study by Lubis (2016) states that Work Discipline influences Employee Performance.

Thus it can be concluded that there is a positive and significant influence of the Work Discipline variable (X1) on the Employee Performance variable (Y), meaning that there is a unidirectional and real relationship between Work Discipline and Employee Performance. Therefore, the organization must pay attention to the aspects of Work Discipline so that Employee Performance can be improved.

The Influence of Motivation on Employee Performance

Based on the partial test of the influence of Motivation on Employee Performance, the t-value (4.526) is greater than the t-table value (2.011), with a significance level of $0.000 < 0.05$. The value of 4.526 being greater than 2.011 shows that the t-value exceeds the t-table value. From these results it can be concluded that H_a is accepted (H_0 is rejected). This indicates that Motivation has a significant influence on Employee Performance.

The above research results are consistent with those of a study by Kusumawati (2015), which states that Motivation influences Employee Performance. A study by Steven (2016) states that Work Discipline influences Employee Performance. A study by Gerrit (2017) states that Work Discipline influences Employee Performance. A study by Endah (2015) states that Motivation influences Employee Performance. A study by Jufrizen (2018) states that Motivation influences Employee Performance.

Thus, it can be concluded that there is a positive and significant influence of the Motivation variable (X2) on the Employee Performance variable (Y), meaning that there is a unidirectional and real relationship between Motivation and Employee Performance. Therefore, the organization must pay attention to the aspects of Motivation so that Employee Performance can be improved.

The Influence of Work Discipline and Motivation on Employee Performance

Based on the calculation, the F-value is 25.919 with a significance level of 0.000, while the F-table value is 3.200 at a significance level of 0.05. Thus the F-value is greater than the F-table value, namely $25.919 > 3.200$. The value of 25.919 being greater than 3.200 shows that the F-value exceeds the F-table value, meaning that H_0 is rejected, so it can be concluded that Work Discipline and Motivation together have a significant influence on Employee Performance.

Thus, it can be concluded that there is a positive and significant influence of Work Discipline (X1) and Motivation (X2) on Employee Performance (Y), so that both factors can shape Employee Performance (Y). This means that there is a unidirectional and real relationship between the independent variables (Work Discipline and Motivation) and the dependent variable (Employee Performance) simultaneously; in other words, if Work Discipline (X1) and Motivation (X2) are improved, together they can also improve

Employee Performance (Y). After comparing the influence of Work Discipline and Motivation, the significance of Work Discipline is 0.000 and the significance of Motivation is 0.000; it can therefore be said that the Motivation factor is more dominant. The organization must pay attention to the aspects of Work Discipline and Motivation so that Employee Performance can be improved.

CONCLUSION

Based on the research results, data analysis, and discussion in the previous chapters, the following conclusions can be drawn:

- Based on the partial test of the influence of Work Discipline on Employee Performance, the t-value (4.605) is greater than the t-table value (2.011), with a significance level of $0.000 < 0.05$. The value of 4.605 being greater than 2.011 shows that the t-value exceeds the t-table value. From these results it can be concluded that H_a is accepted (H_0 is rejected). This indicates that Work Discipline has a significant influence on Employee Performance.
- Based on the partial test of the influence of Motivation on Employee Performance, the t-value (4.526) is greater than the t-table value (2.011), with a significance level of $0.000 < 0.05$. The value of 4.526 being greater than 2.011 shows that the t-value exceeds the t-table value. From these results it can be concluded that H_a is accepted (H_0 is rejected). This indicates that Motivation has a significant influence on Employee Performance.
- Based on the calculation results, the F-value is 25.919 with a significance level of 0.000, while the F-table value is 3.200 at a significance level of 0.05. Thus the F-value is greater than the F-table value, namely $25.919 > 3.200$. The value of 25.919 being greater than 3.200 shows that the F-value exceeds the F-table value, meaning that H_0 is rejected, so it can be concluded that Work Discipline and Motivation together have a significant influence on Employee Performance.

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