

**THE INFLUENCE OF WORK DISCIPLINE AND WORK ENVIRONMENT
ON EMPLOYEE PERFORMANCE AT CENTURY PHARMACY, SOUTH JAKARTA**

Irfan Rizka Akbar^a, Mitri Nelsi^b, Lily Setyawati Kristianti^c

^aFaculty of Economy and Business, dosen02461@unpam.ac.id, Pamulang University

^bFaculty of Economy and Business, dosen02493@unpam.ac.id, Pamulang University

^cFaculty of Economy and Business, dosen02521@unpam.ac.id, Pamulang University

ABSTRACT

The purpose of this research is to analyze and determine the influence of work discipline and work environment on employee performance at Century Pharmacy in South Jakarta, as well as to measure the extent of the influence of these two variables, both partially and simultaneously, on improving employee performance. The method used is quantitative analysis. The population in this study consists of all employees of Century Pharmacy in South Jakarta, totaling 63 individuals, while the sample used in this study was taken using a saturated sampling technique, where all members of the population were used as the sample. From this technique, a sample of 63 respondents was obtained. The data analysis used multiple regression analysis. The results of this study indicate that work discipline and work environment have a positive and significant effect on employee performance, with a regression equation showing a positive relationship between these variables. The coefficient of determination shows a significant simultaneous effect. The partial hypothesis test shows that work discipline has a positive and significant effect on employee performance. The work environment also has a positive and significant effect on employee performance. The hypothesis test shows that work discipline and work environment together have a positive effect on employee performance.

Keyword: *Work Discipline, Work Environment, Employee Performance*

1. INTRODUCTION

Human resources are an essential component in every business. The human factor is crucial to the success of a company. A company's management control system prioritizes the human aspect. Since human resources are a vital asset to a company, without them, the company would not exist. Professional human resources are those who have the confidence and capability to complete the tasks assigned by the company. Both confidence and the perspectives of employees, each individual in the company, have different social statuses. In addition to discipline in the workplace, the work environment is very important for a company, especially concerning employee performance. A poor work environment will make employees feel uncomfortable and bored. This discomfort will make employees more likely to be lazy, which in turn leads to worse performance.

Century Pharmacy in the South Jakarta area frequently experiences issues with work discipline. Due to a lack of discipline from both the company's management and its employees, employee performance in serving customers inevitably declines. The attendance level in the work activities program at Century Pharmacy in South Jakarta is shown in the following table.

Table 1. Attendance Data of Century Pharmacy, South Jakarta

Year	Number of employees	Number of days Work	Absence			Presentation
			Late	Permission	Alpha	%
2021	65	240	11	14	13	84.2%
2022	63	240	16	13	15	81.7%
2023	63	240	19	21	13	77.9%

The attendance table of Century Pharmacy, South Jakarta, shows that there are still employees who are absent from work with permission, without permission, or without explanation. The attendance rate has fluctuated year by year in less favorable conditions over the past three years, with the highest absenteeism rate reaching 77.9 percent in

2023, and the lowest absenteeism rate reaching 7.7 percent in the same year. Due to the company's penalties not being very strict, employees frequently violate the rules. The increase in employee absenteeism in 2022 indicates that the discipline of Century Pharmacy employees in South Jakarta has not successfully improved performance. Discipline is the key to the success of an organization in achieving its goals. Therefore, given the current discipline and performance, the company must give special attention.

From the various opinions above, it can be concluded that a good work environment is a pleasant, safe, and comfortable workplace condition that can influence employee performance. Boredom and fatigue at work can be reduced by having a comfortable work environment. Conversely, discomfort in the workplace can have fatal consequences, namely reducing work motivation and leading to job dissatisfaction, which impacts work performance. Below is the pre-survey data of 63 employees regarding the work environment, presented in the following table:

Table 2. Work Environment Data at Century Pharmacy, South Jakarta

No	Work Environment Aspects	Statement	Yes	%	No	%	Number of employees
1	Lighting	Lighting in the workplace is adequate	21	33%	42	67%	63
2	Color	Comfortable work room color conditions make employees always active in working	31	50%	32	50%	63
3	Air	Air circulation at work is sufficient	23	37%	40	63%	63
4	Voice	Feel the atmosphere at work is comfortable because it is far from noise	30	47%	33	53%	63

The table above shows the results of a survey on the work environment: 67% of employees feel that the lighting is inadequate; 50% of employees feel that the room color makes it difficult for them to focus while working; 63% of employees feel that the air temperature in the room is uncomfortable; and 53% of employees feel that noise makes the work atmosphere uncomfortable. All of this indicates that there is considerable noise in the workplace. Therefore, the researcher found that the work environment at Century Pharmacy lacks adequate lighting, appropriate color, comfortable air, and controlled noise, all of which distract employees and may lead to issues that hinder their performance.

Century Pharmacy is committed to being a consistent, initiative-driven, and effective company while providing the best service to its customers. By maintaining the quality of human resources, all the necessary elements to support optimal performance can be achieved. In an organization, employee performance is crucial; performance evaluations provide information about employees' effectiveness. According to information gathered from Century Pharmacy, South Jakarta, several issues are affecting worker performance, including workload levels and job satisfaction. The following are the results of the performance evaluation of Century Pharmacy employees during the year 2022:

Table 3. Employee Performance Evaluation Data Century Pharmacy, South Jakarta

No.	Assessment Aspects	Employee performance assessment achieved per year					
		2021		2022		2023	
		T	R	T	R	T	R

1.	Customer Growth						
	a. Individual	300	327	250	240	200	160
	b. OrganizationCust	100	118	100	95	100	75
2.	Customer Solutions	200	194	200	195	200	165
3.	Customer Engagement	200	187	200	175	150	145
4.	Digitalization	150	129	200	165	250	225
5.	Quality Service	50	50	50	50	100	67
Total							
		1000	1005	1000	920	1000	837
Percentage			100.5%		92%		83.7%

The above Table 3. shows employee performance in terms of service to customers at Century Pharmacy, South Jakarta. As expected, the percentage of employee performance evaluation results is unsatisfactory. The percentage of performance results has shown a downward trend: 100.5% in 2021, 92.2% in 2022, and 83.7% in 2023. Given the decline from 2022 to 2023, employee performance needs to be improved to achieve an excellent rating. Additionally, this data shows that the employee evaluation is still far from the target expected by Century Pharmacy, South Jakarta. This indicates that the performance of Century Pharmacy employees in South Jakarta must be improved to meet the desired target.

2. RESEARCH METHOD

This research aims to analyze and determine the influence of work discipline and work environment on employee performance at Century Pharmacy in South Jakarta. The method used in this research is a quantitative approach, where data is collected and statistically analyzed to test the formulated hypotheses. The population of this study consists of all employees of Century Pharmacy in South Jakarta, totaling 63 individuals. Due to the relatively small population size, the sampling technique used is saturated sampling, meaning the entire population is used as the sample. The data collected in this research consists of primary and secondary data. Primary data is obtained from distributing questionnaires to all employees, containing questions related to work discipline, work environment, and employee performance. Secondary data is obtained from relevant internal company documents and reports.

The main instrument of this research is a questionnaire, which is designed using a Likert scale to facilitate the measurement of respondents' perceptions of the variables being studied. The questionnaire used in this research was tested for validity and reliability to ensure the instrument is appropriate for use. The validity test is conducted to evaluate whether the questionnaire truly measures the desired variables, while the reliability test ensures the consistency of the responses provided by the respondents if the measurement is repeated under the same conditions.

After data collection, a series of classical assumption tests were conducted before performing regression analysis. These classical assumption tests include the normality test, multicollinearity test, autocorrelation test, and heteroscedasticity test. The normality test is used to check whether the residual data is normally distributed, which is an important requirement in regression analysis. Next, the multicollinearity test is conducted to ensure that there is no strong correlation between the independent variables, as high correlation between independent variables can distort the regression analysis results. The autocorrelation test is performed to check whether there is a correlation between residuals across different time periods, while the heteroscedasticity test is used to determine whether there is non-uniform variance of residuals across observations.

Data analysis in this research uses multiple linear regression methods. This analysis is used to determine the extent to which work discipline and work environment affect employee performance. In this analysis, the correlation coefficient is also calculated to measure the strength of the relationship between the independent and dependent variables. Additionally, the coefficient of determination is calculated to determine how much work discipline and work environment can explain variations in employee performance.

Hypothesis testing is conducted in two stages. First, the t-test is used to determine the effect of each independent variable, namely work discipline and work environment, on the dependent variable, which is employee performance, on a partial basis. Second, the F-test is performed to determine whether both independent variables simultaneously have a significant effect on employee performance. Based on the results of these tests, conclusions are drawn regarding whether the research hypotheses are accepted or rejected.

3. RESULTS AND DISCUSSION

3.1 Validity Test

Table 4. Validity Test

NO	Statement Work Discipline	r count	r table	Information Item
1	Statement Point 1	0.843	0.248	Valid
2	Statement Item 2	0.355	0.248	Valid
3	Statement Point 3	0.788	0.248	Valid
4	Statement Point 4	0.707	0.248	Valid
5	Statement Point 5	0.854	0.248	Valid
6	Statement Item 6	0.829	0.248	Valid
7	Statement Point 7	0.871	0.248	Valid
8	Statement Item 8	0.885	0.248	Valid
9	Statement Item 9	0.827	0.248	Valid
10	Statement Item 10	0.822	0.248	Valid
NO	Statement Work Environment	r count	r table	Information Item
1	Statement Point 1	0.720	0.248	Valid
2	Statement Item 2	0.750	0.248	Valid
3	Statement Point 3	0.854	0.248	Valid
4	Statement Point 4	0.835	0.248	Valid
5	Statement Point 5	0.862	0.248	Valid
6	Statement Item 6	0.874	0.248	Valid
7	Statement Point 7	0.735	0.248	Valid
8	Statement Item 8	0.889	0.248	Valid
9	Statement Item 9	0.861	0.248	Valid
10	Statement Item 10	0.863	0.248	Valid
NO	Statement Employee Performance	r count	r table	Information Item
1	Statement Point 1	0.903	0.248	Valid
2	Statement Item 2	0.811	0.248	Valid
3	Statement Point 3	0.913	0.248	Valid
4	Statement Point 4	0.847	0.248	Valid
5	Statement Point 5	0.631	0.248	Valid
6	Statement Item 6	0.903	0.248	Valid
7	Statement Point 7	0.783	0.248	Valid
8	Statement Item 8	0.745	0.248	Valid
9	Statement Item 9	0.903	0.248	Valid
10	Statement Item 10	0.862	0.248	Valid

Based on the table above, all statement items in the study are declared valid because the calculated r-value is greater than 0.248.

3.2 Reliability Test

Table 5. Reliability Test

Variables	Cronbach's Alpha	N of Items	Conclusion
Work Discipline	0.922	10	Reliable

Work environment	0.947	10	Reliable
Employee performance	0.949	10	Reliable

The test results shown in the table above indicate that all research variables have Cronbach's Alpha values greater than 0.600. Therefore, each statement item from these variables is considered consistent or reliable, with calculated r-values greater than 0.600.

3.3 Classical Assumption Test

3.3.1 Normality Test

Table 6. Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		63
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	3,83032775
Most Extreme Differences	Absolute	,100
	Positive	,088
	Negative	-,100
Test Statistic		,100
Asymp. Sig. (2-tailed)		,188 ^c
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

The assumption of the distribution for this research equation is normally distributed because the obtained significance value is 0.188, which is greater than 0.05.

3.3.2 Multicollinearity Test

Table 7. Multicollinearity Test

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	7,280	2,569		2,834	,006		
	Work Discipline	,336	,109	,365	3,072	,003	,321	3,120
	Work environment	,498	,112	,527	4,441	,000	,321	3,120

a. Dependent Variable: Employee Performance

This regression model does not experience multicollinearity issues, as indicated by the multicollinearity test results shown in the table above. The tolerance value for the Work Discipline variable is 0.321, and for the Work Environment variable is also 0.321, both of which are less than 1. Additionally, the Variance Inflation Factor (VIF) value for the Work Discipline variable is 3.120, the same as the VIF value for the Work Environment variable, which is also 3.120, indicating no multicollinearity.

3.3.3 Autocorrelation Test

Table 8. Durbin-Watson Autocorrelation Test Results

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,854	,729	,720	3.89364	1,963
a. Predictors: (Constant), Work Environment, Work Discipline					
b. Dependent Variable: Employee Performance					

The Durbin-Watson value of 1.963, which falls within the interval of 1.550–2.460, indicates that there is no autocorrelation in this regression model, as shown by the test results presented in the table above.

3.3.4 Heteroscedasticity Test

Table 9. Heteroscedasticity Test Results using the Glejser Test

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,929	1,760		1,096	,277
	Work Discipline	-,023	,075	-,069	-,304	,762
	Work environment	,045	,077	,132	,582	,563
a. Dependent Variable : Abs_res						

Based on the test results shown in the table above, the regression model does not indicate heteroscedasticity. Each significant value greater than 0.05 or a sig value greater than 0.05 indicates that the regression model is appropriate for use.

3.3.4 Hypothesis Testing

Table 10. Results of Multiple Linear Regression Testing

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	7,280	2,569		2,834	,006
	Work Discipline	,336	,109	,365	3,072	,003
	Work environment	,498	,112	,527	4,441	,000
a. Dependent Variable: Employee Performance						

The regression equation formed in this study is: $Y = 7.280 + 0.336 (X1) + 0.498 (X2)$. This equation indicates that the employee performance variable (Y) is positively influenced by the work discipline variable (X1) and the work environment variable (X2). The constant of 7.280 means that if work discipline and work environment have a value of zero, employee performance will be valued at 7.280. The regression coefficient for the work discipline variable (X1) of 0.336 indicates that for every one unit increase in work discipline, employee performance will increase by 0.336, assuming other variables remain constant. Similarly, the regression coefficient for the work environment variable (X2) of 0.498 means that for every one unit increase in the work environment, employee performance will increase by 0.498, assuming other variables remain constant. Thus, both work discipline and work environment have a positive influence on employee performance.

Based on the regression test results, it is evident that the variables Work Discipline (X1) and Work Environment (X2) have a significant influence on Employee Performance. The t-value for Work Discipline is 3.072, with a significance value of 0.003. Since the t-value is greater than the t-table value (approximately 1.96 at a 95% confidence level) and the significance value is less than 0.05, it can be concluded that Work Discipline has a partially significant influence on Employee Performance. Furthermore, for the Work Environment variable, the t-value is recorded at 4.441 with a significance value of 0.000. With the t-value also being greater than the t-table value and the significance value being less than 0.05, it can be concluded that the Work Environment has a partially significant influence on Employee Performance.

Table 11. F Test

ANOVA						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2442,785	2	1221,393	80,564	,000b
	Residual	909,627	60	15,160		
	Total	3352,413	62			
a. Dependent Variable: Employee Performance						
b. Predictors: (Constant), Work Environment, Work Discipline						

For a two-tailed test with a 5% error rate and degrees of freedom (df) = n - 2 (63 - 2 = 61), the F-table value is 3.15, indicating that the F-calculated value is greater than the F-table value (80.564 is greater than 3.15), and the significance value is less than 0.05, with 0.000 being less than 0.05. At Century Pharmacy in South Jakarta, employee performance is influenced by the work environment and work discipline simultaneously, as H0 is rejected and H3 is accepted.

Table 12. Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,854	,729	,720	3,893
a. Predictors: (Constant), Work Environment, Work Discipline				

Based on the test results in the table above, with a determination coefficient of 0.729, it can be concluded that the work environment and work discipline variables influence the employee performance variable by 72.9 percent. Other factors not included in the study account for 27.1 percent.

4. CONCLUSION

Based on the research previously discussed regarding the influence of work environment and work discipline on employee performance at Century Pharmacy in South Jakarta, several important conclusions can be drawn. This research shows that work discipline has a positive and significant effect on employee performance. The statistical test results indicate that work discipline partially contributes significantly to improving employee performance at the pharmacy. In other words, the higher the level of work discipline applied, the better the performance produced by the employees.

In addition, the study also reveals that the work environment has a significant and positive effect on employee performance. Data analysis results show that a good and supportive work environment contributes significantly to improving employee performance. Employees who work in a comfortable and supportive environment tend to be more productive and motivated, thereby resulting in more optimal performance.

Work discipline and the work environment simultaneously have a positive and significant effect on employee performance. The regression model used in this study indicates that most variations in employee performance can be explained by these two variables, while the remaining variation is influenced by other factors not investigated in this study. The results of the simultaneous test further strengthen the findings that work discipline and the work environment, if effectively implemented, can significantly improve employee performance. Therefore, this research

emphasizes the importance of applying strong work discipline and creating a supportive work environment to achieve optimal employee performance.

REFERENCES

- [1] Mangkunegara, A. A. (2019). *Manajemen sumber daya manusia perusahaan*. Bandung: Remaja Rosdakarya.
- [2] Suherman, A. (2017). *Fungsi manajemen sumber daya manusia di dalam perusahaan*. Jakarta: Bumi Aksara.
- [3] Afandi, P. (2018). *Manajemen sumber daya manusia (Teori, konsep dan indikator)*. Riau: Zanafa Publishing.
- [4] Akbar, I. R., & Nirmala, P. (2023). Pengaruh motivasi dan lingkungan kerja terhadap kinerja karyawan pada PT Shield-On Service cabang Mall Botani Square Kota Bogor. *Journal of Research and Publication Innovation*, 1(4), 1117-1127.
- [5] Sutrisno, E. (2021). *Manajemen sumber daya manusia*. Jakarta: Kencana Prenada Media Group.
- [6] Fitriah, S., & Akbar, I. R. (2023). Pengaruh lingkungan kerja fisik dan disiplin kerja terhadap produktivitas kerja pada PT. Adis Dimension Footwear Balaraja-Tangerang. *Journal of Research and Publication Innovation*, 1(4), 1089-1099.
- [7] Wibowo, A. B. (2019). *Manajemen sumber daya manusia*. Jakarta: Rajawali Pers.
- [8] Ghozali, I. (2017). *Metode penelitian kuantitatif, kualitatif, dan R&D*. Bandung: Alfabeta.
- [9] Handoko, T. H. (2019). *Manajemen sumber daya manusia*. Yogyakarta: BPFE.
- [10] Hamali, A. Y. (2022). *Pemahaman sumber daya manusia*. Yogyakarta: CAPS.
- [11] Hasibuan, M. S. P. (2018). *Manajemen sumber daya manusia*. Jakarta: Bumi Aksara.
- [12] Hasibuan, M. S. P. (2019). *Manajemen SDM. (Edisi Revisi, Cetakan ke Tigabelas)*. Jakarta: Bumi Aksara.
- [13] Hasibuan, M. S. P. (2020). *Manajemen sumber daya manusia*. Jakarta: Bumi Aksara.
- [14] Nurgianto, A., & Akbar, I. R. (2023). Pengaruh stres kerja dan lingkungan kerja terhadap kinerja karyawan pada PT Vara Sujana Adhi Paramita (King's Fun) Jakarta Barat. *Journal of Research and Publication Innovation*, 1(4), 1312-1321.
- [15] Siagian, S. P. (2021). *Manajemen sumber daya manusia*. Jakarta: Gramedia Pustaka Utama.
- [16] Santoso, S. (2019). *Analisis regresi*. Jakarta: Gramedia Pustaka Utama.
- [17] Sinungan, M. (2018). *Teori manajemen sumber daya manusia*. Jakarta: Prenadamedia.
- [18] Sudarso, S. W. (2022). *Manajemen sumber daya manusia*. Bandung: PT Bumi Aksara.
- [19] Sudjana. (2019). *Metode statistika*. Bandung: PT Remaja Rosdakarya.
- [20] Sugiyono. (2018). *Metode penelitian kuantitatif, kualitatif, dan R&D*. Bandung: Alfabeta.
- [21] Sugiyono. (2019). *Metode penelitian kuantitatif, kualitatif, dan R&D*. Bandung: Alfabeta.
- [22] Sunyoto, D. (2020). *Manajemen dan pengembangan sumber daya manusia*. Jakarta: Pustaka Baru Press.
- [23] Sutrisno, E. (2022). *Manajemen sumber daya manusia*. Jakarta: Kencana Prenada Media Group.
- [24] Rivai, Z. V. (2020). *Manajemen sumber daya manusia*. Bandung: Pustaka Setia.