

Work Discipline of Employees at the Office of Cooperatives and UKM in Makassar City

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Abstract—This study aims to determine the level of work discipline of employees in the Office of the Cooperatives and Small and Medium Enterprises (UKM) in Makassar City. This type of research is a descriptive study using quantitative methods and approaches that describe the level of work discipline of employees at the Office of Cooperatives and UKM in Makassar City. As for the population in this study are all employees who have status as State Civil Servant (ASN) totaling 42 people. Because of the small population, the researchers did not take a sample of the study, so this study was a population study. Data collection techniques used in this study are observation techniques, questionnaires, documentation and interview techniques. Data analysis techniques used are percentage analysis and Frequency Table. The results of this study indicate that the level of discipline of employees in the Office of Cooperatives and UKM of Makassar City is 83.57% or in the good category.

Keywords—work discipline, timeliness, utilization of facilities

I. INTRODUCTION

An organization is formed to achieve goals or targets that are carried out both for the short term and for the long term [1]. An organization or government agency is a collection of people who carry out their duties and functions in accordance with applicable regulations [2]–[5]. Those who work in government agencies are selected people through rigorous selection with the aim of carrying out the tasks of the government which are implemented through service to the people. Accountability of Government Institution Performance is the realization of the obligation of a government agency to account for the success and failure of the implementation of the organization's mission in achieving the goals and objectives set through the accountability system [6].

Humans always play an active and dominant role in every organizational activity, because humans act as planners, actors, and determinants of the realization of organizational goals [7], [8]. Goals cannot be realized without the active role of employees even though the tools owned by the company are very sophisticated. The sophisticated tools owned by the company have no benefit for the company if the active role of employees is not included. Managing employees is a difficult task because

they have different thoughts, principles, and desires, status and backgrounds that are different. Employees cannot be regulated and fully controlled such as managing machines, capital or buildings. Therefore the development of people or society as employees in an organization determines the progress and retreat of an organization which is characterized by good and bad performance as well.

This factor of human resources is an element that must be considered by every government agency, especially when considering that government agencies are related to public services [9]–[11]. This forces each agency to be able to work more effectively and efficiently. In providing public services, it turns out that this will spur government agencies to maintain their survival. So humans can be seen as a determining factor because in the hands of humans as innovation will be realized the goals of government agencies.

Discipline is the attitude of willingness and someone to obey and obey the norms of regulations that apply around him [12]–[14]. Work discipline can be seen as something of great benefit, both for the benefit of the organization and for employees. For companies that have discipline will ensure the maintenance of order and smooth execution of tasks, so that optimal results are obtained. Discipline also brings benefits to employees such as a pleasant working atmosphere so that it will increase morale in carrying out their work. Thus, employees can carry out their duties with full awareness and can develop their energy and thinking to the maximum extent possible for the realization of organizational goals.

Discipline can be a role model for employees. If the work environment is all disciplined, then an employee will participate in discipline, but if the work environment is not disciplined, then the employees will also be undisciplined. For that, it is very difficult for an undisciplined work environment. For this reason, it is very difficult for the work environment that does not work discipline but wants to apply employee discipline because the work environment will be a role model for employees.

In the Law of the Republic of Indonesia Number 5 of 2014 concerning State Civil Servant, article 1 paragraph (2), it is explained that: "State Civil Servant are Civil Servants

and Government Employees with work agreements that are appointed by official Civil Service Supervisors and assigned tasks in a government office or assigned to other State duties and paid based on statutory regulations ". As a State Servant, of course, it has the task of the task of government and development. On that basis, the State Civil Servant (ASN) as the main element of human resources because ASN has a role that determines the success of governance and development because he is the one who drives and determines the course of the organization.

The position of the State Civil Servant (ASN) as a public servant whose job is to serve the community according to their position, duties, and functions as an element of the State Servant in the implementation of services in an organization is important and determinant in achieving the goals of the State. The good service to the community will encourage the community to participate in the development process.

In the current era of globalization, the State Civil Servant (ASN) is required to always keep up with developments both in the fields of development, science, and technology which are progressing each year, as well as demands from increasingly developing and diverse communities. For this reason, the State Civil Service (ASN) needs to be more sensitive in responding to changes and challenges by disciplining themselves in the work of serving many people.

Efforts are being made so that the State Civil Servant (ASN) can carry out all its duties and functions as well as being responsible and professional as expected, it is necessary to carry out disciplinary guidance to employees without exception, both through education and training as well as providing concrete examples of leaders. The leader must realize that the dynamics of an organization mostly lie on the shoulders of a leader, namely with plans whose implementation is delegated to his subordinates. Discipline is the key to achieving work that is desirable and useful in serving the community.

In the Office of Cooperatives and UKM of Makassar City is a Government Agency engaged in the Cooperative, in which Law Number 25 of 1992 concerning Cooperatives confirms that the Government is tasked with: (1) creating and developing an environment and conditions that encourage the growth and socialization of cooperatives; (2) provide guidance and facilities to cooperatives and (3) provide protection to cooperatives. Cooperative coaching is carried out by taking into account the national economic conditions and interests, as well as the distribution of business opportunities and employment opportunities, given that the Cooperative aims to improve the welfare of Members in particular and the community in general, as well as an integral part of the national economic system that is democratic and just. Therefore the success of the Cooperative Service office in advancing cooperatives in Indonesia stems from the awareness of employees who work within government agencies to realize the ideals of all government agencies, namely to serve the Indonesian community in general and promote cooperatives in Indonesia in particular.

The work discipline that is the topic of this study covers various aspects, including time discipline, discipline in carrying out the duties and functions of each employee in

the Makassar City Cooperative and UKM Service office, and discipline in using and utilizing the courier facilities provided by the government to support the performance of employees. As for the efforts made by the government in guiding employee discipline referring to the Government Regulation of the Republic of Indonesia Number 53 of 2010 concerning the discipline of Civil Servants (PNS) in article 1ayat (1) which explained that "PNS discipline is the ability of civil servants to obey their obligations and forbid restrictions that determined in legislation and / or official regulations which if not adhered to or violated are disciplined.

They are seeing the reality contained in government agencies that commit violations that refer to disciplinary actions in carrying out their duties. Likewise with the State Civil Servant within the scope of the Makassar City Cooperatives and UKM Office. A good brother should give a good example to his siblings. Likewise, every employee in the Office of Cooperatives and UKM of Makassar must demonstrate discipline in carrying out duties in accordance with the entrusted position of the State Civil Servant (ASN). Every State Civil Servant (ASN) must show discipline in work so that it can be an example to employees who have not been fixed to discipline themselves in work further. employee discipline in an agency reflects good performance and produces the expected goals of the Organization.

Based on the previous explanation discipline is the most fundamental factor to improve employee performance. Likewise with Civil Servants and employees who are still contracted employees in the scope of in the Office of Cooperatives and UKM of Makassar City.

II. METHOD

This study uses a quantitative approach with a type of descriptive research that is used to determine the level of discipline of employees at the Office of Cooperatives and UKM in Makassar City [15]. This study uses descriptive analysis techniques using frequency tables and percentages. In collecting the variables of this study using a Liker scale questionnaire which was then filled by the employees who were the respondents in this study. In this study, the study population is all employees with the status of State Civil Servant (ASN) at the Office of Cooperatives and UKM of Makassar. Data collection techniques in this study use questionnaire techniques, interviews, observation, and documentation. Data analysis techniques use frequency tables and percentages.

III. RESULT AND DISCUSSION

In this study using data collection techniques manually namely frequency tables and percentages. As for the acquisition of employee discipline at the Office of Cooperatives and UKM in Makassar City in table 1.

TABLE I. DISCIPLINE INDICATORS OF EMPLOYEE WORK

Indicator	N	n	%	information
Punctuality	1680	1421	84.58	Good
Utilization of suggestions	1050	870	82.86	Good
High responsibility	1470	1214	82.59	Good
Adherence to office rules	1680	1409	83.87	Good
Jumlah	5880	4914	83.57	Good

Shows that the timeliness indicator is in a good category with 84.58% of the results obtained, in the range of 76% - 100%. Based on the results of the table above shows that generally in the Makassar City Cooperatives and UKM Office, they always come and go home on time, fill in the attendance list, attend the morning apples, and follow and implement the meeting results. But there are still some employees who are less disciplined. Indicators of utilization of facilities are in a good category with results obtained 82.86%, are at a vulnerable value of 76% -100%. While the indicators of high responsibility are in the good category with the results obtained 82.59%, are at a vulnerable value of 76% -100%. Likewise, the obedience indicators on office rules are in the good category with 83.87% of the results obtained, being in the vulnerable value of 76% -100%.

Based on observations conducted by researchers on June 19 to August 18, 2017, it shows that various phenomena that are often shown by employees are related to their disciplinary actions in carrying out their responsibilities, including employees returning home prematurely. which should be the State Civil Servant (ASN) leave the office after 16:00 WITA. This scene is what researchers find in the field. leaving the office for personal matters, late to the office in the morning, the State Civil Servant should have been in the office at 7:30 a.m. some employees did not attend the morning apples, some employees spoke during working hours. In the case of employees who work in a government agency whose duties are as servants of the state and public servants, they show discipline in work as a form of the responsibility of the tasks that the State has given.

Various attitudes shown by employees as an overview of employee disciplinary actions should receive attention from the government, supervision, and guidance from the leadership so that employees can demonstrate high discipline in carrying out their duties. Likewise, every State Civil Servant (ASN) is obliged to foster awareness to discipline themselves so that they are more accustomed to being disciplined in carrying out various jobs as evidenced by satisfying work results. Satisfactory work results can refer to the achievement of the goals of the organization or government agency that has been designed together.

Work discipline is the most important thing in an organization. Work discipline has the power that will bring good for both government agencies and companies and for employees who work in it. Work discipline must be cultivated in the employee so that the work that is his responsibility can be completed properly and completed on time.

The results showed that the employee discipline at the office co-operated and the Makassar City UKM was in a good category, from the results of the acquisition through the frequency system calculation and the percentage of each point that became an indicator in this study the majority of each indicator was well categorized. For more details, you can see the explanation of each indicator from the results of this study.

Punctuality. Based on the results of research for timeliness indicators which are categorized as good from the point of view of the results of questionnaires, this is due to the awareness of each employee at the Makassar City Cooperative and UKM Office to comply with the regulations in the workplace. However, there are some employees who are less aware of the importance of the

responsibilities they carry so that they ignore or neglect time discipline, as there are still some employees who are late in coming to the office, not consistently filling in the attendance list, before working hours end, not attending apples or being late attending the apples morning. This was strengthened by the results of interviews with several informants who said that there were several employees in the offices of the cooperative office and the Makassar City UKM who lacked discipline because of the factors within the employees.

Utilization of Facilities. Based on the results of the study for indicators of utilization of facilities based on the data show that the majority of employees in the offices of the cooperative and UKM offices have been disciplined in utilizing facilities and infrastructure in the office. There are also employees who state that "the use of office facilities does not always have to be in the interests of the office but can also be for personal use." However, there were also some employees who were not disciplined in utilizing office suggestions such as playing games during working hours, watching Korean dramas while working hours were still ongoing. In utilizing office suggestions, employees should be wiser to use the facilities in the office as a supporter of better performance.

High responsibility. Based on the results of research for indicators of high responsibility, if the questionnaire data shows that the majority of awareness of the responsibilities of employees in completing their work can be categorized as good. It can be seen from the performance shown by the employees from the work of the employees preferred by the leadership, directly working on what the community needs, carrying out work based on existing work guidelines, doing work in accordance with the mechanisms and regulations that apply in the office. However, one of the informants said that "in the implementation of basic tasks and functions it did not go well, because all this time what we did was that the basic tasks and functions were strengthened by orders from superiors, so not the main basic tasks and functions. One of the informants said that in the completion of tasks sometimes not in accordance with their respective duties and functions, meaning that other employees do their work to be their jobs, but these actions are carried out because of orders from superiors.

Obedience to office rules. Based on the results of research for indicators of high responsibility, based on the questionnaire data shows that the majority of awareness of the responsibilities of employees in completing each work can be categorized as good. But in reality, there are still many employees who are less disciplined in wearing official attributes such as nameplates, the Indonesian Civil Service Corps pins, identity cards, and sometimes employees do their tasks in a hurry

IV. CONCLUSION

Based on the results of research on Employee Discipline in the Office of Cooperatives and UKM of Makassar City categorized as good, this can be seen from each of the data processing results of each indicator, namely timeliness, utilization of facilities, high responsibility, and adherence to office rules. Of the four indicators used to measure the level of employee work discipline in this study, it was stated that employees in the cooperative and Makassar city UKM offices were categorized as Good.

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