



The Effect Of Work Facilities And Work Discipline On Employee Job Performance At The Investment And One-Stop Integrated Licensing Service Office Of Sibolga City

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ABSTRACT

This study aims to analyze the effect of work facilities and work discipline on employee job performance at the Investment and One-Stop Integrated Licensing Service Office of Sibolga City. This study employed a quantitative approach with a causal associative research design. The population consisted of all employees within the institution, and the sampling technique used was total sampling. Data were collected through questionnaires and analyzed using quantitative statistical methods. The results indicate that work facilities have a very strong relationship with employee job performance, while work discipline has a strong relationship with employee job performance. Simultaneously, work facilities and work discipline contributed 65.4% to employee job performance, while the remaining 34.6% was influenced by other factors outside the research model. The partial hypothesis testing results demonstrate that both work facilities and work discipline have a positive and significant effect on employee job performance. These findings indicate that improving the quality of work facilities and implementing consistent work discipline are important factors in enhancing employee job performance. Therefore, organizations need to ensure the availability of adequate work facilities and strengthen the implementation of work discipline to support employee effectiveness and productivity.

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INTRODUCTION

Human resources are one of the most important factors in determining an organization's success in achieving its established objectives. Organizational success is not only determined by the availability of adequate resources and work systems but also by employees' ability to perform their duties and responsibilities effectively. In public sector organizations, employee job performance is an important indicator in supporting the quality of public services and achieving organizational goals.

The Investment and One-Stop Integrated Licensing Service Office of Sibolga City is a government institution that plays an important role in providing public services, particularly in investment and licensing services. The institution is responsible for implementing licensing services, investment promotion, supervision, and control. The complexity of these responsibilities requires competent human resources with optimal job performance to ensure that public services are delivered effectively and in accordance with established standards.

Employee job performance refers to the results achieved by individuals in carrying out their assigned duties and responsibilities. The level of job performance can be influenced by various factors originating from both individual and work environment conditions. Within an organization, the availability of adequate work facilities is one factor that can support the smooth implementation of work activities. Work facilities, including equipment, tools, office supplies, and supporting infrastructure, play an important role in helping employees perform their duties effectively and efficiently.

However, based on the initial conditions observed at the Investment and One-Stop Integrated Licensing Service Office of Sibolga City, several issues related to work facilities remain unresolved. One of the identified problems concerns the lack of optimal connectivity and system support with other relevant government agencies involved in the licensing process. This condition may result in delays in completing work and affect the effectiveness of public services. Therefore, the availability and proper management of adequate work facilities are important aspects that need to be considered in efforts to improve employee job performance.

In addition to work facilities, work discipline is another important factor supporting employee job performance. Work discipline reflects employees' awareness and willingness to comply with organizational regulations, perform their duties, and manage working time effectively. Employees with a high level of

discipline are expected to perform their duties in accordance with organizational regulations and assigned responsibilities. Conversely, low levels of discipline may disrupt work processes and negatively affect the achievement of organizational objectives.

The discipline-related issue identified at the research location concerns compliance with working hours, particularly during break periods. Although an online attendance system has been implemented to record employee arrival and departure times, monitoring compliance during break periods has not been fully optimized. As a result, some employees may not be present at their workplaces according to established working hours. This situation has the potential to affect the continuity of public services and prevent work from being completed optimally.

Theoretically, adequate work facilities can facilitate employees in performing their duties, while work discipline can encourage orderliness and compliance with organizational work standards. The combination of adequate work facilities and good work discipline is expected to improve employee job performance. Previous studies have also demonstrated positive relationships between work facilities, work discipline, and employee performance. Nevertheless, examining these variables within the context of public services at the Investment and One-Stop Integrated Licensing Service Office of Sibolga City remains relevant and important.

Based on the above considerations, this study aims to analyze the effect of work facilities and work discipline on employee job performance at the Investment and One-Stop Integrated Licensing Service Office of Sibolga City. Specifically, this study examines the effect of work facilities on employee job performance, the effect of work discipline on employee job performance, and the simultaneous effect of work facilities and work discipline on employee job performance. The findings are expected to contribute to the development of human resource management studies and provide practical considerations for organizations in improving employee job performance through adequate work facilities and strengthened work discipline.

METHODS

This study employed a quantitative approach with a causal associative research design. The quantitative approach was used to examine the relationships and effects among the research variables through numerical data measurement and statistical analysis. This study analyzed the effect of work facilities as the first independent variable (X_1) and work discipline as the second independent variable (X_2) on employee job performance as the dependent variable (Y).

The study was conducted at the Investment and One-Stop Integrated Licensing Service Office of Sibolga City. The population consisted of all civil servants and honorary employees working at the institution, totaling 42 employees. Since the population consisted of fewer than 100 respondents, this study employed a total sampling or census technique, whereby all members of the population were included as research respondents.

The study used primary data collected directly from respondents. Data collection was conducted through the distribution of questionnaires to all respondents. The research instrument was developed based on the indicators of each variable, namely work facilities, work discipline, and employee job performance. The data obtained from the completed questionnaires were subsequently processed and analyzed quantitatively.

Data analysis was conducted using the Statistical Package for the Social Sciences (SPSS) version 25. The analytical procedures included instrument testing, descriptive statistical analysis, correlation analysis, coefficient of determination analysis, multiple linear regression analysis, and both partial and simultaneous hypothesis testing. Partial hypothesis testing was conducted using the t-test to determine the effect of each independent variable on the dependent variable. Meanwhile, the F-test was used to examine the simultaneous effect of work facilities and work discipline on employee job performance. The hypothesis testing decision criteria were based on a significance level of 5% ($\alpha = 0.05$).

RESULTS AND DISCUSSION

Results

The reliability test was conducted to determine the consistency of the research instruments in measuring each variable. An instrument is considered reliable when its Cronbach's Alpha value exceeds 0.60. The reliability test results are presented in Table 1.

Table 1. Reliability Test Results

No.	Variable	Cronbach's Alpha	Number of Items	Description
1	Work Facilities (X ₁)	0.867	10	Highly Reliable
2	Work Discipline (X ₂)	0.854	10	Highly Reliable
3	Employee Job Performance (Y)	0.913	10	Highly Reliable

Based on Table 1, all research variables have Cronbach's Alpha values above 0.60. Work facilities obtained a value of 0.867, work discipline obtained 0.854, and employee job performance obtained 0.913. Therefore, all research instruments were considered reliable and suitable for further analysis.

Multiple linear regression analysis was conducted to determine the effects of work facilities and work discipline on employee job performance. The results are presented in Table 2.

Table 2. Multiple Linear Regression Results

Variable	B	Std. Error	Beta	t	Sig.
Constant	-4.846	5.335	—	-0.908	0.370
Work Facilities (X ₁)	0.619	0.120	0.547	5.175	0.000
Work Discipline (X ₂)	0.527	0.123	0.453	4.282	0.000

Based on Table 2, the multiple linear regression equation is expressed as follows: $Y = -4.846 + 0.619X_1 + 0.527X_2$

The equation indicates that both work facilities and work discipline have positive effects on employee job performance. The regression coefficient of work facilities is 0.619, indicating that an improvement in work facilities is associated with an increase in employee job performance, assuming other variables remain constant. Meanwhile, the work discipline coefficient of 0.527 indicates that an improvement in work discipline also contributes positively to employee job performance.

The larger regression coefficient of work facilities compared to work discipline suggests that work facilities have a relatively stronger contribution to employee job performance within the research model.

Correlation analysis was conducted to determine the strength of the relationship between work facilities, work discipline, and employee job performance.

Table 3. Correlation Test Results

Variable	Work Facilities	Work Discipline	Job Performance
Work Facilities	1	0.341*	0.702**
Work Discipline	0.341*	1	0.640**
Job Performance	0.702**	0.640**	1

The results demonstrate that work facilities have a positive relationship with employee job performance, with a correlation coefficient of 0.702. Meanwhile, work discipline has a positive relationship with employee job performance, with a correlation coefficient of 0.640. These findings indicate strong relationships between the independent variables and employee job performance.

Therefore, improvements in work facilities and employee discipline tend to be associated with improvements in employee job performance.

The coefficient of determination was used to measure the contribution of work facilities and work discipline simultaneously to employee job performance.

Table 4. Coefficient of Determination Results

Model	R	R Square	Adjusted R Square	Std. Error of Estimate	Durbin-Watson
1	0.821	0.674	0.654	4.30112	2.516

Based on Table 4, the Adjusted R Square value is 0.654. This indicates that work facilities and work discipline simultaneously explain 65.4% of the variation in employee job performance. The remaining 34.6% is explained by other factors outside the variables included in this study.

These findings indicate that the research model has substantial explanatory power regarding employee job performance. Nevertheless, other factors may also influence employee job performance, including motivation, competence, work environment, leadership, compensation, and other organizational factors not examined in this study.

Partial hypothesis testing was conducted using the t-test to determine the individual effect of each independent variable on employee job performance.

Table 5. Partial t-Test Results

Variable	t-value	Sig.	Decision
Work Facilities (X ₁)	5.175	0.000	H ₁ Accepted
Work Discipline (X ₂)	4.282	0.000	H ₂ Accepted

The results indicate that work facilities have a t-value of 5.175 with a significance value of 0.000. This result demonstrates that work facilities have a positive and significant effect on employee job performance.

Furthermore, work discipline has a t-value of 4.282 with a significance value of 0.000. These findings indicate that work discipline has a positive and significant effect on employee job performance. Therefore, both partial hypotheses proposed in this study are accepted.

The simultaneous test was conducted using the F-test to determine the joint effect of work facilities and work discipline on employee job performance.

Table 6. Simultaneous F-Test Results

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	1260.734	2	630.367	34.075	0.000
Residual	610.489	33	18.500		
Total	1871.222	35			

Based on the F-test results, the calculated F-value is 34.075 with a significance level of 0.000. Since the significance value is below 0.05, work facilities and work discipline simultaneously have a significant effect on employee job performance.

These findings demonstrate that improving employee job performance is influenced not only by a single factor but also by the combination of adequate work facilities and the effective implementation of work discipline within the organization.

Discussion

The Effect of Work Facilities on Employee Job Performance

The results demonstrate that work facilities have a positive and significant effect on employee job performance. This finding is supported by a t-value of 5.175 and a significance value of 0.000. In addition, the regression analysis produced a work facilities coefficient of 0.619.

These findings indicate that improvements in the availability and quality of work facilities are associated with increased employee job performance. Adequate facilities can support employees in completing their duties more effectively and efficiently. Work facilities are not limited to physical equipment but also include infrastructure and supporting systems that facilitate work processes.

Within the context of the Investment and One-Stop Integrated Licensing Service Office of Sibolga City, work facilities are particularly important because public service activities require adequate equipment, infrastructure, and supporting systems. Insufficient or poorly optimized facilities may cause delays in work completion and affect the quality of public services.

Therefore, organizations need to pay greater attention to providing work facilities that correspond to employee needs. The optimization of work facilities can be achieved through improving equipment quality, maintaining existing infrastructure, and developing supporting systems that facilitate efficient work processes.

The Effect of Work Discipline on Employee Job Performance

The findings demonstrate that work discipline has a positive and significant effect on employee job performance. This result is supported by a t-value of 4.282 and a significance value of 0.000. The regression

coefficient of 0.527 also indicates a positive relationship between work discipline and employee job performance.

Work discipline is an important aspect of human resource management because it reflects employees' compliance with organizational rules, working hours, and assigned responsibilities. Employees with a high level of discipline are more likely to perform their duties systematically and in accordance with established targets.

In this study, work discipline represents an important factor contributing to improved employee job performance. Compliance with working hours, timely task completion, and consistent implementation of responsibilities can support individual work effectiveness. Conversely, low levels of discipline may disrupt work processes and potentially reduce the quality of organizational services.

Therefore, organizations should strengthen work discipline through consistent supervision, leadership example, clear regulations, and proportional consequences for violations. Effective discipline is expected to create a more orderly and productive work environment.

The Simultaneous Effect of Work Facilities and Work Discipline on Employee Job Performance

The results demonstrate that work facilities and work discipline simultaneously have a significant effect on employee job performance. This finding is supported by an F-value of 34.075 and a significance value of 0.000. Furthermore, the Adjusted R Square value of 0.654 indicates that both variables jointly explain 65.4% of the variation in employee job performance.

These findings suggest that employee job performance is influenced by the interaction between organizational support and individual behavior. Work facilities provide employees with the resources and infrastructure necessary to perform their duties effectively, while work discipline ensures that available resources and working time are utilized responsibly and in accordance with organizational standards.

The combination of adequate work facilities and strong work discipline can create more productive working conditions. Employees who have access to appropriate facilities can perform their duties more effectively, while discipline encourages them to use organizational resources and working time responsibly.

Therefore, efforts to improve employee job performance should be implemented in an integrated manner. Organizations should not only provide adequate work facilities but also develop a strong culture of discipline. Conversely, the implementation of discipline without adequate organizational support may limit employees' ability to achieve optimal work outcomes.

CONCLUSION

Based on the research findings, it can be concluded that work facilities and work discipline have positive and significant effects on employee job performance at the Investment and One-Stop Integrated Licensing Service Office of Sibolga City, both partially and simultaneously. Work facilities positively contribute to employee job performance, with a regression coefficient of 0.619 and a t-value of 5.175, while work discipline also has a positive effect, with a regression coefficient of 0.527 and a t-value of 4.282. Simultaneously, both variables contribute 65.4% to the variation in employee job performance, while the remaining 34.6% is influenced by other factors outside this study. Therefore, the organization is recommended to continuously improve the quality and availability of work facilities, particularly supporting infrastructure and service systems, while strengthening the implementation of work discipline through consistent supervision, compliance with working hours, and proportional enforcement of organizational regulations. Integrated efforts to improve work facilities and work discipline are expected to create a more effective, orderly, and productive work environment, thereby enhancing employee job performance and the quality of public services.

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