



THE EFFECT OF DISCIPLINE AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE IN THE WAREHOUSE DIVISION AT PT NUSANTARA LOGISTICS GROUP TANGERANG

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Abstract

This study aims to analyze and determine the influence of work discipline and work environment on employee performance in the Warehouse Division at PT Nusantara Logistics Group Tangerang. The background of this study is based on the important role of human resources in achieving operational effectiveness and efficiency of logistics companies, which are highly dependent on employee punctuality, accuracy, and responsibility. Strong work discipline and a conducive work environment are believed to contribute positively to improving individual and team performance within an organization. This study uses a quantitative descriptive method with a survey approach. The study population is all 60 employees of the Warehouse Division of PT Nusantara Logistics Group Tangerang, and because the number is relatively small, a census sampling technique is used where the entire population is used as respondents. The research instrument is a questionnaire with a five-point Likert scale covering three main variables, namely work discipline (X_1), work environment (X_2), and employee performance (Y). The collected data are then analyzed using validity tests, reliability tests, classical assumption tests, multiple linear regression analysis, correlation coefficients, coefficients of determination, as well as t-tests and F-tests to test partial and simultaneous hypotheses. The results of the study indicate that work discipline has a positive and significant effect on employee performance, with a calculated t value of $3.982 > t$ table 2.001 and a coefficient of determination (R^2) of 21.5%. This means that increasing discipline in the aspects of attendance, responsibility, and compliance with regulations makes a significant contribution to improving individual performance. Furthermore, the work environment also has a significant effect on employee performance, with a calculated t value of $3.352 > t$ table 2.001 and a coefficient of determination of 16.2%. A comfortable, safe work environment, as well as good social relations between coworkers and superiors, have been shown to increase employee motivation and productivity. Simultaneously, the results of the F test show that discipline and the work environment together have a significant effect on employee performance, with a calculated F value of $7.903 > F$ table 2.77 and a simultaneous coefficient of determination of 21.7%. This means that these two variables collectively explain about one-fifth of the variation in employee performance, while the remaining 78.3%

is influenced by other factors such as work motivation, leadership style, compensation system, and organizational culture that are not discussed in this study.

Keywords: Work Discipline, Work Environment, Employee Performance, PT Nusantara Logistics Group, Human Resources

Introduction

Employee performance is a crucial indicator of an organization's success in achieving its strategic goals. According to Mangkunegara (2019), performance is the quality and quantity of work achieved by an employee in carrying out their duties in accordance with their assigned responsibilities. High performance reflects the effectiveness of human resource management in managing individual potential to optimally contribute to achieving the company's vision and mission. Conversely, if employee performance declines, the organization's overall productivity will be impacted.

Quality human resources (HR) are determined not only by technical skills and competencies, but also by their level of discipline and a supportive work environment. Discipline is a fundamental aspect that indicates the extent to which employees are aware of the rules, procedures, and responsibilities at work. Hasibuan (2020) explains that discipline is a form of awareness and willingness to comply with all applicable regulations and norms in the workplace. High discipline will create order, foster a sense of responsibility, and increase work efficiency. Conversely, low discipline can trigger work delays, high absenteeism, and decreased work morale, ultimately impacting organizational performance.

In addition to discipline, the work environment also plays a crucial role in shaping employee behavior and performance. A conducive work environment encompasses physical aspects, such as lighting, ventilation, layout, and workplace cleanliness, as well as non-physical aspects, such as relationships between employees, communication with superiors, and a harmonious work climate (Afandi, 2018). A positive work environment can create comfort and increase work motivation, while a negative work environment can decrease productivity and lead to work stress. Therefore, management's success in creating a supportive work environment is a crucial factor in ensuring optimal employee performance.

PT Nusantara Logistics Group Tangerang is a company engaged in logistics services, which plays a crucial role in ensuring timely and efficient distribution of goods. In a logistics industry that demands speed, precision, and accuracy, operational success is highly dependent on employee performance, particularly those in the Warehouse Division. This division is responsible for storing, packaging, and shipping goods, thus demanding a high level of discipline and work accuracy. However, based on the results of the company's internal evaluation during the 2019–2023 period, it was found that the level of achievement of employee performance targets was not optimal, which was only in the range of 65–77% of the set target. This condition indicates a gap between management expectations and actual performance in the field.

These problems are suspected to be caused by two main factors: low employee discipline and a work environment that is less than conducive to

productivity. Initial findings indicate persistent late attendance, irregular task completion, and ineffective communication between employees and superiors. Furthermore, several physical facilities in the warehouse area, such as inventory layout, air circulation, and lighting, are also deemed to not meet work comfort standards. These issues have the potential to reduce work efficiency and directly impact individual and team performance.

With this background, this study was conducted to empirically analyze the influence of work discipline and work environment on employee performance in the Warehouse Division at PT Nusantara Logistics Group Tangerang. Through a quantitative approach, this study seeks to provide an objective picture of the extent to which these two independent variables influence employee performance, both partially and simultaneously. The results of this study are expected to provide theoretical contributions to the development of human resource management science, as well as provide practical input for company management in formulating performance improvement strategies through improvements in discipline and work environment aspects.

Literature Review and Hypothesis Development

Employee performance is a crucial factor in determining an organization's success in achieving its strategic goals. According to Mangkunegara (2019), performance is the quality and quantity of work achieved by an individual in carrying out their duties in accordance with their assigned responsibilities. Performance reflects not only how well an employee completes tasks but also how effectively they contribute to achieving organizational goals.

Performance can be influenced by both internal and external factors. Internal factors include employee abilities, skills, motivation, and discipline, while external factors include the work environment, organizational policies, and leadership support. According to Rivai (2020), good employee performance occurs when individuals have clear roles, a supportive work environment, and a fair reward system. Therefore, efforts to improve performance must be carried out holistically, including fostering discipline and improving work conditions.

Performance indicators according to Gomes (2019) include five main aspects, namely: (1) quantity of work results, (2) quality of work results, (3) punctuality, (4) attendance, and (5) ability to work together. These five indicators are widely used in various human resource management studies to assess the extent to which an employee is able to carry out their role effectively.

2. Work Discipline

Discipline is a crucial aspect in developing productive work behavior. Hasibuan (2020) defines discipline as a person's awareness and willingness to comply with all applicable workplace regulations and norms. Discipline extends beyond adherence to work schedules and reflects a sense of responsibility, loyalty, and commitment to the organization.

Good discipline creates order and efficiency in the workplace. According to Siagian (2018), disciplined employees will work with greater focus, minimize errors, and maximize work time effectively. Conversely, low discipline will result in decreased productivity, increased absenteeism, and disrupted teamwork processes.

Factors influencing work discipline include leadership, reward and punishment systems, organizational justice, and individual self-awareness. Mangkunegara (2019) emphasized that discipline is not merely the result of formal regulations but also a reflection of organizational culture instilled through leadership exemplary behavior. In the context of a logistics company like PT Nusantara Logistics Group Tangerang, discipline is a key factor because even the slightest delay or negligence can disrupt the distribution process and undermine customer trust.

3. Work Environment

Besides discipline, the work environment also has a significant influence on employee performance. According to Afandi (2018), the work environment is everything surrounding employees that can influence their ability to perform their work. The work environment can be divided into two aspects: the physical work environment and the non-physical work environment.

The physical work environment includes room layout, lighting, ventilation, room temperature, cleanliness, and adequate work equipment. Meanwhile, the non-physical work environment includes interpersonal relationships between employees, communication patterns, leadership, and managerial support. Sedarmayanti (2017) stated that a good work environment will create comfort and encourage work motivation, while a poor work environment can reduce work enthusiasm and cause stress.

Research methods

This research uses a quantitative descriptive method with a survey approach, aiming to analyze the influence of work discipline and the work environment on employee performance. The quantitative descriptive method was chosen because it allows researchers to obtain a systematic and measurable picture of the relationships between variables through numerical data and statistical analysis. This approach is also considered relevant in assessing cause-and-effect relationships that can be tested through hypothesis testing. According to Sugiyono (2021), quantitative research is a method used to examine a specific population or sample, with data collection using research instruments and statistical data analysis to test previously formulated hypotheses.

The population in this study was all 60 employees of the Warehouse Division of PT Nusantara Logistics Group Tangerang. Because the population was relatively small and could be fully reached, the sampling technique used was census sampling. This technique is used when the population is less than 100 people, where all members of the population are used as research respondents. The use of this method provides more accurate results because the entire population is part of the research sample, thus being able to reflect the actual conditions in the field.

Results and Discussion

The results of the regression analysis indicate that work discipline has a positive and significant influence on employee performance. This is indicated by the calculated t-value of $3.982 > t\text{-table } 2.001$, with a coefficient of determination (R^2) of 21.5%. This means that work discipline contributes significantly to improving

employee performance in the Warehouse Division of PT Nusantara Logistics Group Tangerang. These results support Hasibuan's (2020) view that discipline is a key factor in increasing work productivity and effectiveness.

Connection	Original Sample (β)	t-Statistic	p-Value	Information
Work Discipline → Employee Performance	0.463	3,982	0.000	Significant
Work Environment → Employee Performance	0.403	3,352	0.001	Significant

Furthermore, work environment variables were also shown to significantly influence employee performance, with a calculated t-value of 3.352 > t-table of 2.001 and a coefficient of determination of 16.2%. These findings indicate that a comfortable, safe work environment supported by harmonious social relationships can increase employee motivation and work enthusiasm. These results align with Afandi (2018) who explained that a conducive work environment can create psychological comfort that encourages improved performance.

Variables	Cronbach's Alpha	Composite Reliability (CR)	AVE	Information
Work Discipline (X_1)	0.875	0.910	0.667	Reliable & Valid
Work Environment (X_2)	0.881	0.916	0.685	Reliable & Valid
Employee Performance (Y)	0.887	0.922	0.703	Reliable & Valid

Simultaneously, the F test results show that work discipline and work environment together have a significant effect on employee performance, with a calculated F of 7.903 > F table 2.77 and a simultaneous coefficient of determination (R^2) of 21.7%. This means that both independent variables together contribute to employee performance, while the remaining 78.3% is influenced by other factors not examined in this study, such as work motivation, compensation, and leadership style.

Dependent Variable	R-Square	Information
Employee Performance (Y)	0.217	Moderate

Overall, the results of this study confirm that work discipline and the work environment are important determinants of employee performance. Improving discipline through consistent implementation of rules and improving supportive work conditions will positively impact employee productivity and effectiveness in the Warehouse Division of PT Nusantara Logistics Group Tangerang.

Conclusion and Suggestions

Based on the results of the research and analysis that have been conducted, it can be concluded that work discipline and work environment have a positive and significant influence on the performance of employees of the Warehouse Division of PT Nusantara Logistics Group Tangerang. Partially, work discipline provides a fairly strong contribution to improving performance, with a determination coefficient value of 21.5% and a calculated t value of $3.982 > t$ table 2.001. This shows that the higher the level of employee discipline in complying with work rules and responsibilities, the better the performance results.

In addition, the work environment also has a significant effect on performance, with a calculated t of $3.352 > t$ table 2.001 and a contribution of 16.2%. A safe, comfortable, and harmonious work environment has been proven to increase employee motivation and productivity. Simultaneously, both variables have a significant effect on employee performance with a calculated F of $7.903 > F$ table 2.77 and a simultaneous determination coefficient of 21.7%, while the remaining 78.3% is influenced by other factors outside this study.

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