

## **The Influence of Motivation and Work Discipline on Employee Performance (Study of one of the pharmaceutical health equipment companies in Bandung City)**

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### **ABSTRACT**

*This study aims to determine the extent to which work motivation and discipline impact the performance of employees at a pharmaceutical medical equipment company located in Bandung City. The research method employed is descriptive and verification techniques. The researchers employed a data collection strategy involving the distribution of a questionnaire to a sample size of 40 individuals. The instrument underwent rigorous testing before its deployment to ensure its validity and reliability. The statistical technique employed was path analysis, conducted using SPSS version 25 software. The results of descriptive research conducted at a pharmaceutical medical equipment company in Bandung revealed that motivation was evaluated. The work discipline is commendable, and the employee performance is excellent. The verification results indicate that Motivation and Work Discipline significantly impact the performance of study employees at a pharmaceutical medical equipment company in Bandung City. Additionally, there is a correlation between Work Motivation, Work Discipline, and the performance of study employees at the same company.*

*Keywords: Motivation, Work Discipline, Employee Performance*

## INTRODUCTION

In the current era of globalization, the rapid growth of business has resulted in intense rivalry. As a result, firms are compelled to actively seek and improve the quality of their resources in order to efficiently and successfully achieve their desired objectives. The function of a company's staff, consisting of knowledgeable, skilled, and high-quality people, is crucial in the effective operation and attainment of the company's objectives. Moreover, a corporation flourishes when it boasts high-caliber people resources. The role of human resources is crucial and influential in a corporation.

Efficient management of human resources is crucial to striking a harmonious equilibrium between the requirements of employees and the operational capacities and expectations of the business. The equilibrium of this balance is crucial for a company's efficient and enduring growth. By implementing professional Human Resource Management (HRM) laws, employees are expected to demonstrate high levels of productivity. The significance of human resources is highlighted in the Republic of Indonesia Law No.13 of 2003 about manpower, which underscores the pivotal role of labor in the nation's progress, serving as both contributors and beneficiaries of development.

Amidst the prevailing economic uncertainty caused by the COVID-19 outbreak, domestic and international enterprises are expected to

encounter difficulties. Therefore, a vital measure of a company's success is its capacity to sustain its performance momentum to retain its workforce. Hence, to attain advancement and fulfill predetermined goals, organizations must mobilize and oversee the performance of their people to cultivate their complete capabilities. Efficiently managing and prioritizing top-notch human resources is crucial for a firm to attain the desired level of performance.

Companies are vital in establishing a favorable work environment to maximize performance. To achieve maximum employee performance, firms must cater to their demands. The correlation between the two becomes apparent when firms strive for optimal employee performance; hence, companies must offer preferential treatment to ensure that all employees are profoundly motivated to excel. Hence, performance yields substantial advantages for a corporation. (Sitopu, Sijinjak & Marpaung, 2021; Camelie, Karyatun & Digidowiseiso, 2023)

Employers must prioritize both work discipline and work incentive as crucial components of success to enhance employee performance. A business successfully integrating strong work discipline with high motivation will undoubtedly impact employee performance.

Employee performance refers to the outcomes or accomplishments an employee achieves in their assigned role during a specific

timeframe. These achievements reflect the employee's ability to contribute to the company's objectives or targets effectively. In addition, to attain optimal performance, an employee must possess the requisite skills and information pertinent to their profession.

Employee performance is influenced by various elements, with motivation being the primary determinant. Motivation is an essential determinant of employee performance, as it empowers people to accomplish assigned tasks and meet their obligations. Hence, motivation is essential in order to enhance employee performance. Employees with solid work motivation can inspire improved performance, positively impacting the firm.

Motivation is an essential determinant in compelling an employee to engage in work. A direct correlation exists between achievement motivation and performance achievement. Attaining the goals set by the firm necessitates substantial motivation. In the absence of an employee's desire to collaborate toward the company's objectives, the established goals will remain unattainable. On the other hand, if personnel possess a strong drive and determination, it assures the company's accomplishment of its objectives. (Maryani, Entang & Tukiran, 2021; Nasution & Priangkatara, 2022; Prasetyo, Endarti, Endarto, Aliyyah, Rusdiyanto, Tjaraka & Rochman, 2021)

From the given description, it can be inferred that motivation has a significant impact on improving employee performance. Employees with intrinsic motivation exhibit more focused energy towards attaining objectives. Hence, motivation plays a crucial role in determining employee performance. (Juliati, 2021; Wahyuni, Ramli & Mawardi, 2023; Zysman & Costinot, 2022)

Work discipline is another influential aspect that impacts employee effectiveness. Work discipline is essential for improving employee performance. Discipline refers to the mindset and conduct of an individual that aligns with the regulations and guidelines of the organization in which they are employed. Work discipline is a very advantageous quality that benefits the organization and its personnel. Work discipline in companies supports the preservation of order and the efficient completion of tasks, resulting in optimal outcomes. Creating a good work atmosphere for employees enhances their job passion and motivates them to execute their duties. (Persada & Nabella, 2023; Martin & Feinberg, 2023; Tahir, 2023)

Work discipline is crucial for a corporation to accomplish its objectives. Lacking strong work discipline makes it challenging for a corporation to attain ideal outcomes. Work discipline refers to an individual's conscious understanding and readiness to adhere to the rules and norms set by the firm and society. The main objective of

discipline is to optimize efficiency by minimizing the waste of time and energy. Implementing work discipline is advantageous for instructing employees to adhere to and value the established rules, procedures, and policies, consequently leading to exemplary performance. Effective work discipline leads to the development of exceptional individuals and facilitates the attainment of organizational objectives. Therefore, work discipline has a substantial impact on employee performance. (Rodriguez-Clare & Dingel, 2021; Rivaldo & Nabella, 2023; Costinot & Bahmani-Oskooee, 2023)

The study conducted in a pharmaceutical medical device firm in Bandung City revealed a persistent deficiency in staff performance. In 2020, the average performance target of 100% was only attained at a rate of 78%. Nevertheless, staff performance experienced a decline to 72.2% in the year 2021. The hypothesized cause of this issue is more employee loyalty, responsibility, initiative, and cooperation. This condition needs to meet the company's desired standards. Hence, organizations must cultivate employee performance to support achieving the company's objectives.

The study at a pharmaceutical medical device firm in Bandung City needs more motivation and implementation of work discipline. In this scenario, many employees consistently arrive late for work and frequently need to provide a

certificate to attend work. Additionally, employee absences for various causes are notable.

Aside from work discipline concerns, employees express dissatisfaction with the high workloads of introducing dispersed products. However, the company needs to recruit new staff or raise the compensation of existing employees, leading to a decline in employee performance.

The researcher plans to perform a study titled "The Influence of Work Motivation and Work Discipline on Employee Performance: A Study in One Pharmaceutical Medical Device Company in Bandung City" based on the abovementioned descriptions.

## METHOD

This research aims to provide solutions to specific phenomena by addressing relevant difficulties. The author employed descriptive and verification methods in this investigation.

This research methodology will uncover substantial correlations among the variables under investigation, elucidating the conclusions and descriptions of the examined items. The descriptive analysis method accurately and methodically depicts the existing facts within the variables under investigation. The initial approach will involve analyzing the outcomes of variable operations using statements or questionnaires. Where may one find motivation, work discipline, and high performance? Verification seeks to

determine the impact of independent factors on associated variables. The verification approach seeks to assess a provisional hypothesis using statistical calculations.

Population refers to a broad area that includes things or persons with specific attributes and characteristics that researchers study to develop conclusions. The study population comprised 40 permanent employees at a pharmaceutical medical equipment company in Bandung City.

This research used the Validity and Reliability Test as the data testing method. The validity test aims to assess the accuracy and reliability of the questionnaire instrument employed in data collection. It is conducted to see whether the items included in the questionnaire accurately reveal the subject matter that will be investigated.

To determine an item's validity, one must compare it to the validity testing criteria. The item is legitimate if the correlation coefficient ( $r_{xy}$ ) is more significant than 0.30. Similarly, if the value of  $r_{xy}$  is less than 0.30, it indicates that the item from the instrument is considered invalid. Meanwhile, the reliability test uses Cronbach's Alpha to assess the instrument's reliability.

Reliability testing is determined by the criterion that if the value of  $r_{xy}$  is more significant than 0.70, then the instrument used for the research variable is considered reliable. Conversely, if the value is less than or equal to 0.70, it is considered unreliable. If the correlation

coefficient ( $r_{xy}$ ) is less than 0.70, the instrument used to measure the study variable is considered non-variable.

Reliability is assessed by employing the Cronbach Alpha measure. The reliability test aims to assess the degree of dependability and consistency of each variable employed in the research. The reliability testing criterion is met when the reliability coefficient value (Cronbach Alpha) exceeds 0.7, indicating that the instrument is trustworthy.

## **RESULTS and DISCUSSION**

The data analysis highlights the significant influence of motivation and work discipline on employee performance in a study done at a pharmaceutical medical device firm in Bandung City. The combined impact of motivation and work discipline on employee performance is 0.817, comparable to 81.7%. This discovery suggests that motivation and work discipline account for approximately 81.7% of the variation in employee performance. Moreover, the epsilon value of 0.183, equivalent to 18.3%, suggests that external elements, such as salary, competence, work environment, and job happiness, impact employee performance, motivation, and work discipline.

Motivation is a catalyst in driving employees towards achieving their highest performance. Driven individuals exhibit elevated excitement,

devotion, and dedication toward their objectives. Strong motivation also helps employees overcome professional challenges and barriers, allowing them to stay focused on attaining the company's goals.

There is a clear correlation between work discipline and employee performance. Individuals with a robust work ethic demonstrate enhanced dependability, responsibility, and effectiveness in carrying out their responsibilities. They can efficiently manage their time, accomplish work within specified time limits, and avoid engaging in habits that could hinder production.

Motivation and work discipline are essential elements of human resource management that greatly enhance employee performance. However, to achieve the best possible performance, it is necessary to consider other aspects that affect how effective employees are, such as their pay, skill level, work environment, and job happiness. Therefore, it is essential to implement a complete and integrated human resource management strategy to create a favorable work environment that promotes employee motivation and facilitates optimal performance.

Previous studies have consistently shown that motivation significantly impacts employee performance. Theories of motivation, such as Maslow's hierarchy of needs, Herzberg's hygiene-motivation theory, and Vroom's expectation theory, provide valuable insights into the

elements that influence employee motivation in the workplace. Therefore, in order to build incentive programs that are effective and specifically cater to the demands of the workforce, it is crucial to comprehend these motivational factors in the study conducted at the pharmaceutical medical device company in Bandung City.

Recognition, achievement, and responsibility significantly contribute to job satisfaction and increase employee motivation. Highly motivated personnel demonstrate elevated excitement, devotion, and dedication to their responsibilities. Strong motivation greatly helps overcome hurdles that arise in the workplace, allowing employees to stay focused on achieving the company's goals.

Work discipline directly impacts employee performance. Individuals with a strong work ethic exhibit higher levels of reliability, responsibility, and efficiency when carrying out their duties. They can effectively allocate their time, comply with deadlines, and avoid engaging in habits that could hinder production.

Well-defined instructions, efficient oversight, and uniform incentives and consequences contribute to the improvement of employee work discipline. The research at the pharmaceutical medical device company in Bandung City highlights the need to cultivate a work culture based on discipline and accountability. This method guarantees uniformity and dependability in the company's operational procedures.

Aside from motivation and work discipline, other factors substantially impact employee performance in the pharmaceutical medical device industry. Compensation and benefits packages, career progression prospects, training and development programs, and the business culture significantly influence employee attitudes and behaviors.

Offering competitive remuneration and benefits packages is crucial for attracting and maintaining highly skilled professionals. Employees are more inclined to sustain their motivation and commitment when they see that they are sufficiently compensated for their contributions to the company's achievements. Moreover, providing chances for career progression and enhancing professional skills displays a dedication to investing in personnel's long-term growth and success.

Training and development programs are crucial in providing employees with the required skills and information to excel in their job responsibilities. Ongoing learning opportunities not only improve employee performance but also add to employee satisfaction and retention. In addition, cultivating a favorable corporate culture marked by transparent communication, cooperation, and reciprocal regard fosters a nurturing work atmosphere in which people feel esteemed and driven to excel.

Motivation and work discipline are crucial elements for enhancing employee performance in

the pharmaceutical medical device business. However, to achieve optimal employee effectiveness and organizational success, adopting a comprehensive approach that considers several factors is essential. Companies can cultivate a conducive atmosphere for optimal employee performance by focusing on critical elements such as salary, career progression, training and development, and organizational culture.

## **CONCLUSION**

Based on the findings of this study, work motivation and discipline substantially impact the performance of employees in the pharmaceutical medical equipment industry in Bandung City. Increased motivation among employees fosters heightened passion and dedication, while a strong work discipline enhances consistency and reliability in task execution. Hence, it is imperative for company management to diligently focus on and efficiently handle these two aspects in order to enhance employee performance and attain the organization's commercial objectives. In addition, it is crucial to consistently monitor and assess motivation programs and work discipline management to guarantee their effective implementation over an extended period.

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