

THE INFLUENCE OF JOB SATISFACTION AND WORK DISCIPLINE ON THE PERFORMANCE OF EMPLOYEES AT THE CUSTOMS AND EXCISE SUPERVISION AND SERVICE OFFICE, TMP BELAWAN

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Abstract

The formulation of the problem in the study is whether the influence of job satisfaction on employee performance, whether the influence of work discipline on employee performance, whether the influence of job satisfaction and work discipline on employee performance at the Customs and Excise Supervision and Service Office TMP Belawan, this study aims to determine and analyze the influence of job satisfaction on employee performance, to determine and analyze the influence of work discipline on employee performance, to determine and analyze the influence of job satisfaction and work discipline on employee performance at the Customs and Excise Supervision and Service Office TMP Belawan. The methods used in this study are validity test, reliability test, classical assumption test, linear regression, and hypothesis test. Data were measured or processed using SPSS, with samples using questionnaires distributed to 72 employees at the Customs and Excise Supervision and Service Office TMP Belawan. The results of this study indicate that the job satisfaction variable has a positive and significant effect on employee performance. The work discipline variable has a positive and significant effect on employee performance. The job satisfaction and work discipline variables have a positive and significant effect on employee performance.

Keywords: *Job satisfaction, Work discipline, Employee performance.*

INTRODUCTION

The role of human resources is crucial and strategic within an organization to achieve its goals. A company needs human resources to manage and organize its resources, ensuring they function productively and achieve all its objectives. Human resources are also the driving force behind an organization's efforts to achieve its goals, and organizations need to encourage employees to perform better. With better employees, it is hoped that an organization will achieve better work results, and goals can be achieved by employees who carry out their duties according to their assigned responsibilities. Human resources are one of the resources within a company or organization. In addition, other resources include capital, materials, machinery, technology, and equipment. Human resources are highly beneficial within a company or organization because they manage other resources. Companies need to manage their human resources professionally to achieve a balance between employee needs and company demands. This balance is key to a company's positive growth. This growth is highly dependent on the productivity and performance of its employees. Achieving company goals is closely linked to employee performance.

THEORITICAL REVIEW

Performance is a person's overall results during a certain period in carrying out tasks, such as work standards, targets, or criteria that have been predetermined and mutually agreed upon. However, how can company superiors provide direction and develop a plan to improve performance decline can be avoided. A company certainly wants quality performance. This can be achieved if the company pays attention to several things related to performance. Yulianto (2020: 8) defines performance as an employee's ability to perform certain skills to determine the extent of their ability to carry out the tasks assigned to them with clear and measurable criteria. Job satisfaction is a pleasant or unpleasant situational condition and how employees view their work. Employee job satisfaction reflects a person's attitude towards their work, employee moral motivation, discipline, and employee work

performance in supporting the realization of the goals desired by a company. The level of an employee's job satisfaction reveals how they feel about their work. According to Afandi (2018: 73) job satisfaction is an effectiveness or emotional response to various aspects of work. A set of employee feelings about whether their work is pleasant or unpleasant. A general attitude toward one's job that indicates the difference between the amount of rewards workers receive and the amount they believe they should receive. Work discipline is a tool used by managers to change behavior and as an effort to increase awareness and willingness of individuals to comply with all company regulations and applicable social norms. From this description, it can be stated that discipline is a tool or means for an organization to maintain its existence. This is because with high discipline, employees or subordinates will comply with all existing regulations so that work implementation can be in accordance with predetermined plans. Hasibuan (2020:194) discipline is the key to a company's success in achieving its goals. A company will find it difficult to achieve its goals if employees are indisciplined or do not comply with company regulations.

RESEARCH METEOLGY

This research was conducted at the Customs and Excise Supervision and Service Office of TMP Belawan. With the office address at Jl. Anggada II, Belawan I, Medan Kota Belawan, Medan City. The objects in this research were employees of the Customs and Excise Supervision and Service Office of TMP Belawan, with the variables studied being job satisfaction as variable (X1), work discipline as variable (X2) towards employee performance as variable (Y).

DATA ANALYSIS TECHNIQUES

t-Test (Partial)

The t-test is conducted to determine the partial effect of each independent variable on the dependent variable. The t-test is conducted by comparing the calculated t-value to the t-table. Alternatively, to determine the level of significance between the independent variables and the dependent variable, either partially or individually, a hypothesis test is used with the following formula:

Where :

$$U_{ji} \ t = \frac{r\sqrt{n-2}}{\sqrt{1-r^2}}$$

r : Correlation

n : Number of samples

With the following conditions :

- If $t_{count} \geq t_{table}$ and probability (significant value) $< 5\%$ significance level or $\alpha = 0.05$, then the independent variable has a partial significant effect on the dependent variable.
- If $t_{hitung} < t_{tabel}$ and probability (significant value) $> 5\%$ significance level or $\alpha = 0.05$, then the independent variable partially does not have a significant effect on the dependent variable.

Simultaneous Parameter Significance Test (F-Test)

The F-test is conducted to determine the simultaneous effect of independent variables on the dependent variable. The F-test is conducted by comparing the calculated F-value to the F-table. Alternatively, to determine the level of significance between the independent variables and the dependent variable simultaneously, a hypothesis test is used with the following formula:

$$F_h = \frac{R^2 / k}{(1-R^2)/(n-k-1)}$$

Where :

R = correlation coefficient

n = number of samples

k = number of variables

With the following conditions :

- If $F_{count} \geq F_{table}$ and probability (significant value) $< 5\%$ significance level or $\alpha = 0.05$, then the independent variables simultaneously have a significant effect on the dependent variable.
- If $F_{count} < F_{table}$ and probability (significant value) $> 5\%$ significance level or $\alpha = 0.05$, then the independent variables simultaneously do not have a significant effect on the dependent variable.

Determinant Test (R2)

The coefficient of determination (R2) essentially measures the extent to which the independent (free) variables explain the variation in the dependent (bound) variable. The coefficient of determination ranges between zero (0) and one (1). A small R2 value indicates that the independent variables' ability to explain the variation in the dependent variable is very limited. Many researchers recommend using the Adjusted R2 (Adjusted R Square) value when evaluating the best regression model. Unlike R2, the Adjusted R2 value can increase or decrease if one independent variable is added to the model. For more than two independent variables, the Adjusted R2 is recommended.

RESULTS AND DISCUSSION

Based on employee data for January 2025, the population in this study was 258 employees of the Customs and Excise Supervision and Service Office of TMP Belawan, this population did not include the head of the department and researchers. By using the Stratified Proportional Random Sampling technique, from a population of 258 people, based on the calculation of the sample in this study with the assumption of an error rate (e) = 10% or 0.10, the number of samples (n) calculated using the Slovin formula (n) was 72 people.

DATA NORMALITY TEST RESULTS

The normality test is used to determine whether the residual values are normally distributed. A good regression model has normally distributed residual values. Therefore, the normality test is not performed on each variable, but on its residual values. A common mistake is to perform the normality test on each variable.

**Normality Test Using the Method
One-Sample Kolmogorov-Smirnov Test**

		Unstandardize d Residual
N		72
Mean		0E-7
Normal Parameters ^{a,b}		Standard Deviation
		1.74470930
Most Extreme Differences		Absolute
		.076
		Positive
		.076
		Negative
		-.054
Kolmogorov-Smirnov Z		.645
Asymp. Sig. (2-tailed)		.800

a. Test distribution is Normal.

b. Calculated from data.

Source: Research Data Processing Results, 2025

Based on the table above, the Asym. Sig. (2-tailed) value is 0.800. This significance value is less than 0.05, so it can be concluded that the tested data is normally distributed.

Results Multicollinearity Test

**The Influence of Job Satisfaction and Work Discipline on Performance
Coefficient**

Variables	Collinearity Statistics	
	Tolerance	VIF
Job satisfaction	0.994	1,006
Work Discipline	0.994	1,006

Dependent Variable: Employee Performance

Source: Research Data Processing Results, 2025

Based on the VIF value obtained as seen in table 5.11 above, it is 1.006, 1.006 where the VIF value of the two independent variables is less than 10 and the Tolerance value is 0.994, 0.994 where the Tolerance value of the

two independent variables is greater than 1 so it can be concluded that there is no multicollinearity between the two independent variables in this study.

Multiple Linear Regression Calculation Test Results

Based on the results of data processing, the following results were obtained:

Table 5.13. Multiple Linear Regression Analysis Coefficient

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	22,829	3,772		6,053	.000
	Job satisfaction	.059	.138	.051	4,027	.000
	Work Discipline	.089	.091	.117	9,077	.000

a. Dependent Variable: Employee Performance

Source: Research Data Processing Results, 2025

Based on Table 5.13 above, the multiple linear regression equation is as follows:

$$Y = 22.829 + 0.059X_1 + 0.089X_2$$

Based on this multiple linear regression equation, the meaning of the equation above can be explained:

- 1) The constant value is 22,829, this states that if the factors of job satisfaction and work discipline are ignored, the employee performance value at the TMP Belawan Customs and Excise Supervision and Service Office is 22,829.
- 2) The regression coefficient for the job satisfaction variable is 0.059, this shows that every 1% increase in the job satisfaction factor will increase employee performance at the TMP Belawan Customs and Excise Supervision and Service Office by 0.5.9%.
- 3) The regression coefficient for the work discipline variable is 0.089, this shows that every 1% increase in the work discipline factor will increase employee performance at the TMP Belawan Customs and Excise Supervision and Service Office by 08.9%.

t-Test Results

Coefficient

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	22,829	3,772		6,053	.000
	Job satisfaction	.059	.138	.051	4,027	.000
	Work Discipline	.089	.091	.117	9,077	.000

a. Dependent Variable: Employee Performance

Source: Research Data Processing Results, 2025

Based on the results of the research data processing, the t-value > t-table (4.027 > 1.667) and the significance value of 0.000 < 0.05 were obtained, so H₀ was rejected and H_a was accepted. This means that the job satisfaction variable has a positive and significant effect on employee performance at the TMP Belawan Customs and Excise Supervision and Service Office. The magnitude of the influence of the job satisfaction variable on employee performance at the TMP Belawan Customs and Excise Supervision and Service Office is 0.051 or 05.1%. Based on the results of the research data processing, the t-value > t-table (9.077 > 1.667) and the significance value of 0.000 < 0.05 were obtained, so H₀ was rejected and H_a was accepted. This means that the work discipline variable has a positive and significant effect on employee performance at the TMP Belawan Customs and Excise Supervision and Service Office. The magnitude of the influence of the work discipline variable on employee performance at the TMP Belawan Customs and Excise Supervision and Service Office is 0.117 or 11.7%.

f Test Results

Model summary^b

Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.124a	.154	.316	1.76981

a. Predictors: (Constant), Job Satisfaction and Work Discipline

b. Dependent Variable: Employee Performance

From the table above, the RSquare (R²) value is 0.154. This value means that the influence of job satisfaction and work discipline on employee performance at the Customs and Excise Supervision and Service Office of TMP Belawan is 15.4% while the remaining 84.6% (100% - 15.4%) is influenced by other factors not examined. In other words, the employee performance variable can be explained by the job satisfaction and work discipline variables by 15.4%, while the remaining 84.6% is caused by other variables outside this model.

CONCLUSION

Based on the analysis and evaluation of data in the previous chapter, the following conclusions can be drawn:

1. The job satisfaction variable has a positive and significant effect on the performance of employees at the Customs and Excise Supervision and Service Office, TMP Belawan.
2. The work discipline variable has a positive and significant effect on the performance of employees at the TMP Belawan Customs and Excise Supervision and Service Office.
3. The variables of job satisfaction and work discipline have a positive and significant influence on the performance of employees at the Customs and Excise Supervision and Service Office, TMP Belawan.

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Nadira Salmah **et al**

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