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Work Discipline of Civil Servants at the Bulukumpa Sub-district Office, Bulukumba Regency

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ABSTRACT

Discipline is one of the important aspects that supports the quality of performance of a Civil Servant (PNS), this study aims to find out how the work discipline of civil servants in the Bulukumpa Sub-district Office, Bulukumba Regency. The type of research used in this study is a qualitative descriptive research type and for the data collection techniques used, namely observation, interview and documentation techniques with three informants, namely employees of the Bulukumpa Sub-district Office, Bulukumba Regency. The results of this study show that employee discipline at the Bulukumpa Sub-district Office, Bulukumba Regency is still lacking. This can be seen from attendance, responsibility, attitudes, and norms. Where the attendance of employees has not been in accordance with the regulations that have been set and the results of observation as evidenced through the recap of the attendance list, the implementation of employee responsibilities that have been included in the category is very good, but the attitude of employees who are still categorized as poor is evidenced by the use of office uniforms that are not orderly so that they are not in accordance with the established regulations. Then the norms or compliance with the regulations are still not good, as seen from the fact that there are still some employees who do not comply and receive reprimands from the leadership. The results of this study are still not in accordance with what is expected based on discipline indicators.

Keywords: discipline, employees, work

INTRODUCTION

For organizations and agencies, human resources (HR) play an important role both at the individual and collective levels (Darwis et al., 2022; Niswaty et al., 2024; Saleh et al., 2024). Quality human resources are certainly indispensable for every organization or institution to be able to create and produce commodities, services, equipment, and products according to the required standards, (Hasibuan, 2017; Mangkunegara, 2017; Prasetya, 2002). Personnel with strong discipline are essential for organizations and institutions, (Niswaty et al., 2018; Saleh, 2014).

When it comes to developing workers who have the professionalism and integrity required by government administrators, discipline must be enforced. Workers who have professional and ethical qualities can carry out government duties, public services, and several developments to improve the welfare of the community, (Widodo, 2021; Winarno, 2012). Therefore, to carry out discipline enforcement, a policy for implementing employee discipline is needed. Employee discipline needs to be improved in this modern era. This is shown by the existence of various forms of deviant behavior and violations of applicable rules and norms, which are manifested in attitudes and behaviors that are not compliant and orderly. This happens due to a lack of self-control and a sense of responsibility for his work and the surrounding environment.

Most of the government and national development programs are implemented in government offices, and this is also due to a lack of accountability and discipline. Compliance with the rules is not done intentionally, in an honest way, or in a way that reduces personal

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responsibility for a person's behavior. The human resources of an organization or office have the power to have a major impact on how this discipline is developed. Government offices, which carry out most government and national development initiatives, are no exception in terms of lack of discipline and a sense of responsibility for work, (Mustanir, 2022; Nasrullah et al., 2023; Wahid et al., 2024). Lack of awareness, honesty, and physical obedience to the law, resulting in irresponsible attitudes and behaviors towards their work, (Sawir, 2022). Human resources in an organization or office have the potential to be very influential in the process of creating this discipline. (Saleh, 2014).

Therefore, it is necessary to coach employees to improve the quality of human resources so that they have a good level of work discipline so that they can provide maximum service according to the demands of community development. Civil Servant Discipline is regulated in Government Regulation Number 30 of 1980 concerning Civil Servant Discipline Regulations which was updated with Government Regulation Number 53 of 2010 which explains in detail that "Civil Servant Discipline Regulations (PNS) regulate provisions regarding obligations, restrictions, disciplinary punishments, authority to impose punishments, objections to punishments, and decision-making processes regarding disciplinary punishments.

Every civil servant, including sub-district employees, is required by law to comply with all these regulations. However, in practice, many civil servants, especially state servants or sub-district employees in the regions, commit disciplinary violations, such as giving inappropriate arrival and departure times for work, not carrying out their duties, and not complying with regulations. with applicable regulations.

Therefore, to achieve effectiveness and success in an agency or organization, discipline is very important. Building strong work discipline is very important, especially in government agency offices at the sub-district level, (Wairooy, 2017). The Bulukumpa District Office, located in Bulukumba Regency, is experiencing difficulties in building effective work discipline among its employees. To better understand the effectiveness of employee work discipline at the Bulukimpa Regency Office, this study will analyze it.

Based on the results of the initial observation I made on October 6, 2023 at the Bulukumpa Sub-district Office, Bulukumba Regency, there were several problems encountered, especially in terms of employee working hour discipline. Following the standard working hours in the text of Governor's Regulation Number 9 of 2008 concerning the Working Hours of Civil Servants within the South Sulawesi Provincial Government, the office entry hours are on Monday and Friday at 07.30, the break time is 12.00 and the return time is 16.00 while Tuesday to Thursday the entry time is 08.00, the break time is 12.00 and the return time is 16.30 but unfortunately there are some employees who have not maximized their work activities, among them are employees who do not arrive on time and employees who do not return to the office at the set time to go home.

METHOD

The qualitative research methodology used in this study is regarding the Work Discipline of Civil Servants (PNS) at the Bulukumpa Sub-district Office, Bulukumba Regency. Because subjective assessment techniques require a top-down understanding of a phenomenon, truth, or reality, this study uses a qualitative descriptive approach, (Sugiyono, 2022). The data collection techniques used are interviews, and documentation, (Patton, 2005; Silverman, 2020). This research is focused on the discipline of Civil Servants at the Bulukumpa District Office, Bulukumba Regency. This study uses several indicators to measure employee discipline,

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including attendance, responsibility, attitude and norms, with a focus description, namely 1) Attendance in the form of punctuality in the workspace every day is the main demand for employees who work under a government agency; 2) Responsibility, namely Completing all tasks optimally and on time is a responsibility that must be owned by every employee working in the agency; 3) An attitude that measures the attitude of communicating well, friendly and polite to fellow superiors and colleagues as well as to the community to be served is an attitude that must be possessed by an employee. 4) Norms in the form of Compliance with the agreed rules are the obligation of employees as a form to support employee discipline.

This research involved three informants conducted at the Bulukumpa District Office, Bulukumba Regency. Meanwhile, the data analysis technique in this study involves an intuitive model, namely studying subjective data is a continuous process that occurs organically until knowledge is deeply embedded, (Paul & Arup, 2018). Data analysis includes reducing information, presenting information or data, verifying, or drawing conclusions, (Mcleod, 2023).

RESULT AND DISCUSSION

To find out the picture of employee discipline at the Bulukumpa Sub-district office of Bulukumba Regency, the researcher processed and presented the data obtained during the research process using observation, interview and documentation techniques, which were presented in a descriptive form based on the theory put forward by Saydam in (Julianto, 2019) that there are several indicators of work discipline achievement, namely attendance, responsibility, attitude and norms. The results of the data analysis obtained by the researcher during the research at the Bulukumpa Sub-district Office, Bulukumba Regency are as follows:

Presence

Arriving at the office or agency where a person works is known as attendance. An employee is expected to arrive and depart on time, as well as be there when needed. Attendance is a key discipline indicator and plays an important role in the system. If this component of attendance is not fulfilled, other disciplinary components will also be disrupted.

Based on the results of interviews with the three informants, it can be concluded that the presence of employees at the Bulukumpa Sub-district Office, Bulukumba Regency was not good. Based on the results of employee research at the Bulukumba Sub-district Office, Bulukumba Regency, it shows that certain workers still arrive late to work, come after breaks, and come home late due to personal reasons or other obstacles, which causes them not to comply with the norms that have been set. This can be seen from the results of the interview, where the first informant, namely the sub-district head, stated that there are still many workers who come late to the office, and there is still weak supervision or control because the sub-district head often arrives late. have obligations outside the office, such as attending meetings with local government officials to coordinate efforts, reviewing development projects, and attending official invitations or ceremonies. Based on the results of observation, the researcher concluded that the presence of employees at the Bulukumpa Sub-district Office, Bulukumba Regency was categorized as lacking discipline.

Attendance is the main indication of employee discipline, so attendance is the main benchmark in assessing employee discipline in an organization. This includes following the standards set by the government regarding when to leave, rest, and leave work. Employees have a responsibility to follow up. However, to prevent mistakes, the need for more emphasis is placed

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on the need to know the discipline of attendance. Employee attendance and punctuality are observed at the time they finish their break and go home, as well as at the time they leave and arrive at work. Each session has a defined period; If it is not complied with within that period, it will be classified as undisciplined. This needs to be reaffirmed in line with the opinion (Hasibuan, 2017) In his book stating that in order to improve discipline and teach staff members to follow all applicable requirements, punishment is necessary. The purpose of punishment will be achieved fairly and firmly. Rules that do not include severe penalties for violators will not serve as an effective teaching tool for staff members.

Based on the results of research and interviews with employees at the Bulukumpa Sub-district Office, Bulukumba Regency, it is illustrated that there are still some employees who arrive late, both the hour of coming to work, the hour after the break, and the time of returning home not on time for personal reasons and constraints so that it is not in accordance with the regulations listed. Based on the observation of the researcher, the researcher concluded that the presence of employees at the Bulukumpa Sub-district Office, Bulukumba Regency is still in the category of Lack of Discipline because there are still some employees who are late for personal reasons and even do not attend and the lack of strict supervision from the leadership when they are on duty outside the office.

Responsibility

Bertanggung jawab berarti seorang karyawan memahami tanggung jawab yang diberikan to him and accept the consequences of every action he takes outside the scope of his work. An employee must do his or her duties effectively and on schedule to be considered disciplined.

Based on the results of interviews with the three informants, the researcher concluded that the responsibilities held by the employees of the Bulukumpa Sub-district office, Bulukumba Regency went as expected where the employees at the Bulukumpa District office did not neglect their duties and carried out their respective responsibilities. Based on the results of the observation, the researcher concluded that the responsibility of employees in completing their respective duties at the Bulukumpa Sub-district Office, Bulukumba Regency was categorized as Good.

If an employee completes his duties and obligations on time, in addition to being on time in front of him, it can be considered disciplined. Strict supervision by officials appointed within the organizational framework of a government agency is also necessary in this regard. Because each employee will be given tasks based on their respective responsibilities and roles, fulfilling duties has become an obligation that must be fulfilled. This is in line with Mustari's opinion in Lovenda (2019) which states that the individual's mindset and behavior to fulfill his responsibilities and duties in a way that is appropriate for him and society.

Based on the results of research and interviews with employees at the Bulukumpa Sub-district Office, Bulukumba Regency, it can be seen that employees have tried to complete their duties and responsibilities well, which can be strengthened by the statement of the sub-district head as the first informant who said firmly that as a leader he is responsible for all the performance of the employees/staff in the office. Based on the observations, the researcher concluded that the responsibilities of employees at the Bulukumpa Sub-district Office, Bulukumba Regency have been categorized as good and disciplined.

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Attitude

The attitude of an employee is something that must be followed up, especially in the workplace and during working hours, but should always and everywhere have positive attitudes and values, both at work during and outside working hours, at home, or outside working hours. within the community. In addition, effective communication is essential for developing a positive attitude among staff members; However, the method must still adhere to acceptable communication guidelines. The use of a good office uniform as a differentiator between employees and the community they will serve is another factor that is no less important in achieving a positive attitude of employees. An employee with a positive attitude must be open to criticism and recommendations and be eager to make improvements. If an employee has all the components of a positive attitude, then he can be considered disciplined.

Based on the results of interviews with the three informants, the researcher concluded that the attitude of the employees of the Bulukumpa Sub-district Office, Bulukumba Regency was as expected. However, based on the results of observations in the office, the researcher concluded that the attitude of employees at the Bulukumpa Sub-district Office, Bulukumba Regency was categorized as Poor, especially in terms of the use of office uniforms.

Individual attitude refers to his or her response to a situation or a person's input. Nonetheless, the attitudes considered in this study are directed at employee compliance with relevant regulations. Because of its relationship with the first and second signs of discipline, namely presence and responsibility, attitude is one of the indications that is used as a benchmark for discipline. If the attitude of submission to the relevant laws does not exist, then the two signs seem to be lacking. This is in line with the opinion which Mustafa et al. (2020) states that in organizing or carrying out the main duties and responsibilities of the company it supervises, the workers must work together. Effective collaboration can improve employee performance at several stages, including planning, implementation, monitoring, and evaluation. Ultimately, this can have a positive impact on the achievement of the company's goals.

Based on the results of research and interviews with employees at the Bulukumba Sub-district Office, Bulukumba Regency, the researcher concluded that the attitude of employees is still not good in the sense that there is one aspect of employee attitudes that has not been carried out properly, namely in the control of the use of office uniforms, in addition to that communication has been well established. Based on the results of observations, the researcher concluded that the attitude of employees at the Bulukumpa Sub-district Office, Bulukumba Regency is still categorized as not good/less disciplined.

Norma

Norms are rules that are developed and then agreed upon by each employee. This standard aims to guarantee that workers perform their duties according to the rules, resulting in easier, more focused, more organized, and expected performance. Based on the results of interviews with the three informants, the researcher concluded that compliance with the norms that apply to employees of the Bulukumpa Sub-district office, Bulukumba Regency is not good. Based on the results of the study, it is illustrated that the norms applied by each employee are categorized as poor. This is illustrated in the statement of the sub-district head as the first informant that employees who violate will be punished according to the type of violation. Before emphasizing these rules, he as a leader must first set a good example. However, there are still some employees

who violate the rules, this is also due to the lack of supervision of the sub-district head when assigned outside the office which makes employees who commit violations will feel safe because there is no boss who sees and reprimands. Based on the results of observations in the research office, it was concluded that compliance with the applicable norms of employees at the Bulukumpa Sub-district Office, Bulukumba Regency was categorized as not good/less disciplined.

Every employee has a complete consciousness in his heart and mind, which is where the norms come from. For norms to run on their own when someone violates the rules, that is, by realizing that there are consequences that must be acknowledged, then the need to comply with the rules itself must be done earnestly and generously. Related to this (Akay et al., 2021, p. 5) stated that self-discipline is the best discipline. The community usually supports what is required of them and follows the relevant laws. The two obligations mentioned above perform responsibilities and comply with applicable regulations and regulations are the cornerstone of an employee discipline strategy.

Based on the results of research and interviews with employees at the Bulukumpa Sub-district Office, Bulukumba Regency, it is illustrated that the norms applied by each employee are categorized as poor. This is illustrated in the statement of the sub-district head as the first informant that employees who violate will be punished according to the type of violation. Based on the results of observations, the researcher concluded that the norms of employees at the Bulukumpa Sub-district Office, Bulukumba Regency are still categorized as not good/less disciplined.

CONCLUSION

Employee discipline at the Bulukumba Regent Office is included in the category of "Lack of Discipline" based on the findings of the research and its discussion around the description of employee discipline that has been described. It was explained that the research findings for each discipline indicator, starting from the first one, namely attendance. The level of employee attendance at the Bulukumpa District Office has not met disciplinary standards because there are still many employees who continue to arrive late and are absent as well as problems with the manual attendance system. The second indicator is responsibility, employees at the Bulukumpa District Office have carried out their responsibilities as best as possible and when there are obstacles as soon as possible to be resolved. The third indicator is the attitude, the employees at the Bulukumpa Regency Office have not upheld the norms of discipline in this field, this can be seen from their non-compliance with regulations and the neatness of uniforms, even though it is an important part of their identity. The final norm indicator at the Bulukumpa Regency Office shows that although there is a good level of discipline, there are still a number of employees who violate the regulations and choose not to ignore the consequences. This is further complicated by the rarity of supervision carried out by supervisors because they often work outside the office, making employees feel comfortable to break the law.

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