

The Influence of Work Discipline and Work Ability on Employee Performance at the Medan City Fire and Rescue Service

Arnila Zalukhu^{1*}, Maduma Sari Sagala², Siti Junaidah Hasibuan³
STIE IBMI Medan, Indonesia

Corresponding Author: Arnila Zalukhu arnilazalukhu50@gmail.com

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ABSTRACT

This research is motivated by the high level of employee indiscipline in terms of attendance and the lack of responsiveness in using technological work equipment, which causes work ability to be suboptimal and employee performance to fluctuate each year. The goal of this research is to ascertain how job ability and discipline affect employee performance at the Fire and Rescue Department of Medan City. This research employs a quantitative methodology. The Slovin formula was used to determine the sample, which is comprised of 180 employees, resulting in 64 respondents selected randomly. Questionnaires, paperwork, interviews, and observation were used to gather data. Multiple linear regression is the method of data analysis that is employed. The analysis results show the regression equation $Y = 5.774 + 0.559X_1 + 0.406X_2 + e$. The partial test results demonstrate the beneficial and considerable impact that job skills and discipline have on employee performance, with t-values of 3.482 and 3.070, respectively, both greater than the t-table value of 1.999. The simultaneous test (F-test) also shows a significant result, with an F-value of 62.319 > F-table value of 3.15. Work discipline and ability account for 66.1% of the variation in employee performance, according to the Adjusted R Square value of 0.661, with other factors not included in this study accounting for the remaining 33.9%.

INTRODUCTION

Human resources are a crucial factor, and an integral part of any organization, whether an institution or a company. Human resources need to be properly handled and effectively to achieve the company's mission and goals. Therefore, competent human resources with high degrees of passion and discipline in carrying out their duties and functions are needed for both individual and organizational goals in today's technologically and civilizationally advanced era. An organization can operate effectively and thrive if its employees perform well.

In an organization or company, employee performance is very important because only with good performance can create quality output or work results. Performance is the ability to successfully complete tasks; it serves as a standard by which to measure how well an individual contributes his skills to the business or organization. According to Bintoro and Daryanto (2017:109) performance is the results of employee work in quality and quantity achieved by an employee in carrying out work assigned by a superior. According to Kasmir (2016:182) Performance is defined as the outcomes and conduct of an individual's job during a given time frame, typically a year. The capacity to complete duties and responsibilities as allocated can be used to gauge performance.

Discipline is something that must be instilled in every employee in a company, both at the lower and upper levels. Work discipline is essential for the development of a company and is mostly used to encourage employees to be self-disciplined in their individual and group work. A person who is disciplined shows that they take great responsibility for the responsibilities they are given. High work discipline will enable them to achieve maximum work effectiveness, including time discipline, company rules, and regulations. In addition to work discipline, work ability can also influence employee performance. According to Mangkunegara (2017:94), work ability is an employee's potential to perform various tasks and jobs, where a person possesses the skills, knowledge, and abilities to carry out the assigned tasks or jobs. According to Raharjo, Paramita & Warso (2016:2), work ability is a combination of knowledge, skills, training, experience, and the ability to complete work optimally. According to Schmidt (2019) ability is a quality possessed by individuals that enables them to learn and perform tasks effectively. The Medan City Fire and Rescue Service is a unit tasked with extinguishing fires, carrying out rescues, and dealing with 5 disasters or other incidents. The fire department is also sometimes tasked with providing socialization and education to the public about fires and how to respond to them. According to the findings of observations made by researchers at the Medan City Fire and Rescue Service, issues with subpar personnel performance were discovered, indicated by the existence of work assessment data that experienced fluctuations from 2022 to 2024 for Medan City Fire and Rescue Service employees.

Based on observations that the highest employee absence rate of the Medan City Fire and Rescue Service occurred in November 2024 with the number of absences reaching 27 with a total of 180 employees, and the lowest employee absence rate occurred in September 2024 with the number of absences 15. So the

employee absence rate at the Medan City Fire and Rescue Service is still low with many employee absences from work being a problem in work discipline. In addition, the work ability of the Medan City Fire and Rescue Service employees is still less than optimal, due to the existence of challenges between coworkers, as some employees continue to be less receptive to using technology or their work tools. This causes problems when workers report their work, which lowers worker performance such as being less responsive to operating computers, so that many jobs are completed late and the results are less than optimal.

LITERATURE REVIEW

Performance

Performance, according to Sinambela (2018:483), is the readiness of a person or group to complete a task and perfect it in accordance with their obligations with the anticipated outcomes. Performance is the outcome of labor and work-related behavior completed within a specific time frame (Kasmir, 2016:182).

According to Kasmir (2018: 208), several indicators regarding performance criteria are:

- 1) Quality. The quality or grade of the work generated by a certain process can be observed in order to quantify performance. To put it another way, quality is the degree to which the outcome or process of finishing an activity gets close to being flawless.
- 2) Quantity. Quantity is the resulting output, which can be expressed in monetary units, units, or the number of cycles of completed activities.
- 3) Time. There are specific forms of work that have a deadline for completion. This implies that there are time constraints that must be fulfilled, both minimum and maximal (for example, 30 minutes). If these time limits are exceeded or not met, performance can be considered substandard, and vice versa.
- 4) Cost emphasis. Before every business action is conducted, the costs involved are planned for. The budgetary style, thus, serves as a reference to ensure that work does not exceed the budgeted amount.
- 5) Supervision: By keeping an eye on workers, they will feel more accountable for their work and it will be simpler to make changes and enhancements as soon as possible if there are deviations.
- 6) Inter-Employee Relations: Performance is often linked to cooperation or harmony between employees and management. This relationship assesses an employee's capacity to foster a sense of cooperation, friendliness, and respect for one another.

Work Discipline

Hasibuan (2016: 193) defines discipline as an individual's awareness and willingness to abide by all workplace rules and relevant societal norms.

High employee discipline will enable the company's goals to be achieved effectively and efficiently. According to Arlapa and Mulyana (2020:21), the dimensions and indicators of work discipline include:

1. Attendance

Attendance is a form of work discipline that must be adhered to by all employees, as attendance determines effective work hours. Indicators:

- a. Timely arrival at work
- b. Timely dismissal
- c. Timely break times in accordance with company regulations.

2. Compliance with Work Regulations

Complying with all applicable company regulations is a form of discipline that can improve the quality of teamwork. Indicators:

- a. Basic rules on how to conduct yourself at work.
- b. Calculating and being meticulous in your work.

3. Compliance with Work Standards

In addition to mandatory work regulations, attention to company work standards is crucial in implementing a company's Standard Operating Procedures (SOPs) to ensure work runs as expected.

Work Ability

Hasibuan (2017:94) defines work ability as the output that an individual produces when completing tasks that are given to him based on his knowledge, experience, honesty, integrity, and time.

According to Raharjo (2016:111), work capability indicators include:

1. Knowledge is the cornerstone upon which abilities and skills are constructed. organized understanding of data, facts, ideas, or methods that, when used, would produce performance.
2. Training, a brief educational process that use structured and methodical methods to teach non-managerial staff members technical knowledge and abilities for particular uses.
3. Experience, which is a person's degree of proficiency in a job and may be gauged by their duration of employment as well as their level of knowledge and expertise.
4. Skills: the capacity to become proficient with work, tools, and machines.
5. Ability to work, or the state in which an individual believes they are competent of doing a task.

Research Model and Hypothesis

Hypothesis development based on the presentation of variable concepts and research model images.

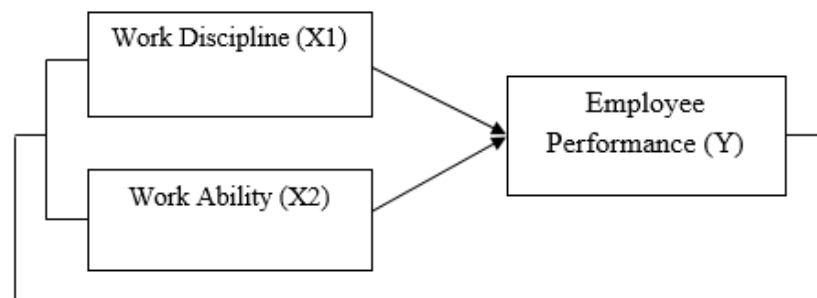


Figure 1. Theoretical Framework
Source: Data processed by researchers, 2025

Based on the above framework of thought, the research hypothesis is determined as follows:

1. H0: Work discipline does not affect employee performance at the Medan City Fire and Rescue Service.
Ha: Work discipline influences employee performance at the Medan City Fire and Rescue Service.
2. H0: Work ability does not affect employee performance at the Medan City Fire and Rescue Service.
Ha: Work ability influences employee performance at the Medan City Fire and Rescue Service.
3. H0: Work discipline and work ability do not affect employee performance at the Medan City Fire and Rescue Service.
Ha: Work discipline and work ability influence employee performance at the Medan City Fire and Rescue Service.

METHODOLOGY

The object of the research studied is The place of this research is at the Medan City Fire and Rescue Department on Jalan. Candi Borobudur No. 2, Petisah Tengah, Medan Petisah, Medan City, North Sumatra. Population and sample in this study Thus, those selected from the 180 populations in this study were 64 respondents. This study is classified as quantitative research. This research also uses data collection techniques by distributing questionnaires or surveys, where respondents will fill out the questionnaire related to the research, then the answers to the questionnaire are analyzed using SPSS 25.

This study's data set includes both primary and secondary sources. Primary data were collected directly from respondents through questionnaires, while secondary data were obtained from official organizational documents, attendance records, and previous studies related to work discipline, work ability, and employee performance. Data collection was carried out through observation, interviews, questionnaires, and documentation. The questionnaire used a Likert scale with scores ranging from 1 (strongly disagree) to 5 (strongly agree), designed to measure the three variables in the study. Before distribution, the research instrument was tested for validity and reliability using SPSS version 25, where the Pearson Product-Moment correlation was applied for validity testing, and Cronbach's Alpha was used for reliability testing, with a minimum acceptable value of 0.70.

Data analysis was conducted through several stages. Descriptive statistical analysis was used to describe respondent characteristics and response trends. To make sure the regression model satisfied the requirements of linear regression, traditional assumption tests were conducted, such as the normality, multicollinearity, and heteroscedasticity tests. Multiple linear regression was employed in the primary analysis to ascertain the impact of independent factors, specifically work ability and work discipline, on the dependent variable, employee performance. At a significance threshold of $\alpha = 0.05$, hypothesis testing was carried out using the F-test to investigate simultaneous effects and the t-test to investigate partial effects. The percentage of variance in employee

performance that can be accounted for by the two independent variables was calculated using the coefficient of determination (Adjusted R²). With Y standing for employee performance, a for the constant, b₁ and b₂ for the regression coefficients, X₁ for work discipline, X₂ for work ability, and e for the error term, the regression model utilized in this study is written as follows: $Y = a + b_1X_1 + b_2X_2 + e$. This methodological approach provides a comprehensive framework for evaluating how work discipline and work ability affect employee performance, thereby contributing to efforts to enhance organizational effectiveness at the Medan City Fire and Rescue Department.

RESEARCH RESULT AND DISCUSSION

The Influence of Work Discipline on Employee Performance

The study's findings show that the Work Discipline variable has a considerable impact on employee performance. Using a significant value of 0.001 < alpha of 0.05 and a computed t value of 3,482 > t table value of 1.999 (nk = 64-3 = 61). According to the findings, the Work Discipline variable's H_a is accepted and its H₀ is denied. Therefore, the Medan City Fire and Rescue Service's personnel performance is positively and significantly impacted by the Work Discipline variable.

The Influence of Work Ability on Employee Performance

The results of this study indicate that the Work Ability variable has a significant effect on Employee Performance. With a t-value of 3,070 > t-table value of 1.999 (nk = 64-3 = 61) and a significant value of 0.003 < alpha of 0.05. Based on the results obtained, H_a is accepted and H₀ is rejected for the Work Ability variable. Thus, partially, the Work Ability variable has a positive and significant effect on employee performance at the Medan City Fire and Rescue Service.

The Influence of Work Discipline and Work Ability on Employee Performance

In the results of the regression test in this study, a significance value of 0.000 is known. Where the required significant value of F is smaller than 5% or 0.05 or the calculated F value = 62.319 > Ftable 3.15 (df₁ = k-1 = 3 - 1 = 2) while (df₂ = n - k = 64 - 3 = 61). According to the simultaneous study's (F test) findings, employee performance is positively and significantly impacted by both work discipline and work ability. The Medan City Fire & Rescue Service's staff performance is positively and significantly impacted by all independent variables, including work discipline and work ability.

CONCLUSIONS AND RECOMMENDATIONS

Employee performance (Y) is the only dependent variable in this study, whereas work discipline (X₁) and work ability (X₂) are the two independent factors. There were 64 responders in all, and the study was carried out in the Medan City Fire and Rescue Service. Based on the results and discussions in the previous chapter, the following conclusions can be drawn: 1. Work discipline has a positive and significant influence on employee performance with a t-count value of 3.482 > t-table value of 1.999 and a significant value of 0.001 < alpha of

0.05. 2. Work ability has a positive and significant influence on employee performance with a t-count value of $3.070 > t\text{-table value of } 1.999$ and a significant value of $0.003 < \alpha \text{ of } 0.05$. 3. Work discipline and Work Ability have a positive and significant influence on employee performance with a fcount value of $62.319 > f\text{table of } 3.15$ and a significant value of $0.00 < \alpha \text{ of } 0.05$. 4. A value of 0.661 (66.1%) was obtained from the Adjusted R Square coefficient of determination. The Medan City Fire and Rescue Service variable is thus claimed to be influenced by 66.1% of the independent variables in work discipline and work ability. The remaining 33.9%, however, is affected by additional factors. Workplace motivation, work atmosphere, job experience, and so on are a few examples.

The following suggestions can be made by the researcher:

1. For the Medan City Fire and Rescue Department:

- 1) Employee performance needs to be re-examined to achieve the company's predetermined goals by providing training.
- 2) Improve employee discipline through consistent supervision, fair sanctions and rewards, and the implementation of firm but humane work rules.
- 3) Develop work skills through regular training, fire and rescue simulations, and technical and non-technical skills so that employees are always prepared in emergencies.

2. For future researchers:

Further researchers are advised to add other variables such as work motivation, work environment, and work experience to make the research results more comprehensive. Furthermore, the research object can be expanded beyond the Medan City Fire Department to other agencies so that the results can be compared. Researchers can also use different methods, such as a qualitative or mixed-methods approach, and increase the number of respondents to make the research results more accurate and generalizable.

ADVANCED RESEARCH

Based on the research findings indicating that work discipline and work ability have a significant influence on employee performance, future advanced research is recommended to expand the scope of variables by including additional factors such as work motivation, work environment, leadership, and organizational culture. Future studies may also employ a mixed-methods approach by incorporating qualitative analysis to gain deeper insights into employees' perceptions of challenges related to discipline and work ability. Moreover, comparative studies across different government agencies or regions could be conducted to assess the generalizability of the results. It is also advisable to use more advanced analytical models such as Structural Equation Modeling (SEM) to better capture both direct and indirect relationships among variables. Such advanced research is expected to provide broader contributions to the development of human resource management in the public sector, particularly in improving the performance of public service employees.

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