



EMPLOYEE PERFORMANCE VIEWED FROM WORK DISCIPLINE, INFORMATION TECHNOLOGY, ORGANIZATIONAL CULTURE AND WORK ENVIRONMENT (STUDY ON DUKCAPIL SERVICE, KLATEN DISTRICT)

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ABSTRACT

The objective of this study is to assess the impact of work discipline, information technology, organizational culture, and work environment on employee performance at the Dukcapil Office of Klaten Regency, both collectively and individually. The present study employs a quantitative research design. The study population consisted of 65 individuals who were operators employed at the Dukcapil Office of Klaten Regency. The provided sample is a subset that is indicative of the larger population under investigation (Arikunto, 2019: 109). The study utilized a census sampling technique to collect data from a total of 65 respondents. The process of gathering data through the utilization of a questionnaire. The data analysis technique employed in this study involved the application of statistical analysis methods, specifically the utilization of multiple linear regression test, F test, t test, and the coefficient of determination. The findings of the study indicate that work discipline, information technology, organizational culture, and work environment have a partial influence on the performance of employees at the Dukcapil Office of Klaten Regency. Based on the findings of this study, it is recommended that the Klaten Regency Dukcapil Office enhance work discipline, information technology, organizational culture, and the prevailing work environment. These improvements are expected to result in an increase in employee performance, surpassing previous levels.

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INTRODUCTION

The management of human resources plays a pivotal role within an organization. Regardless of its form and intended purpose, the establishment of an organization is predicated upon diverse visions aimed at promoting human welfare. The significance of human resources within an organization necessitates the acquisition of a proficient and efficient workforce to effectively manage and operate the organization. The contemporary period characterized by technological advancements and societal development necessitates the presence of capable human capital who possess a strong drive and discipline to effectively fulfill their responsibilities and objectives, both at the individual and organizational levels. The role of human resources is of significant importance in their interactions with factors such as capital, material, method, and machine. The level of complexity that already exists can serve as a determinant of human quality.

The workforce constitutes a primary driving force within an organization, exerting a significant influence on the organization's outcomes, whether positive or negative. To achieve optimal employee performance and retention, organizations must carefully consider diverse and suitable methods of rewarding employees, aligning them with the company's vision and targets to the fullest extent (Tampubolon, 2016). The evaluation of employee performance is regarded as a crucial aspect of organizational functioning. The degree of employee loyalty is contingent upon their understanding and recognition of the cultural elements that foster organizational behavior, in addition to the influence of effective leadership. The acquisition of employee values and norms through personnel management identification has the potential to enhance employee performance. The cultivation of quality awareness contributes to the advancement of both organizational and employee development.

Performance is the outcome attained by an individual in executing tasks, which is influenced by their skills, experience, and dedication, as well as the time allocated, in accordance with predetermined standards and criteria. Employee performance refers to the outcomes attained by individuals in their professional endeavors, as evaluated against specific benchmarks and standards associated with their respective roles and responsibilities. Performance is a crucial metric employed by organizations to assess the proficiency with which employees execute their assigned tasks, as well as to gauge the company's potential for future growth and development (Kesek et al., 2021). Employee performance refers to the outcomes attained by individuals in executing their work tasks and fulfilling their responsibilities within an organizational context (Astrinasari, 2019). Performance can be influenced by various factors, such as work discipline, information technology, organizational culture, and work environment.

The implementation of work discipline within an organization has the potential to serve as a crucial factor in achieving success and enhancing employee performance. Discipline can be defined as an individual's disposition and readiness to adhere to and abide by the established norms and regulations that pertain to their immediate environment. The evaluation of an employee's disciplinary attitude can provide insights into the individual characteristics of each employee (Astuti et al., 2019). Work discipline is utilized by managers as a means of effectively communicating with employees, fostering a heightened sense of compliance with relevant regulations and societal norms. According to Sherlie and Hikmah (2020), work discipline can be understood as a constructive developmental process for employees. It is important to note that work discipline is primarily demonstrated through one's actions rather than being inherent to an individual.

Information technology is an information system that uses technology to obtain information using network hardware and software using a set of computers with a high-speed network including a series of equipment that functions as a tool for processing databases in disseminating information. Information technology as part of an information system is used to expedite the business process of an agency, organization or company where data is processed into quality information that is used by users in making decisions. (Musfira et al., 2020). Information technology has advantages in the accuracy and precision of the results of its data operations. Utilization of information technology will also reduce errors that occur, both intentional and unintentional. The application of information technology in every company or organization

certainly has a different purpose because it aims to support the business interests of an organization (Joseph, 2020).

Organizational culture refers to the system of shared values and norms that are established and upheld by members of an organization, serving as a defining characteristic of its identity. The presence of a robust organizational culture has the potential to significantly enhance the overall performance and success of an organization. The behavior of individuals within an organization can be significantly influenced by a strong organizational culture, characterized by a sense of unity and a shared commitment to achieving common goals (Isnada, 2016). Organizational culture can be defined as a set of fundamental assumptions that are established, cultivated, or evolved by a specific group in order to facilitate the organization's ability to effectively address challenges arising from external adaptation and internal integration. Given its successful track record, it becomes imperative to impart these established norms to new members as the appropriate framework for perceiving, thinking, and emoting in relation to these matters. The formation of organizational culture is a collective effort by a group of organizations aimed at effectively addressing future challenges (Wardani et al., 2016).

The work environment encompasses the collective working facilities and infrastructure that surround employees engaged in tasks that have the potential to impact work execution. The environment serves as the context within which organizational functions arise. According to Layama and Nidak (2016), organizations that are perceived to operate in a relatively stable environment are characterized by their ability to exert influence on the environment while undergoing gradual changes. The work environment encompasses all elements surrounding employees that have the potential to impact their performance in executing assigned tasks, such as cleanliness, ambient music, lighting, and other relevant factors. The presence of unfavorable working conditions has the potential to contribute to increased susceptibility to illness, heightened stress levels, diminished ability to concentrate, and reduced overall performance among employees (Sunday et al., 2019).

With the emergence of the Covid-19 pandemic in 2020, it requires that the entire public service system in government agencies needs to make significant adjustments due to a ban on the implementation of face-to-face service systems, including one of them at the Dukcapil Office of Klaten Regency. Of course, this will change the service system that has been running so far, namely by starting to implement an online service system.

The objective of this study is to assess the potential impact of work discipline, information technology, organizational culture, and work environment variables on employee performance at the Dukcapil Office of the Klaten Regency, either collectively or individually. The methodology employed in this study is grounded in a quantitative research approach. The operators that worked at the Dukcapil Office of Klaten Regency made up the entirety of this study's population, which came to a total of 65 individuals. (Arikunto, 2019: 109) The sample is either a part of the population that will be researched or a representative sample of the population. The samples for this study consisted of 65 different respondents and were collected using the census sampling method. Data collecting via a questionnaire. The data was subjected to statistical analysis as the chosen method of analysis. A series of specific statistical tests were conducted, encompassing the multiple linear regression analysis, the F-test, the t-test, and the coefficient of determination. The research findings suggest that various factors, such as work discipline, information technology, organizational culture, and the working environment, have a partial influence on the performance of workers at the Dukcapil Office of the Klaten Regency. Based on the findings of this research, the Klaten Regency Dukcapil Office is continuously working to enhance work discipline, information technology, organizational culture, and the working environment that already exists. This is done in the hopes that it will cause employee performance to improve and become higher than it was before.

From the references above, the authors argue that performance is the result of a process that refers to and is measured over a certain period of time based on predetermined conditions or agreements.

Sutrisno (2019: 87) defines discipline as an Organizational commitment refers to the internal compulsion experienced by employees, which leads them to willingly adapt to decisions,

regulations, and elevated standards of work and conduct. According to Sinambela (2019:332), The presence of strong discipline is evident in an individual's heightened sense of accountability towards their assigned tasks. Consequently, the implementation of regulations becomes imperative in establishing a harmonious and organized environment within the workplace. The discipline within an office or any professional setting is deemed commendable when employees adhere to the preexisting rules and regulations.

Based on the aforementioned references, the authors posit that discipline encompasses an individual's consciousness and readiness to adhere to the various regulations and societal norms that are relevant within an organizational context.

and transmit information. IT plays a crucial role in various industries and sectors, enabling efficient data management, communication, and decision-making processes. It encompasses a wide range of technologies, including hardware, software, databases, and telecommunications. The field of IT involves the application of technical knowledge and skills to design, implement, and maintain computer systems and networks. Additionally, IT professionals are responsible for ensuring the security, integrity, and availability of information within an organization. Overall, IT is a fundamental component of modern society, driving innovation, productivity, and connectivity.

According to Sutabri (2014: 3), the concept of information technology is defined as... Information technology (IT) refers to the utilization of technology for the purpose of processing data. This involves various activities such as processing, acquiring, compiling, storing, and manipulating data in order to generate high-quality information. The information produced through IT is characterized by its relevance, accuracy, and timeliness. It serves a wide range of purposes, including personal, business, and governmental applications, and is considered to be strategic information that aids in decision-making processes. According to Mulyadi (2014: 21), information technology can be defined as... Information technology encompasses a wide range of technological tools and systems, such as computer hardware and software, electronic office equipment, factory machinery, and telecommunications devices.

According to Lantip and Rianto (2011: 4), the concept of information technology refers to the scientific study of computer-based information and its rapid advancement. According to Uno and Lamatenggo (2011: 57), information technology is a technological tool utilized for the purpose of data processing. The process of processing involves the acquisition, compilation, storage, and manipulation of data in order to generate high-quality information that is characterized by its relevance, accuracy, and timeliness.

The author's analysis leads to the inference that information technology encompasses the technological domain concerned with the transformation of data into meaningful information, as well as the subsequent dissemination of this data/information within spatial and temporal constraints. This conclusion is derived from the aforementioned references.

The concept of organizational culture encompasses the collective values, beliefs, norms, and practices that influence the conduct and mindset of individuals within a given organization. According to Fahmi (2017: 117), the formation of organizational culture occurs when individuals are exposed to a new set of norms and philosophies, leading to the amalgamation of their cultural and behavioral patterns. The establishment of these norms and philosophies cultivates a shared sense of enthusiasm and satisfaction among the collective, empowering them to efficiently confront obstacles and pursue targeted goals. This process results in the formation of a unique organizational culture. According to Torang (2014: 106), the concept of organizational culture refers to the shared patterns of behavior displayed by individuals within a given organization. These patterns of behavior are deeply ingrained and are considered to be fundamental aspects of the organization's daily operations. Consequently, this practice is passed down to successive individuals within the organizational hierarchy.

According to Effendy (2015: 8), organizational culture encompasses a set of norms, values, assumptions, beliefs, philosophies, and organizational habits that have been cultivated over an extended period by the founders, leaders, and members of an organization. These cultural elements are transmitted and imparted to new members of the organization, and

subsequently applied in various organizational activities aimed at product development, customer service, and the attainment of organizational objectives.

Based on the aforementioned references, the author asserts that organizational culture encompasses a wide range of dimensions and holds significant influence in establishing an optimal organizational climate.

The work environment refers to the physical, social, and psychological conditions in which individuals carry out their work activities. It encompasses factors such as the According to Nuraini (2013: 97), the work environment encompasses all elements surrounding employees that have the potential to influence their performance in executing assigned tasks. Examples of such elements include the presence of air conditioning (AC) and sufficient lighting. According to Sunyoto (2012: 43), the work environment encompasses all elements surrounding employees that have the potential to impact their performance in executing assigned tasks. These elements may include factors such as cleanliness, music, lighting, and other relevant aspects.

The definition of the work environment, as proposed by Amirrullah (2015), encompasses the physical location and the dynamic factors that surround an individual during their work activities. The work environment encompasses not only the physical aspects of the workplace, but also encompasses the psychological factors that manifest within the context of work.

Based on the aforementioned references, the author posits that the work environment encompasses all elements within a given setting that have the potential to exert a direct or indirect influence on individuals or groups in the execution of their tasks.

METHOD

The present study aims to elucidate the research methodology employed in this research project. The present study employs a quantitative methodology. Quantitative research can be classified as a scientific methodology due to its adherence to fundamental scientific principles, including concreteness or empiricism, objectivity, measurability, rationality, and systematicity (Sugiyono, 2019: 7).

The subject of research is population (Arikunto, 2019: 103). The study sample consisted of 65 operators employed at the Dukcapil Office of Klaten Regency. The provided sample is a subset that is indicative of the larger population under investigation (Arikunto, 2019: 109). The sample size for this study consisted of 65 participants. The sampling technique employed in this study is the technique of census sampling.

RESULTS AND DISCUSSION

A. Multiple Linear Regression Test

Table 1
Multiple Linear Regression Test

No	Variable	Unstandardized B	Information
1	(Constant)	3.105	Positive
2	Work Discipline	0.282	Positive
3	Information Technology	0.249	Positive
4	Organizational culture	0.156	Positive
5	Work environment	0.199	Positive

Source: Primary data processed in 2023

Based on the table above, it can be seen that the regression equation formed is:

$$Y = 3.105 + 0.282 X_1 + 0.249 X_2 + 0.156 X_3 + 0.199 X_4 + e$$

From these equations it can be explained that:

1. The constant (a) is equal to 3.105.
This suggests that assuming the constant value (a) is 3.105, and assuming the variables of work discipline, information technology, organizational culture, and work environment remain constant or are assigned a value of zero, the variable employee performance is also 3.105, indicating a positive result.
2. The value of the work discipline coefficient, denoted as b1, is 0.282.
This implies that in the regression model, assuming the values of the information technology, organizational culture, and work environment variables remain constant, an increase in the coefficient value of the work discipline variable will result in a positive and significant increase of 0.282 in employee performance. This is due to the assumption made by the regression model that the variables of information technology, organizational culture, and work environment have a fixed value.
3. The coefficient associated with information technology, denoted as b2, is equal to 0.249.
This suggests that in the context of the given regression model, an increase in the coefficient value of the information technology variable, while holding the values of the work discipline, organizational culture, and work environment variables constant, is associated with a corresponding increase of 0.249 in employee performance, indicating a positive relationship.
4. The coefficient for the Organizational Culture (b3) is 0.156.
This suggests that when the coefficient of the organizational culture variable increases, while holding the values of the work discipline, information technology, and work environment variables constant in the regression model, there is a corresponding increase of 0.156 in employee performance, resulting in positive outcomes. This is due to the assumption made by the regression model that the employee performance variable remains constant.
5. The coefficient associated with the working environment, denoted as b4, has a value of 0.199.
This suggests that in the regression model, assuming the variables of work discipline, information technology, and organizational culture remain constant, an increase in the coefficient value of the work environment variable will result in a positive increase of 0.199 in employee performance.

B. Hypothesis testing

1. F-test

Table 2
F test results

Model	Fcount	Ftable	Sig.	Standard	Information
Regression	24,858	2.53	0.000	0.05	Eligible Models

Source: Primary data processed in 2023

The results of the data analysis that has been obtained, it can be seen that the value of F-count is as big 24,858, because $F\text{-count} > F\text{-table}$ $24,858 > 2.53$ and a significance of $0.000 < 0.05$ then H_0 is rejected. It can be concluded that H_a accepted, meaning that there is an intermediate effect work discipline, information technology, organizational culture and work environment simultaneously and significantly to the performance of employees in Dukcapil Office of Klaten Regency.

2. t-test

Table 3
Test Results t

hypothesis	tcount	ttable	Sig.	Standard	Information
H1	2,910	2,000	0.005	0.05	Accepted
H2	3,097	2,000	0.003	0.05	Accepted
H3	2,366	2,000	0.021	0.05	Accepted
H4	2,611	2,000	0.011	0.05	Accepted

Source: Primary data processed in 2023

- a. influence test work discipline on employee performance
t value count > t-table (2,910 > 2.000) and a significance value of 0.005 < 0.05 then Ho is rejected and Ha accepted. It can be concluded that there is a positive and significant effect work discipline against employee performance in Dukcapil Office of Klaten Regency.
- b. Influence test information technology on employee performance
t value count > t-table (3,097 > 2.000) and a significance value of 0.003 < 0.05 then Ho is rejected and Ha accepted. It can be concluded that there is a positive and significant effect information technology to employee performance in Dukcapil Office of Klaten Regency.
- c. Influence test organizational culture on employee performance
t value count > t-table (2,366 > 2.000) and a significance value of 0.021 < 0.05 then Ho is rejected and Ha accepted. It can be concluded that there is a positive and significant effect organizational culture against employee performance in Dukcapil Office of Klaten Regency.
- d. Influence test work environment on employee performance
t value count > t-table (2,611 > 2.000) and a significance value of 0.011 < 0.05 then Ho is rejected and Ha is accepted. It can be concluded that there is a positive and significant effect work environment against employee performance in Dukcapil Office of Klaten Regency.

3. Determination Coefficient Test (R²)

Table 4
Determination Coefficient Results

<i>Model</i>	<i>R</i>	<i>R Square</i>	<i>Adjusted R Square</i>	<i>std. Error of the Estimate</i>
1	0.790	0.624	0.599	1.22912

Source: Primary data processed in 2023

The obtained results indicate that the adjusted R square value is 0.599. This implies that the factors of work discipline, information technology, organizational culture, and work environment collectively account for 59.9% of the variance in employee performance. The remaining 40.1% can be attributed to other variables not examined in this study, including work ability, work ethic, education, and so forth.

DISCUSSION

1. The present study examines the influence of workplace discipline on employee performance within the Dukcapil Office of the Klaten Regency.

The results obtained from the SPSS calculation indicate that the value of t-count exceeds the value of t-table (2,910 is greater than 2,000), with a significance level of 0.005, which is lower than the conventional threshold of 0.05. This finding suggests that workplace discipline exerts a positive and substantial impact on employee performance. The results of this study indicate that an increase in work discipline is associated with a notable enhancement in employee performance. According to the studies conducted by Sherlie and Hikmah (2020) and Astiti et al. (2019), it was observed that work discipline has a positive and statistically significant impact on employee performance. This research aligns with the aforementioned findings.

The presence of a strong work ethic among employees at the Dukcapil Service, including punctuality, meticulousness, and adherence to standard operating procedures, has the potential to enhance the performance of the Klaten Dukcapil Service personnel. This, in turn, will facilitate the accurate and timely completion of population document issuance services.

2. The impact of information technology on employee performance in the Dukcapil Office of the Klaten Regency.

The results obtained from the SPSS calculation indicate that the value of t-count (3.097) exceeds the critical value of t-table (2.000), suggesting statistical significance. Furthermore, the

obtained p-value of 0.003 is lower than the predetermined significance level of 0.05. This finding illustrates that the utilization of information technology has a significant and advantageous influence on the productivity of employees. The results of this study indicate a significant positive correlation between the adoption of information technology and employee performance.

The results of this investigation align with the findings reported in previous studies conducted by Musfira et al. (2020) and Joseph (2020). The utilization of information technology has been found to have a significant positive impact on the performance of workers. The aforementioned influence holds considerable importance and exhibits positive attributes.

The presence of adequately equipped information technology resources, including up-to-date computer equipment, efficient networks, and user-friendly applications, within the Dukcapil Office facilitates the completion of population document applications. This, in turn, enhances the performance of employees working in the Klaten Dukcapil Office, enabling the expeditious and straightforward processing of population document issuance.

3. The influence of organizational culture on employee performance in the Dukcapil Office of the Klaten Regency is a subject of investigation.

Based on the results obtained from the SPSS calculation, it can be observed that the value of t-count (2.366) exceeds the critical value of t-table (2.000). Furthermore, the calculated significance level (0.021) is lower than the predetermined threshold of 0.05. This finding suggests that the organizational culture of a business exerts a significant and advantageous impact on the productivity and effectiveness of its workforce. The aforementioned findings present compelling evidence that establishes a strong correlation between the level of organizational culture and a significant enhancement in employee performance.

Previous research conducted by Isnada (2016) and Wardani et al. (2016) suggests that organizational culture has a positive and substantial impact on employee performance. The results of this research align with the findings of previous studies.

The existence of a discernible organizational culture enhances the overall satisfaction of employees in their work environment. Coworkers have the potential to develop interpersonal connections, which can prove advantageous in terms of enhancing task efficiency and achieving predetermined objectives. The organizational culture exerts a substantial influence on employee performance.

4. The study aims to investigate the influence of the working environment on employee performance within the Dukcapil Office of the Klaten Regency.

Based on the results obtained from the SPSS calculation, it can be observed that the value of t-count (2,611) exceeds the critical value of t-table (2,000), indicating statistical significance. Additionally, the significance level of 0.011 is found to be lower than the predetermined threshold of 0.05. This suggests that the working conditions exert a positive and substantial impact on employee performance. The aforementioned findings provide evidence that enhancing the quality of the work environment leads to a substantially higher level of performance. According to the research conducted by Layama and Nidak (2016) and Sunday et al. (2019), it has been found that the work environment plays a crucial role in influencing employee performance. This study aligns with previous research conducted by Layama and Nidak (2016) and Sunday et al. (2019).

The ambiance of the work environment is an additional crucial factor that a company should take into account. Creating a conducive work environment that prioritizes comfort, safety, and aesthetic appeal fosters a heightened sense of enthusiasm among employees towards their professional responsibilities. The execution of tasks will be perceived as less burdensome and more enjoyable, resulting in a rise in productivity and an enhancement of overall performance compared to previous levels.

CONCLUSION

After a thorough examination of the experimental findings and the subsequent discourse, several deductions can be made. The impact of work discipline on employee performance in the

Dukcapil Office of the Klaten Regency is evident. The performance of employees working in the Dukcapil Office of the Klaten Regency is influenced by information technology. In the Dukcapil Office of the Klaten Regency, a correlation exists between organizational culture and employee performance. In the Dukcapil Office of the Klaten Regency, there exists a correlation between the work environment and the employees' performance.

In addition, there are some suggestions can be drawn based on the aforementioned findings, the authors of this study offer several valuable recommendations, which may encompass the subsequent: In a theoretical context, there is an expectation that further investigation will enhance this study by incorporating additional independent variables beyond work discipline, information technology, organizational culture, and work environment that may have an impact on employee performance. This observation is made in consideration of the presence of an external influence accounting for 40.1% of the variance in the study's outcomes, which is not accounted for by the variables under investigation, including work ability, work ethic, education, and other relevant factors.

From a pragmatic perspective, it is expected that the Dukcapil Office of the Klaten Regency will continue to uphold and enhance the existing standards of work discipline, information technology, organizational culture, and the work environment. The Dukcapil Office of the Klaten Regency is expected to witness an improvement in employee performance compared to previous periods. This can be attributed to several factors including the implementation of high-quality work discipline, utilization of information technology, fostering a conducive organizational culture, and providing a favorable work environment.

Other scholars may employ employee performance factors for research purposes beyond the scope of commercial enterprises or governmental organizations, as these variables can be employed to monitor the progress of a comprehensive entity. The utilization of these variables facilitates the monitoring of progress. Moreover, this concept is relevant in various business environments, including banking, manufacturing, and other professional workplaces.

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