



# Influence Assessment of Discipline Procedures towards the Punctuality of Nurses' Work and Civil Servants' Performance in Panembahan Senopati General Hospital Bantul

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ARTICLE INFO	ABSTRACT
<p>Published Online: 04 May 2018</p> <p>Corresponding author <b>Hildani Rahma</b></p>	<p>One aspect of human resource strength can be reflected on the situation and behavior of discipline, because discipline strengthens the organization to achieve the goal in achieving the goal. Discipline is the most important operative function of human resources because the better the discipline of employees, the higher the achievement of work that can be achieved. Good discipline reflects the contents of one's responsibility for the assigned tasks clearly. This encourages work, morale, and realization of corporate, employee, and community goals. To maintain and improve good discipline is difficult, because many factors influence it. To know the influence of disciplinary procedures to the punctuality of nurses' work and civil servants' performance in Hospitals of Yogyakarta City. This research was observational with descriptive survey method and qualitative analytic. The population in this study was all nurses of civil servants who work in RSUD Panembahan Senopati Bantul by 172 people. The sample of this study amounted to 87 people with sampling technique of quota sampling. Data analysis used descriptive analysis. Disciplinary Procedures at Panembahan Senopati General Hospital in Bantul still refers to Laws because there is no specific regulation from the hospital. The results showed there are 59.57% of respondents who stated there is a very positive correlation between disciplinary procedures on employee performance. Furthermore, 68.09% of respondents have a very positive relationship between punctuality, employee performance and disciplinary procedures that can affect employee discipline. Employees who are familiar with the disciplinary procedures will easily do their work on time.</p>
<p><b>KEYWORDS:</b> Discipline Procedure, Punctuality and Nurse Performance.</p>	

## I. INTRODUCTION

Hospital is a form of health services for community with characteristics developed by the health science development, technological progress, and socio-economic life of the community that must still be able to improve the service more perfect and affordable by the community in order to realize the highest degree of health. Hospitals are health services that provide health services providing inpatient, outpatient and emergency care services.<sup>1</sup>

Hospitals should have personnel that include medical personnel and support, nursing staff, pharmaceutical personnel, hospital management personnel, and non-health workers. Among these are 40% of nurses.<sup>1</sup> Nursing services in general reflect quality of hospital services. Therefore hospital management should be able to manage better and better resources for patients, families and communities.<sup>2</sup>

One aspect of HR strength can reflect on the attitude and behavior of discipline, because the discipline has a very strong force for the organization in achieving its planned goals.

However, maintaining and improving good discipline is difficult, as many factors influence it.<sup>3</sup>

From the initial observation the researcher did in hospital where the research appears about the nursing service was assessed comprehensively and can be justified. This is what proved by direct observation when the researcher did observations for nursing documentation which is relating to professional responsibility, and there is still a lot of incompleteness in documenting the nursing.

Work discipline shown by nurses has not become an organization's expectation. This is revealed from the behavior of nurses in obeying the provisions outlined by the hospital management that has not been optimal. Based on the results of interviews with the head of nursing, is still often found nurses who arrived late, coming home sooner than expected, came not directly filling the attendance list and left the room on duty.

Employee retardation and indiscretions have always been a problem for superiors since long time ago. Considering this background, no hospital can successfully achieve

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established goals and objectives without the use of disciplinary procedures to control such undesirable behavior.

Disciplinary action is an action taken by a company as response to an unsatisfactory employees’ performance or behavior. The main purpose of the discipline is to bring employees back, if possible, to acceptable standards of performance and behavior rather than punish an employee. Stephen undertook research on assessing the effects of disciplinary procedures on punctuality and performance at Anglogold Ashanti, Obuasi Mine. The study’s disciplinary procedures and punctuality provide a positive effect on work performance.<sup>4</sup>

The description above attracts the researcher to conduct research on the assessment of the influence of disciplinary procedures toward the nurses’ work punctuality and civil servant nurses’ performance in Panembahan Senopati Bantul General Hospital, therefore, this study attempts to assess the extent to which disciplinary proceedings address the problem of indiscipline in the organization. The researcher was interested to examine it so that the results can be useful for hospital management and can improve the nurses’ work discipline.

### II. MATERIALS AND METHODS

This research was observational with descriptive survey method and qualitative analytic. Population in this study was all nurses of civil servants who work in Panembahan Senopati General Hospital Bantul by 172 people with a sample of 87 people by using sampling technique of quota sampling, descriptive analysis.

### III. RESULT

#### A. Respondent’s Characteristic

Characteristics of respondents are described in table 4.1.

**Table 4.1.** Characteristics of Respondents

Characteristics of Respondents	f	%
Gender		
Male	74	85,1
Female	13	14,9
Age (years old)		
20-25	1	1,1
26-30	13	14,9
31-35	16	18,4
> 36	57	65,5
Religion		
Islam	81	93,1
Christian	5	5,7
Buddhist	0	0,0
Hindu	0	0,0
Catolic	1	1,1
Marital Status		
Single / No Married	1	1,1
Married	86	98,9
Divorced	0	0,0

Characteristics of Respondents	f	%
Others	0	0,0
Number of Children		
1 Children	16	18,4
2 Children	55	63,2
3 Children	14	16,1
4 Children	2	2,3
The Last Education Level		
SPR/SPK/Midwifer	2	2,3
AKPER (DIII Nursery)	74	85,1
S1 Nursery	11	12,6
Total	87	100,0

Based on the table above shows that of 87 respondents, the majority of respondents with male gender is 74 (85.1%) people and with female gender 13 (49.1%). Respondents with age > 36 years are 57 (65,5%) people and 1 person (1,1%) is 20-25 years old. As many as 81 (93.1%) people are Muslim and 1 (1,1%) is Catholic, 86 (98.9%) respondents are married and 1 (1.1%) is not married yet.

The majority of respondents has 2 children of 55 (63.2%) people, 2 (2.3%) people have 4 children, 74 (85.1%) respondents have last education of AKPER (DIII Nursing) and 2 (2.3%) educated SPR/ SPK / Midwife.

### IV. DISCUSSION

#### 1. Disciplinary Procedures and Challenges of Civil Servant Nurses in Panembahan Senopati General Hospital Bantul.

Disciplinary action is an action taken by the company in response to an unsatisfactory performance or employee behavior. Based on the results of research conducted there are disciplinary procedures applied by the hospital and most employees are aware of the procedure. Although there is no specific reference to the applicable disciplinary procedures, so far disciplinary procedures have been acknowledged to improve the punctuality of employees. This is because there is no special regulation from the hospital. Although there are no regulations in particular and still refers to the law but the performance of employees still running optimally.

In the effectiveness of disciplinary procedures, the study shows that 75.86% of respondents stated that the disciplinary procedure at Panembahan Senopati Hospital had been very effective, while 5.75% of respondents stated that the disciplinary procedure did not work effectively. Each institution has a disciplinary procedure that provides basic practical guidance to superiors and employees. According to Cole, the aim of any disciplinary procedure is to improve unsatisfactory behavior.<sup>5</sup> Highly effective disciplinary procedures are able to improve employee performance to a greater and more satisfactory level.

The research also reveals that regardless of disciplinary procedures effectiveness in place, there are some challenges in the implementation, such as: the interference of management,

the lack of management to do some disciplinary action, the lack of consistency in the application of disciplinary procedures, and the inability of management to educate workers in procedures disciplinary. It is a distraction that poses a major challenge for management to coexist peacefully with unions.

Management needs to take steps in facing existing challenges so that the implementation of disciplinary procedures will continue to work. As many 50.57% of respondents believe that the recommended measures to overcome the challenges of disciplinary procedures other than labor unions should be prioritized in developing disciplinary procedures, establishing rules on disciplinary procedures, educating workers in disciplinary procedures, disciplining in accordance with the violation of division of labor adapted to existing procedures, and must have optimal skills. The work done by a skilled person in his/her field can overcome any problems in the disciplinary implementation applied within the company.

## **2. Impact of Disciplinary Procedure toward Work Punctuality and Performance of Public Servant Nurses in Panembahan Senopati General Hospital Bantul.**

Disciplinary procedures are the way a manager tells his employees if something wrong. It also allows the company to clearly explain what improvements are needed and allow employees to explain their situation.<sup>6</sup> While, punctuality is a characteristic to be able to complete assigned tasks at a predetermined time.<sup>7</sup>

The success of any organization depends on the commitment and performance of its human resources. Companies need to design disciplinary procedures to utilize, enhance and encourage all of their human resources to foster and maintain standards of behavior and performance in order to create work discipline (punctuality in work). With the implementation of disciplinary procedures are expected to increase the commitment between the company and employees to each other, so that companies can easily improve the punctuality of employees in the work.

There are 60.90% of respondents who believe that disciplinary action in accordance with their violations introduces and modifies performance improvement plans for employees and communicates performance improvement plans to employees is a step that can be used as a tool for improving disciplinary procedures to be timely. The results of this study illustrate that there are 59.57% of respondents who stated there was a very positive impact between disciplinary procedures on employee performance. Research conducted by Mailiana shows that work discipline has a significant effect on employee performance, while the influence given by work discipline variables on employee performance is 94.9%.<sup>8</sup>

This indicates that the disciplinary procedure has an impact on the performance of the nurse, where the higher the disciplinary procedure applied by the nurse the higher the performance shown by the nurse. The performance of good

health services is influenced by good time discipline. Conversely, if the discipline of time is not good, it can affect the performance of health services.<sup>9</sup>

## **3. Relation between Time Punctuality and Performance of Civil Servant Nurses in Panembahan Senopati General Hospital Bantul.**

The results show that there is a very positive relationship between variable punctuality and employee performance. This is stated by 68.09% of respondents. Supported by Kasim's research, et.al, stating that there is a significant relationship between time discipline and the performance of health services.<sup>9</sup> It has been explained that more timely employees at work can improve employee performance. Similarly, on the contrary, late workers negatively impact the productivity and morale of colleagues, especially for other employees who depend on them.<sup>7</sup>

This study also shows that low job satisfaction, lack of organizational commitment and low work involvement are some of the factors causing delays. As much 72.40% of respondents answered agree that the delay is the cause of the employees do not run the disciplinary procedures. In addition to delays, slowness and leave work prematurely ahead of time is also a disciplinary procedure that most employees do not obey. Supported by interviews with several respondents it is known that the most frequent violation of the rules is the delay in coming, and the sanction given is only a cautionary/oral warning.

Based on the existing problems related to the delay that impact on the deterioration in employee performance to the attention to be sought way out. Employee deterioration lead to substantial financial cost loss due to loss of employee productivity and loss of worker productivity. Therefore, the deterioration prevention step needs to be of special concern because it can have an impact on the company's financial condition.<sup>4</sup>

Of 47.10% of respondents thought that the steps taken to prevent deterioration include establishing a reward system for employees with perfect attendance and punctuality, employee development, spot bonus provision and sanctioning and institutional sanctions. With the provision of sanctions and coaching employees are expected to reduce the deterioration that has been happening. So that the performance of employees remain intact and company goals remain achieved according to predetermined targets.

## **4. Effect of Disciplinary Procedure toward Work Punctuality and Performance of Public Servant Nurses at Panembahan Senopati General Hospital Bantul.**

The disciplinary regulation is a rule that makes compulsory, prohibited, and sanctioned, if the requirement is not obeyed or the prohibition is violated. In order to ensure the order and smoothness of the performance of duties, without prejudice to the provisions of the criminal legislation, a Civil Service Discipline Regulation shall be adopted.<sup>10</sup> The Employee

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Discipline Regulation shall be applied by the management properly.

A total of 33 (37.90%) of respondents thought factors affecting fairness in disciplinary procedures are adequate notification and hearing must precede the decision. To manage fair disciplinary action, respondents argued that disciplinary procedures should be in accordance with violations. Disciplinary procedures should be consistently set. Because consistent is an important part of justice. This means that employees who commit the same mistakes should be given the same punishment. The lack of consistency will cause employees to feel unfairly done.

The existence of a disciplined procedure that is applied fairly is capable of generating employee allegiance that they are treated equally for the same mistakes, so that the punctuality of work can be done consistently. According to Gibson there are several factors that affect the discipline, one of which is the leader's example.<sup>2</sup> Leaders play a very important role in determining the discipline of employees, because the leadership is an example and role model by subordinates. With a good leadership example, subordinate discipline will do well.

In addition, leaders must also modify the performance plan and communicate the plan to workers. This is done to improve the performance of nurses. Employees who adhere to disciplinary procedures will easily do their work on time, coupled with the modification of the new performance plan strongly supports employees to improve their performance.

### V. CONCLUSION

Based on the results of research and discussion, the following conclusions can be drawn:

1. Disciplinary Procedures in Panembahan Senopati General Hospital Bantul still refers to the Act because there is no specific regulation from the hospital. While the Nursing challenges of Panembahan Senopati General Hospital Bantul are interference by the foundation, the management is not interested in doing some disciplinary actions, the lack of consistency in the application of disciplinary procedures, and the inability of management to educate workers in disciplinary procedures
2. The results showed there were 59.57% of respondents who stated there was a very positive impact between disciplinary procedures on employee performance. The disciplinary procedure has an impact on the performance of the nurse's performance, whereby the higher the disciplinary procedure the nurse implements, the higher the performance shown by the nurse.
3. The results showed that 68.09% of respondents said there is a very positive relationship between variable punctuality and employee performance. More timely

employees at work can improve employee performance. Similarly, on the contrary, late workers negatively impact employee productivity.

4. Disciplinary Procedure is able to affect employee discipline. Employees who have complied with disciplinary procedures will easily do their work on time, coupled with the role of the leadership is very supportive of employees to improve performance of civil servant Nurses in Panembahan Senopati General Hospital Bantul

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