

Impact of Work Discipline and Work Motivation on Employee Performance at Warehouse PT Shopee International Indonesia Branch Bekasi

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ABSTRACT: This study aims to find out the impact of motivation and work discipline on the performance of employees of PT Shopee International Indonesia Branch of Bekasi. This is due to a discrepancy in the amount of stock found between the cycle count results and the data of the items in the system. Utilizing a quantitative research design, questionnaires were distributed to 160 participants, and IBM SPSS version 26 facilitated double linear regression analysis. The data's findings indicate that while work discipline has a negligible effect on employee performance, motivation has a partially favorable and considerable impact. A positive and significant influence of motivation and work discipline on the performance of employees at the Warehouse PT Shopee International Indonesia Branch of Bekasi is indicated by the F test results, which yielded a F count of 139.11 and a F table of 3.05, meaning the F count > F table with a Signification value of $0.00 < 0.05$. The determination coefficient (R²) is 0.639, which indicates that 63.9% of employee performance is influenced by work discipline and motivation, with the remaining variables being determined by other factors that have not been investigated.

Keywords: Employee Performance, Work Discipline, Work Motivation.



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INTRODUCTION

People's lives are changing as they adapt to technology. This is made possible by internet networks linked to smartphones, laptops, televisions, and other devices. These networks facilitate individual and group communication and provide access to a wealth of information on social, legal, political, and economic topics. The exponential growth of internet users worldwide has created new avenues for online commerce, revolutionizing the way buyers and sellers conduct business without physically meeting (Atatsi et al., 2019; Idris, 2017; Nikpour, 2017; Vosloban, 2012). These parameters have set the distance so that people can complete the deal without being hindered by variances in country or city (Dlamini et al., 2022; Gusa, 2019; Miao et al., 2022).

Consumers in Indonesia can be said to be dominated by online shopping sites, or e-Commerce as it is more commonly known. Moreover, consumers are finding it simpler to shop online because to Internet connectivity and the growing popularity of smartphones. With an average annual growth rate of 17%, Indonesia is the world's fastest-growing e-commerce market, ahead of China,

according to statistics released by (Frost & Sullivan, 2021). It is hardly unexpected that many people have made online buying their way of life, increasing online retail ecosystem. As a result, a number of new online retailers have also emerged to compete in the Indonesian online market.

One of the marketplaces most visited by consumers is Shopee. In 2015, Shopee made its debut in Singapore and initially presented itself as a marketplace for consumer-to-consumer (C2C). Since opening Shopee Mall, an online shop platform for well-known goods, they have moved to hybrid C2C and business to consumer (B2C) models as the industry evolves. Until the middle of 2023, it remained dominant in the Indonesian e-commerce market. According to SimilarWeb data on May 2023 (Iverson & Dervan, n.d.), Shopee has 161 million visitors, while Tokopedia has 106 million and Lazada has 70 million (Abualoush et al., 2018; Jawabreh et al., 2020; Kim et al., 2015; Li & Lin, 2018).

Every company's goal is to turn a profit by producing goods and services that satisfy the needs and wants of the surrounding community. Shopee constructs contemporary warehouses in response to the rapid growth of its business and the rising volume of transactions it facilitates throughout Indonesia. It is a space reserved for the storage of products intended for online sales. The following actions are conducted within e-commerce warehouses and are mostly similar to those conducted in other warehouses: storage of products, keeping track of the inventory of goods coming in and going out, packing, and observing and recording every step of the warehousing operation from the moment the stock arrives until it is sent. For businesses that depend on the delivery of goods and stock supplies, warehouses are a valuable asset. To maximize business productivity and efficiency, warehouse performance must be effective and efficient. Inventory tracking, reordering optimization, and lowering the chance of shortages or surpluses are all made possible with the usage of an integrated Warehouse Management System (WMS) (Aloysius, 2012; Lee & Raschke, 2016; Maden-Eyiusta & Alten, 2021; Sellers, 2017).

Packaging orders and delivering goods to clients are within the purview of the warehouses. Employee performance is crucial to support the warehouse's performance and company's expanding operations. Professionally trained team package high-quality products and guarantees prompt delivery to a designated address. They also handle logistical management, which includes effective delivery route planning, collaboration with logistics partners, and shipment monitoring to address delivery challenges (Ali et al., 2014; Bhattacharya & Mittal, 2020; Novita, 2010; Ramli, 2019).

There are issues affecting the company's reputation and interfering with warehouse operations at the Bekasi branch of PT Shopee International Indonesia. An issue that frequently arises is the discrepancy in stock between the quantity of inventory in the WMS data and the actual number of stocks in the warehouse. Based on the report researchers were able to receive from the inventory warehouse administrator in Bekasi, the inventory team's cycle counts yielded results that differed in stock amounts for 62 distinct categories of items from the data in the system and the cycle count results for the six-month period spanning November 2022 to April 2023. It's clear from the data that there are issues with the employee's performance. Siagian (2002) states that a number of elements, including pay, the working environment, organizational culture, leadership, and work

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motivation, discipline, job satisfaction, communication, and other aspects, all have an impact on employee performance (Ameliawati, Rizqi; Nugraheni, 2015).

According to a poll conducted among 20 employees at the warehouse at the Bekasi branch, 85% of them felt their compensation met their needs, but 25% were unmotivated to seek wise counsel from their superiors. The work discipline component is another significant component that affects employee performance, along with work motivation. The attitude, conduct, and behavior that complies with the written or unwritten norms of the organization is referred to as discipline. It covers tardiness in entering the workplace and returning early, thus the management must strictly enforce the employees' indiscreet behavior. For the six-month period spanning November 2022 to April 2023, here is the table of employee absence at the warehouse at the Bekasi branch.

Table 1 Employee Absence Information at PT. Shopee International Indonesia Branch of Bekasi

No	Month	With Permission	Sick Leave	Without explanation
1	November	8	5	7
2	Desember	6	4	8
3	January	5	3	8
4	Febuary	9	5	6
5	March	6	7	5
6	April	6	6	9

By focusing on motivation and discipline as the key determinants, employee performance becomes the subject of research based on the background of the challenges that have been mentioned. The performance dimension according to Robbins in (Mangkunegara (2018:68), 2018) consists of the quality of work, the quantity of the work, responsibility, cooperation and initiative.

Work motivation is the condition that drives the individual's desire to undertake certain activities to his desire (Saksono & Sunyoto, 2022). Maslow lists the physiological need, security need, likeability need, self-esteem need, and self-development need as the components of motivation (Edison, 2016).

As stated by Buchori Alma (2003) in (Nurhayati et al., 2022), discipline is actually the capacity to restrain oneself by acting in a way that upholds and defends established norms rather than acting inappropriately or in opposition to them. According to Rivai (2014) in (gunadi indra, 2020), there are a number of indicators that can influence an employee's level of discipline, including the following: presence, working ethics, a high degree of maturity, and devotion to work standards and procedures. Some employees may commit disrespectful actions to customers or engage in inappropriate actions. It is one form of indisciplinary action, so work ethics as one of the essences of the employee's work discipline.

METHOD

To gather and examine pertinent data for this study, a literature study was employed. This strategy enables researchers to create a thorough and in-depth understanding.

This study utilized a quantitative research methodology to examine the relationship between the dependent and independent variables. The research investigation was conducted through the distribution of questionnaires to 160 PT Shopee International Indonesia Branch of Bekasi permanent employees who have been working with the company for longer than one year.

Utilizing the Likert scale, the study gauges respondents' attitudes and opinions regarding the research variable. The responses are then subjected to a series of instrumental tests in accordance with social research principles, and the data are analyzed using IBM SPSS version 26.

RESULT AND DISCUSSION

The survey was administered to 160 workers at the Warehouse PT Shopee International Indonesia Branch of Bekasi. The specifics of the respondents were as follows:

1. 53.1% of the respondents were men and 46.9% were women.
2. 80.6% of the respondents is between 21 and 25 years old. 11.9% of respondents were between the ages of 26 and 30. Others were between the ages of 31 and 40.
3. 94.4% worked in the outbound division, with the rest in the inbound division.

Numerous test instruments and fictitious tests have been used to try and answer research questions on how motivation and work discipline affect employees' performance at Warehouse PT Shopee International Indonesia Branch of Bekasi. The following outcomes were attained by using the t and F tests along with the determination coefficient tests:

Table 2 The t-test Results of the Work Motivation and Work Discipline Variables on Employee Performance

		Coefficients ^a				
Model		Unstandardized B	Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	6.699	2.139		3.132	.002
	Total X1	.728	.046	.801	15.970	.000
	Total X2	-.006	.053	-.006	-.112	.911

a. Dependent Variable: Total Y

The motivation variable t-test findings on employee performance revealed that the significance values were at $0.000 < 0.050$, t counts at 15.970 or higher than t tables at 1.654. The hypothesis that there are positive and significant effects of motivation on employee performance is acceptable, as this shows that work motivation has an impact on employee performance at PT Shopee International Indonesia Branch of Bekasi.

Meanwhile, despite the fact that the test results indicated that work discipline had an impact on employee performance, with a significance value of $0.911 < 0.050$, the t value counted as -0.112 or lower than t table at 1.654, which implies that it can be concluded that work discipline has an insignificant effect on employee performance. This is most likely the consequence of respondents' responses being summarized and some discipline variables receiving low scores in certain categories. Where the presence dimension has a poor average score (3.39), the compliance of work norms and dressing appropriately also has a lower score (3.31). The ethical working component has the lowest point (3.24). However, the average value for the remaining dimensions and indicators is satisfactory.

Table 3 The Correlation Coefficients Test Results of the Work Motivation and Work Discipline Variables on Employee Performance

		Correlations		
		Total X1	Total X2	Total Y
Total X1	Pearson Correlation	1	.295**	.800**
	Sig. (2-tailed)		.000	.000
	N	160	160	160
Total X2	Pearson Correlation	.295**	1	.231**
	Sig. (2-tailed)	.000		.003
	N	160	160	160
Total Y	Pearson Correlation	.800**	.231**	1
	Sig. (2-tailed)	.000	.003	
	N	160	160	160
**. Correlation is significant at the 0.01 level (2-tailed)				

A very significant correlation between work motivation and employee performance can be inferred from the table, which shows a correlation coefficient test of 0.800 and a significance value of $0.000 < 0.050$ between the work motivation variable and employee performance. The correlation coefficient between work discipline and employee performance was 0.231, with a significance level of $0.003 < 0.050$, indicating poor relationship between work discipline and employee performance.

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These findings align with (Sembiring, 2020), which found that employee performance at Bank Sinarmas Medan is influenced by work motivation. In line with the results of (Harahap & Tirtayasa, 2020) study, which provide evidence that employee motivation significantly and favorably affects their performance at the PT. Angkasa Pura II (Persero) Office Branch of Kualanamau.

Based on studies, it can be observed that employee performance is influenced by motivation, which aligns with Abraham Maslow's hypothesis, also referred to as the Maslow Hierarchy of Needs

hypothesis or Maslow Theory. Abraham Maslow's Hierarchy of Needs theory has a profound impact on how people live their daily lives and meet their needs. Human being is required to work and perform well in order to satisfy his fundamental needs, which include physiological, safety, social, and recognition, as well as the greatest needs of self-actualization.

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The results align with the research of (“Pengaruh Kemampuan Kerja, Motivasi Dan Disiplin Kerja Terhadap Kinerja Pegawai Badan Pendapatan Daerah Kabupaten Deli Serdang,” 2022), which found no positive or substantial impact of work discipline on the performance of employees of the Regional Revenue Agency of Deli Serdang district. Similar conclusions are also expressed by the work discipline simultaneously and partially has no influence on the performance of employees at the Public Hospital of the Kanjuruhan District Malang.

The performance of the warehouse workers at the PT Shopee International Indonesia Branch of Bekasi is probably less impacted by work discipline because of the contemporary, integrated storage system already in place, making the job easier. Every time, the amount of work is unpredictable. Since employees are not in direct contact with customers, wearing a uniform is not required. Additionally, ethical work may be deemed less important because it is not a production-based job. Occasionally, there is a lot of work, sometimes not so much, so rest hours may not match the designated work hours.

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Performing a multiple linear regression analysis using IBM SPSS version 26, the regression equation was produced.

$$Y = a + b_1X_1 + b_2X_2$$

$$Y = 6.699 + 0.728 X_1 - 0.006 X_2$$

The F-test findings on Table 4 showed that the F count was 139.110 while the F table was 3.050, indicating that the F count was greater than the F table, with a significance value of $0.000 < 0.050$. It demonstrates that work discipline and motivation have a stimulating favorable impact on employee performance at the Bekasi branch of PT Shopee International Indonesia.

Table 4 The F-Test Results of the Work Motivation and Work Discipline Variables on Employee Performance

ANOVA^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3483.181	2	1741.591	139.110	.000 ^b
	Residual	1965.563	157	12.520		
	Total	5448.744	159			
a. Dependent Variable: Total Y						
b. Predictors: (Constant), Total X2, Total X1						

The determination coefficient (R square) is used to predict how much influence independent variables (motivation and work discipline) have on the dependent variable (employee performance). Please see the following table to determine the percentage of such influence:

Table 5 Determination Coefficient Test Results

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.800 ^a	.639	.635	3.538
a. Predictors: (Constant), Total X2, Total X1				

Based on the table, determination coefficient (R Square) value is 0.639, indicating that work motivation and work discipline have a 63.9% impact on employee performance, with the remainder impacted by variables not examined.

It aligns with the following Sedarmayanti (2017) performance-influencing factors stated in (Pusparani, 2021), namely attitude and mentality (work discipline, work ethic, and work motivation), education, skills, leadership management, income level, wages and health, social Security, working climate, products and supplies, technology, and performance opportunities.

CONCLUSION

It can be inferred as follows based on the data analysis and discussion outcomes displayed above:

1. The results of the t-test analysis of research data on work motivation variables versus employee performance indicate that employee performance is positively and significantly impacted by motivation, with a very strong degree of correlation between the two variables at Warehouse PT Shopee International Indonesia branch of Bekasi.
2. The results of the t-test analysis of the research data on the variable work discipline and employee performance indicated that the discipline had a positive and non-significant effect on the performance of the warehouse employees at PT Shopee International Indonesia. This was further supported by a correlation test result of 0.231, indicating a low to weak relationship between the two.
3. The equation $Y = 6,699 + 0,728X1 - 0,006X2$ was produced as a consequence of the double linear test. According to the F test results, work discipline and motivation have a stimulating positive and considerable impact on employees' performance at the Bekasi branch of PT Shopee International Indonesia. The determination coefficient (R Square) of 0.639 indicates that 63.9% of employee performance is influenced by work discipline and motivation, with the remaining variables being determined by factors not included in the study.

Based on the discussion and conclusions that have been presented, some suggestions are made, as follows:

1. Although in general the motivation of the employees of Warehouse PT Shopee International Indonesia has been very good, it is necessary to improve the availability of better means and means of work.
2. Management should pay attention to employee discipline related to presence, compliance with company rules, and work ethics in order to improve employee performance.

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