


Regarding Employee Discipline at the North Sumatra Province Culture and Tourism Service

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| Article Info | ABSTRACT |
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| Keywords: Development Supervision Discipline Employee Assessment | <p>Employee discipline is the employee's ability to carry out obligations, avoiding prohibitions. If an employee commits a violation, he will be given disciplinary sanctions as regulated by law. The type of research in this paper is descriptive qualitative, namely explaining the data obtained through observation during field research and applying the theory obtained from lectures.</p> <p>The formulation of the problem in this research is (1) How is employee discipline towards the regulations that have been determined at the North Sumatra Province Culture and Tourism Office? (2) How do superiors assess employees regarding discipline in using working time at the North Sumatra Province Culture and Tourism Office? (3) What are the efforts at the Department of Culture and Tourism so that all employees can be disciplined and follow the rules that apply at the Department of Culture and Tourism of North Sumatra Province? The research method used by the researcher is descriptive qualitative by means of direct field research (field research) and library research, namely reading books related to the researcher's written work. The conclusions of this research are: (1) Employee discipline towards the regulations that have been determined by the North Sumatra Province Culture and Tourism Office has a very important influence on the company, to train employees to do their work on time. (2) Supervisor's assessment of employees regarding discipline in using work time at the North Sumatra Province Culture and Tourism Service. (3) efforts to realize employee discipline and responsibility in completing tasks given by superiors at the North Sumatra Province Culture and Tourism Service in providing stricter supervision of employees. Suggestions in this research are expected to be given to the head of the North Sumatra Province Culture and Tourism Service to provide strong sanctions against employees who do not follow the applicable rules.</p> |
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INTRODUCTION

Tourism is a sector that plays an important role in efforts to increase income. Indonesia is a country that has natural beauty and cultural diversity, so there is a need to increase the tourism sector. This is because tourism is a sector that is considered profitable and has great potential to be developed as an asset that can be used as a source of income for the nation and country. Indonesia as an archipelagic country has a very potential tourism sector, which can attract both domestic and foreign tourists.

The tourism sector plays an important role in the Indonesian economy, both as a source of foreign exchange earnings and as a creator of jobs and business opportunities. To improve people's welfare, tourism development will continue and be improved through expansion, utilization of resources and national tourism potential, thereby encouraging and moving other economic sectors. Indonesia is a

country that has a very strategic location, namely between two continents and two oceans and has many great potential in the tourism sector, both natural, maritime and tourism potential.

Many countries in the world currently make tourism an aspect and integral part of their state strategy. Every tourism literature provides reviews that the tourism sector provides economic benefits to the country concerned. These benefits are usually obtained from foreign currency exchange rates, government revenues, regional development stimulus, job creation, increased tourism business activities and increased income. (Suwanto Gamal 2020: 41)

Discipline is time and mental training so that all a person's actions are in accordance with existing regulations, and discipline is related to formation, education and development of the human personality. The means of development and education are human individuals with all their aspects as a whole. All these aspects are regulated, nurtured and controlled until the person concerned is able to self-regulate. (Unaradjan, 2003:9).

There are several types of discipline, namely: 1) Preventive discipline is an effort to encourage employees to follow and comply with work guidelines, rules outlined by a company. 2) Corrective Discipline is an effort to mobilize employees to unify regulations and direct them to continue to comply with regulations in accordance with the applicable guidelines at the North Sumatra Province Culture and Tourism Service.

The failure of a company or agency is due to a lack of discipline among employees or staff in that company. To achieve success, superiors must emphasize the regulations that are already in effect and will impose sanctions on employees who cannot follow the rules at the North Sumatra Province Culture and Tourism Office.

To emphasize that employees or employees always obey the applicable rules, it is best for superiors to provide several sanctions such as giving warning letters, periodic salary delays, demotion or postponement of promotion.

The North Sumatra Province Culture and Tourism Office has quite a large number of employees in each field. But not all employees can apply discipline. As I saw myself while doing practical field work (PKL) there, many civil servants or honorary workers did not arrive on time. This happened because superiors lacked strict supervision of employees.

METHODS

Types of research

In this research, researchers used a qualitative approach. Qualitative research is descriptive research using analysis. Prioritizes the process and perspective of the subject. The theoretical basis is used as a guide so that the research focus is in line with the facts in the field (Cresswell, 2016: 4). Informants are determined using the Snowball technique.

Research subject

The research subjects referred to in qualitative research are people at the research site. Research subjects are usually not too large. This depends on the need and appropriateness, so the research subjects are always smaller than quantitative research. Research subjects are expected to be able to provide as complete information as possible. about the problems raised. Therefore, determining the research subject is very basic and significant. In this research, there were 5 (five) people who had been designated as research subjects/informants, namely 2 (two) people in the Human Resources Sector, 2 (two) people in the Marketing Sector and 1 (one) person in the Arts and Culture sector.

Place and time of research

Sugyono (2009:90) in his book entitled Understanding Qualitative Research. He says that place is a generalized area consisting of objects/subjects that have their own qualities and characteristics which are determined by the researcher to be studied, from which conclusions are then drawn.

Therefore, this research took place (location) at the North Sumatra Province Culture and Tourism Office, District. Percut Sei Tuan, Deli Serdang Regency, North Sumatra 20371.

Data collection technique

In writing this paper, the author collected data using the following method:

1. Observation
Data collection technique where the author carries out a review by making direct observations of a condition, situation, process and behavior as the object under study in order to find out the problem and what causes the problem at the North Sumatra Province Culture and Tourism Service to obtain data.
2. Interview
Interviews are a data collection technique using communication with employees to obtain the information needed. Interviews in a qualitative approach are in-depth. Interviews and observations can be carried out simultaneously. Interviews can be used to dig deeper into the data obtained. In this way, there is no disconnect between what is seen and what is heard and recorded. An in-depth interview is an activity carried out to obtain information directly by asking questions to the source to obtain in-depth information (Rully and Poppy, 2016: 136).
3. Documentation Study
Literature study is a way of collecting data by creating or studying books that support the problem being researched so that it can be used as a basis for preparing written work.
4. Data Analysis Techniques
After all the data has been collected, the next step is data management and analysis. What is meant by data analysis is the process of systematically searching and compiling data obtained from interviews, field notes and documentation, by organizing the data into categories, describing it into units, synthesizing it, arranging it into patterns, choosing what is important and will be studied and draw conclusions so that they are understood by themselves or others. Data analysis in this research uses qualitative data analysis.

RESULTS AND DISCUSSION

Employee Discipline at the North Sumatra Province Culture and Tourism Service

A procedure is a set of instructions that shows how to prepare or make something better. Based on the results of the author's observations for 6 months while carrying out practical field work at the North Sumatra Province Culture and Tourism Service, the author sees that there are still many employees who are not disciplined and follow the rules that apply at the North Sumatra Province Culture and Tourism Service. One of the rules that employees do not follow is the time they come to work, which is 7.30. The regulations currently in force at the North Sumatra Province Culture and Tourism Office ensure that employees are always disciplined and follow the rules, namely:

1. Employees who are civil servants or honorary workers must attend arrival and leave via an application provided by their superiors.
2. Must be in the office at 7.30.
3. Monday to Thursday employees go home at 16.00, while on Friday employees go home at 15.00.
4. Dress neatly every day. Monday and Tuesday wear PDH clothes, Wednesday wear white clothes, Thursday and Friday wear batik clothes.
5. If there is a big day such as the August 17 ceremony, all employees wear KOPRI clothes
6. Employees also have very limited rest hours, namely only 1 hour of rest time per day.

Based on several regulations currently in force at the North Sumatra Province Culture and Tourism Service, the head of the North Sumatra Province Culture and Tourism Service emphasized that if employees cannot comply with the regulations, they will be given sanctions in the form of:

1. Verbal warnings for civil servants, meaning speaking directly to the employee concerned
2. Give 3 warning letters to undisciplined employees who do not come

3. The penalties that will be given to employees who cannot follow the rules in force at the North Sumatra Province Culture and Tourism Office are:
 - a. Penalty for delaying periodic salary, what is meant by periodic salary here is where the employee has a salary every year. And if employees do not follow the rules then the periodic salary will not be disbursed by BKD (Regional Personnel Agency).
 - b. Demotion or postponement of promotion, what is meant here is that if the employee concerned is unable to fulfill the letter of summons given by the superior, then the superior must be forced to demote the employee's rank.

The most severe punishment an employee must receive is being fired, sent by the BKD (regional civil service agency). An employee was fired because he had a big problem.

The total number of employees or ASN at the North Sumatra Province Culture and Tourism Service is 150 people

Those affected by sanctions in the form of verbal warnings were 10 people, where

1. 2 people in marketing
2. 3 people in the program section
3. 1 person in the Tourism Object and Business Development section
4. 2 people in the History and Antiquities Development section
5. 2 people in the personnel department

Those who were subject to sanctions in the form of warning letters were 5 people, where

1. 1 head of program department
2. 2 marketing employees / ASN
3. 2 honorary people in the Department of Arts, Culture and Economic Development

Supervisor's Assessment of Employees in Using Working Time at the Culture and Tourism Office of North Sumatra Province

Based on the results of the author's observations for 6 months while carrying out practical field work at the North Sumatra Province Culture and Tourism Service, the author conducted observations as well as interviews with the head of the personnel section to see what superiors did in assessing undisciplined employees. The author conducted an interview with the head of the civil service section, Mrs. Ira, on September 20 2021, which was held at the North Sumatra Province Culture and Tourism Office.



Figure 1.Direct Interview with the Civil Service Section

Source: Researcher visit, 20 September 2021

According to Mrs. Ira as Head of Personnel, during the Covid-19 period, superiors cannot directly interact or monitor, in fact many employees are WFH (work from home) so superiors can only assess an employee from the time they come to work and the time they leave work. has followed the working hours discipline or not through the application determined by the superior. Supervisors can also only assess how employees carry out tasks that have been given by their superiors, whether the work is done on time and correctly or not.

Efforts by the Department of Culture and Tourism to ensure that all employees can be disciplined and follow the rules that apply at the Department of Culture and Tourism of North Sumatra Province

A superior's efforts to carry out his duties are not easy, especially considering that an employee cannot follow the regulations in force at the North Sumatra Province Culture and Tourism Service. Based on the results of my observations during research at the North Sumatra Province Culture and Tourism Service, the superior reminds all employees, whether civil servants or honorary workers, that if they are unable to come to work, they must immediately notify their superiors about how many days the employee will be absent from the office. , so that the employee does not receive a warning from his superior in the form of a warning letter.

Bosses also always emphasize to all employees to always follow the regulations in the North Sumatra Province Tourism and Culture Service. It is indeed not easy for a boss to handle the problem of employees who do not want to follow applicable regulations, but bosses also have great rights in resolving a problem that is being faced, one of which is an employee's lack of discipline at work.

A superior also has the right to impose heavy sanctions on employees if they cannot follow the regulations that have been implemented at the North Sumatra Province Culture and Tourism Office, one of the sanctions being demotion, non-release of employee salaries, even an employee having to be fired if he cannot follow them. applicable regulation.

For the sake of an employee's comfort and smoothness in carrying out his duties, a superior must also understand the condition of his employees, because if an employee cannot follow the applicable regulations, there could be problems within the scope of work or something that may happen to an employee while carrying out the assigned tasks.

CONCLUSION

Based on the results of the research and discussions carried out, researchers can draw several conclusions as follows. Employee discipline regarding the regulations that have been determined by the North Sumatra Province Culture and Tourism Office has a very important influence on the company, to train employees to do their work on time. Supervisor's assessment of employees regarding discipline in using working time at the North Sumatra Province Culture and Tourism Service. Efforts to realize employee discipline and responsibility in completing tasks given by superiors at the North Sumatra Province Culture and Tourism Service by providing stricter supervision of employees.

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