The Effect of Work Discipline and Work Motivation on Employee Productivity with Competence as Interviening Variables

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ABSTRACT

Companies must pay attention to the ability of employees, payback to employees, sanctions against discipline violations, tighter supervision in an effort to improve or improve employee performance. Work discipline is an important factor in improving employee performance. With good work discipline from employees such as arriving on time, carrying out work in accordance with what has been set by the company, obeying company regulations will be able to improve the performance of these employees so that company targets will be achieved.The purpose of this study was to determine the effect of work discipline and work motivation on employee productivity with competence as an interviening variable at PT. Denso Indonesia Plan 2 Cibitung Bekasi Jawa Bara. This research uses the type of research kquantitative research. This research was conducted at PT. Denso Indonesia Plan 2 Cibitung Bekasi West Java, with a population of 192 employees. In this study a sample of 130 people with a tolerance limit of 5%. The sampling technique used in this study is the Purpose Sampling technique to determine the research sample with certain considerations aimed at making the data obtained later more representative. As for the sample is a production employee who has worked for more than 3 years and worked as a machine operator. Test the validity and reliability of the data using the product moment correlation formula from Pearson and Cronbach's Alpha. Data analysis techniques used to test hypotheses are multiple linear regression analysis and Path analysis.

Keywords: Work Discipline, Work Motivation, Employee Productivity, Competence
JEL Classifications: J24, J81, L2

1. INTRODUCTION

In this free market era, business competition is very tight; companies must be able to continue to compete if they want to continue to compete in the free market era (Syafarudin and Sudiarditha, 2018). The company continues to improve in all fields, so that employee productivity reaches the goals set. The aim of the company is to get the maximum profit and continue to survive for the long term.

The company stands not only manage production, or assets owned, but human resources are an important component in the company to carry out all the company's vision and mission, in addition to machine assets, buildings, the most important assets

of a company are human resources Hertati (2016). Today's free market competition requires companies to be able to manage human resources properly and efficiently. The company makes strict regulations, to increase the productivity of its employees. Rules that are made to be obeyed and to serve as guidelines for employees in carrying out the work they do. But sometimes many employees feel that the rules made are burdensome for employees (Syafarudin and Mulyana, 2019).

Companies need discipline and regularity in working employees, so the company can measure the performance of its employees in completing their work. Employee discipline also reflects the character of individual employees, from the character it will be seen how employees are responsible for the work they lead. Good

discipline reflects the magnitude of one's sense of responsibility in completing their work (Hertati et al., 2020). Without discipline from employees, companies will find it difficult to get optimal results, because the performance of employees is not good. From discipline, the employee will emerge a good work passion, because this discipline forms a character of the employee. So the company can easily provide good motivation for its employees. So that its employees are able to complete the tasks given by the company optimally. productivity is the ratio of output to input which measures the effectiveness and efficiency of Wirawan's production (2015. p. 477). Next, the writer presents job target data obtained from PT Denso Indonesia Plan 2 Cibitung, West Java in 2015-2017.

Looking at the target data in Table 1, it can be seen that there is a problem in completing the work each year. This problem causes the targeted target to be reached. An illustration of the production target can also be seen in PT Nobi Putra Angkasa, a panel and cable tray manufacturing company.

If seen in the Tables 1 and 2, it is clear that such a huge difference between PT Denso Indonesia and PT Nobi Putra Angkasa. This difference needs to be examined in what is wrong with the management of PT Denso Indonesia. PT Nobi Putra Angkasa is a manufacturing company that moves with high targets because it is a demand from customers that must be met. With the data above, PT Nobi is still better at meeting its targets and it is certainly a matter of work discipline, work motivation and competencies possessed by its employees can be well managed by PT Nobi Putra Angkasa's management. Likewise the problem of violations rarely occurs because of the discipline that has been applied in the company. It is very different from PT Denso where violations still exist.

Based on the data in Table 3, there are still quite a lot of employees who violate company regulations, so getting a reprimand from the company, this can reduce the productivity of employees who often commit violations. Discipline applied by the company in addition to increasing employee productivity is to increase employee morale. Sometimes employees think that discipline tortures the right of freedom of employees, but discipline is actually a reflection of the character of someone who is responsible and achievers. In addition to work motivation and work discipline factors, competency factors will also affect employee performance.

High competent employees will have high performance and vice versa low competent employees will have low performance. While competency measurement is achieved by using a rating scale based on behavior, which outlines in detail various behaviors that indicate success for a particular role. Measurements are followed by feedback so people can monitor their performance and where necessary to take corrective action. On the other hand with low competence and added to the salary received is not so large and the pressures given by the management of PT. Denso Indonesia Plan 2, the employees of PT. Denso Indonesia Plan 2 is demotivated. Saluy and Treshia (2017) Research Results, states that discipline and motivation have a positive and significant impact on employee performance. Darmanto and Harahap (2015) suggested that discipline and motivation have a positive effect on employee performance. Furthermore Rumbewas and Suharnomo (2016) suggested that training, motivation, and work discipline have positive and significant effects.

2. LITERATURE REVIEW

2.1. Definition Work Productivity
According to Wirawan (2015. p. 477) productivity is the ratio of output (output) to input (input) which measures the effectiveness

Table 1: PT Denso Indonesia plan 2 cibitung bekasi java realization target

Production	2015		2016		2017	
	Target (%)	Realization of targets (%)	Target (%)	Realization of targets (%)	Target (%)	Realization of targets (%)
Radiator	93.70	85.70	94.60	77.30	94.60	67.80
Condenser	97.50	77.80	97.5	75.80	97.50	76
HVAC	91	75	91	67.90	91	69
Tube	91	75	91	70.70	91	69
P-tank (radiator tank)	93.70	74	94.60	72.20	94.60	70
Fan blower	93.70	80.80	94.60	79	94.60	77
Magneto	93.70	76	94.60	79	94.60	75.70

Data source: HRD PT Denso Plan 2 Cibitung West Java 2018

Table 2: Production target of PT. Nobi Putra Angkasa

Production	2015		2016		2017	
	Target (%)	Realization target (%)	Target (%)	Realization target (%)	Target (%)	Realization target (%)
Panel body	95.7	93.9	96.7	94.5	98.7	95.1
Panel door	97.50	93.7	98.5	94.9	98.7	95.1
Panel seal	92	90	94	91	96	92
Wiring	93	91	95	92	97	93
Cable tray	95.8	93.2	96.5	94.3	97.7	95.4
Cable duct	93.4	92.1	94.60	93.2	95.60	94.3
Cable support	92.70	91.9	93.60	92.8	94.60	93.7

Source: Production data processing, 2018

Table 3: Employee violation data of PT Denso Indonesia Plan 2 Cibitung Bekasi, West Java

Year	Type of violation	Penalty
2015	3 people late more than 60 min in 1 month	First warning letter (1)
2016	2 people absent 3 days in a row	First warning letter (1)
2017	6 people permission without information 1 day	Cut food allowance

Data Source: HRD PT. Denso Indonesia Plan 2 Cibitung Bekasi West Java 2018

and efficiency of production. Whereas Hasibuan (2017. p. 94) argues that work productivity is a comparison between output and input, where outputs must have added value and better workmanship techniques.

2.2. Definition of Work Discipline

Rahadian and Mila (2016) discipline is an attitude of respect towards employees against company regulations. Thus if company regulations are violated, then employees have a poor discipline. Conversely, if employees comply with company regulations, employees have a good disciplinary attitude. According to Sutrisno (2016. p. 89) discipline is a person's behavior in accordance with regulations, existing work procedures or discipline is the attitude, behavior, and actions in accordance with the regulations of the organization both written and unwritten. Meanwhile, according to Hasibuan (2017. p. 193), discipline is one's awareness and willingness to obey all company regulations and applicable social norms. Meanwhile, according to Mangkunegara (2015) and Hertati and Syafarudin (2018) work discipline is defined as the implementation of management to reinforce organizational guidelines (Sanja and Robert, 2015).

2.3. Definition of Work Motivation

According to Hasibuan (2017. p. 141) Motivation questions how to direct power and potential to work towards the specified goals. While Mangkunegara (2015. p. 93) argues that motivation is a condition that moves employees to be able to achieve the goals of their motives. Motive is an impulse of needs within the employee that needs to be met so that the employee can adjust to his environment. Motivation is a set of forces that cause people to engage in a behavior, not some other behavior (Abdullah, 2014; Chandra, et al., 2017; Hamzah, 2016 ; Nur, et al., 2015).

2.4. Understanding Competence

According to Ahmad and Yuwinta (2016) defines competence as knowledge of skills, abilities, or individual personal characteristics that directly affect job performance. Competence describes the knowledge base and performance standards required to successfully complete a job or hold an office. In terminology, competence is an attribute to attach qualified or superior human resources. Attributes refer to certain characteristics to be able to carry out work effectively (Hertati, 2016; Kadarisman, (2015). Because the attributes consist of certain requirements of knowledge, skills and expertise or characteristics. Some interpret competencies commensurate with their abilities and abilities. There are more who interpret equivalent skills, knowledge and highly educated (Donni, 2016; Hariandja and Marihot, 2014; Siagian, 2015).

2.5. Prior Research

The effect of work discipline and work motivation on employee productivity with competence as intervening variables. Research by Hero (2015) and Hertati (2015), Syafarudin and Mulyana, 2019 states that the positively effects of intrinsic and motivation on the task and contextual performance of Pakistani professionals. Furthermore Michael and Nicholas (2013) study states that Perceptions of discipline fairness seem closely related to the respondents' adherence to the code of silence; when both line officers and supervisors in our sample evaluated the expected discipline as too harsh, they were much more likely to say that they would be there for the code of silence than if they evaluated the expected discipline as fair. Based on the previous researcher's description above, the author wants to prove whether true Work Discipline and Motivation affect Employee Work Productivity. Research Hertati et al., (2019) states that the development of a person's potential is a need to show ability, work motivation skills and potential possessed. The study of Syafarudin and Mulyana (2019) states that the relationship between the need for self-actualization has a tendency to increase in potential because the productivity of disciplined employees at work is dominated by the need for self-actualization, happy for tasks that challenge their abilities and expertise (Syafarudin and Sudiarditha, 2018; Hertati et al., 2020; Syafarudin and Mulyana, 2019; Rivky, et al., 2015).

Research results Hertati (2020) states that organizational discipline runs well and can achieve its goals well. Every employee must have a work discipline within the organization or company, comply with written and unwritten rules that have been set by the company because it can create a conducive and harmonious work environment that will have a positive impact on the performance of its employees.

3. CONCEPTUAL FRAMEWORK AND HYPOTHESIS DEVELOPMENT

According to Uma Sekaran in Sugiyono (2015. p. 60), argues that the framework of thinking is a conceptual model of how theories relate to various factors that have been defined as important problems. Meanwhile, according to Suriasumantri in Sugiyono (2015. p. 60), this framework is a temporary explanation of the symptoms that are the object of the problem.

Based on the description above, it can be concluded that the framework of thought is a conceptual explanation of the interrelationship of relations in each problem object based on theory.

1. Relationship between work discipline and work productivity according Sutrisno (2016. p. 89) discipline is a person's behavior in accordance with regulations, existing work procedures or discipline is an attitude, behavior, and deeds in accordance with the regulations of the organization both written and unwritten. Meanwhile, according to Hasibuan (2017. p. 193), discipline is one's awareness and willingness to obey all company regulations and applicable social norms. Meanwhile, according to Mangkunegara (2015) work discipline is defined as the implementation of management to reinforce organizational guidelines.
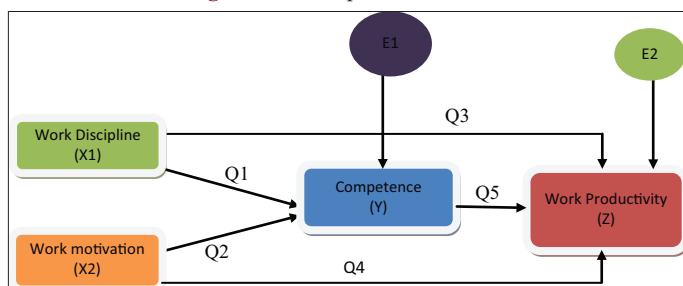
2. The Relationship between work motivation and work productivity

According to Hasibuan (2017. p. 141) Motivation questions how to direct power and potential to work towards the specified goals. While Mangkunegara (2015. p. 93) argues that motivation is a condition that moves employees to be able to achieve the goals of their motives. Motive is an impulse of needs within the employee that needs to be met so that the employee can adjust to his environment. Motivation is a set of forces that cause people to engage in a behavior, not some other behavior (Moorhead and Griffin, 2015; Hertati, 2016).

3. Relationship between work competency and productivity

According to Sudarmanto (2009. p. 47) defines competence as knowledge of skills, abilities, or individual personal characteristics that directly affect job performance. Competence describes the knowledge base and performance standards required to successfully complete a job or hold an office. In terminology, competence is an attribute to attach qualified or superior human resources. With superior human resources will have an impact on work productivity (Hertati et al., 2020). Based on these thoughts, it can be described a framework of thought as shown in Figure 1.

The hypothesis is a temporary answer to the formulation of research problems, therefore the formulation of research problems is usually arranged in the form of questions (Sugiyono, 2015). The hypotheses in this study are:

Research from Lestari and Hertati (2020) states that work discipline influences employee work productivity.

H_1= Work discipline significantly influence competence

H_2= Work motivation has a significant effect on competency

H_3= Work discipline and work motivation simultaneously affect competence

H_4= Work discipline significantly influence employee productivity

H_5= Work motivation has significant influence on employee productivity

H_6= Work discipline and work motivation simultaneously affect employee productivity

H_7= Competence has a significant effect on employee productivity

H_8= Work discipline has an indirect effect on employee productivity through greater competence from the direct influence of work discipline on work productivity

H_9= Work Motivation has an indirect effect on employee productivity through more competence big from the direct influence of work motivation on work productivity.

Figure 1: Conceptual Framework

4. RESEARCH METHODOLOGY

This research uses quantitative research. Quantitative is can be interpreted as a research method based on the philosophy of positivism, used to examine research instruments, quantitative or statistical data analysis, with the aim of testing hypotheses that have been set. Sugiyono (2015. p. 8). This study uses a causal approach that is a causal relationship Sugiyono (2015. P. 37). So in this study there are independent variables (work discipline and work motivation) and dependent (work productivity). This research will be assisted by the Statistical Product and Service Solution (SPSS) Version 22 program. The SPSS program is an application for statistical analysis.

4.1. Research Population
The population in this study were employees at PT Denso Indonesia Plan 2 West Java Production Division totaling 192 Production employees.

4.2. Research Samples
In this study, a sample of 130 people with a tolerance limit of 5%. The sampling technique used in this study is Purpose Sampling, which is a technique to determine research samples with certain considerations aimed at making the data obtained later more representative (Sugiyono, 2010). As for the samples are production employees who have worked more than 3 years and work as machine operators.

4.3. Data Collection Technique
According to Sugiyono (2015) the following data collection techniques include:

4.3.1. Observation
Observation is a complex process, a process that is composed of various biological and psychological processes. Two of the most important are the processes of observation and memory. In this study, the observation researcher was a customer of BTPN Syariah, Cigombong branch in Bogor.

4.3.2. Questionnaire
The questionnaire is a data collection technique that is done by giving a set of statements or written questions to the respondent.

4.3.3. Literature study
It is data collection with the aim to find out various knowledge or theories related to research problems, including from books, magazines, journals, or various literatures that are relevant to research.

5. RESULTS AND DISCUSSION

5.1. Characteristics of Respondents
Based on the answers received from the respondents the following description of the characteristics of the respondent's profile.

5.1.1. Description of respondents by gender
Based on data obtained through a questionnaire, the following is an overview of the characteristics of respondents by sex.

In Table 4, it can be seen that the majority of respondents are male, namely 100 respondents (76.9%) while the remaining 30 respondents (23.1%) are female.

5.1.2. Description of respondents by age
Based on data obtained through a questionnaire, the following is an overview of the characteristics of respondents by age.

Seen from Table 5, it can be seen that the highest respondents are aged 21-30 years with 105 respondents (80.8%) and the lowest respondents are aged 41-50 years with 5 respondents (3.8%).

5.1.3. Description of respondents based on position
Based on the data obtained through a questionnaire following an overview of the characteristics of respondents based on position.

Based on Table 6, it can be seen that respondents have the highest position, namely Manager by 2 respondents (1.5%) and respondents with the lowest position are Operators by 104 respondents (80%).

5.1.4. Description of respondents based on education
Based on the data obtained through a questionnaire following an overview of the characteristics of respondents based on education.

Based on Table 7, it can be seen that the most respondents are high school graduates (Senior High Schools) of 119 respondents (91.5%) and the second most are S1 graduates of 8 respondents (6.2%).

5.1.5. Description of respondents based on length of work
Based on the data obtained through a questionnaire following a description of the characteristics of respondents based on the length of work.

Based on Table 8, it can be seen that respondents have the most tenure, ie 1-5 years, with 106 employees (81.5%) and the longest respondent, namely 16-20 years, with 1 respondent (0.8%).

5.2. Descriptive Statistics Test Results
According to Sugiyono (2014. p. 238) descriptive statistics are statistics used to analyze data by describing or describing data that has been collected as it is without intending to make conclusions that apply to the public or generalizations.

In Table 9 the descriptive statistics of the variable work discipline the highest average value with indicators of behaving politely while working, with a value of 4.16, meaning that employees have a high attitude of courtesy to anyone while working. While the indicator break before time with the lowest average value of 2.93, meaning that many employees violate the break before the specified time.

In Table 10 descriptive statistics work motivation variables with the highest average values with indicators receiving attendance incentives and overtime incentives of 3.85, meaning employees

Table 4: Characteristics of respondents based on gender

Gender	Frequency	Percent	Valid percent	Cumulative percent
Valid				
Men	100	76.9	76.9	76.9
Woman	30	23.1	23.1	100
Total	130	100	100	

Source: Primary data processing results, 2020

Table 5: Characteristics of respondents based on age

Age	Frequency	Percent	Valid percent	Cumulative percent
Valid				
21-30 years	105	80.8	80.8	80.8
31-40 years	20	15.4	15.4	96.2
41-50 Thn	5	3.8	3.8	100
Total	130	100	100	

Source: Primary data processing results, 2020

Table 6: Respondent characteristics based on post

Type of work	Frequency	Percent	Valid percent	Cumulative percent
Valid				
Operator	104	80	80	80
Foreman	7	5.4	5.4	85.4
Leader	8	6.2	6.2	91.5
Staff	5	3.8	3.8	95.4
Ass. Manager	2	1.5	1.5	96.9
Spv	2	1.5	1.5	98.5
Manager	2	1.5	1.5	100
Total	130	100	100	

Source: Primary data processing results, 2020

Table 7: Respondent characteristics based on education

Type of education	Frequency	Percent	Valid percent	Cumulative percent
Valid				
High school	119	91.5	91.5	91.5
D3	3	2.3	2.3	93.8
S1	8	6.2	6.2	100
Total	130	100	100	

Source: Primary data processing results, 2020

Table 8: Characteristics of respondents based on long work

Age	Frequency	Percent	Valid percent	Cumulative percent
Valid				
1-5 years	106	81.5	81.5	81.5
6-10 years	13	10	10	91.5
10-15 years	10	7.7	7.7	99.2
15-20 years	1	0.8	0.8	100
Total	130	100	100	

Source: Primary data processing results, 2020

receive incentives every time they attend and do work outside working hours. While indicators of the relationship between superiors and coworkers are not harmonious, being the lowest average value with a value of 3.16, meaning that employees

have relationships are not good, so cooperation is lacking in doing work.

In Table 11 descriptive statistics the competency variable with the highest average value with the indicator of mastery of knowledge is a very basic and fundamental thing for a worker of 3.89, meaning that employees having mastery of knowledge are very basic and fundamental things for a worker. While the indicators. At work I am ready to take the risk of being the lowest average value with a value of 3.11, meaning that employees have a poor relationship, so cooperation is lacking in doing work.

In Table 12 descriptive statistics of work productivity variables with the highest average value of experience indicators are very helpful in completing work, employee experience is a major factor in completing work. While the discipline factor in working becomes the lowest average value with an average

value of 3.67, it means that employees do not have discipline in working.

5.3. Data Quality Test

According to Sugiyono (2014. p. 203) a valid and reliable instrument is an absolute requirement to get valid and reliable research results. This does not mean that by using instruments that have been tested for validity and reliability, research results (data) automatically become valid and reliable.

To test the validity and reliability test, the authors use the IBM Statistical Program for Product and Service Solution (SPSS) version 22. The variables tested are independent variables (X1), namely work discipline and independent variables (X2) are work motivation and dependent variables (dependent variable) namely employee productivity. The results of the validity and reliability tests are the following causes.

Table 9: Descriptive statistics of work discipline variables descriptive statistics

No.	Statement	N	Minimum	Maximum	The mean	Std. Deviation
1.	I always arrive on time at work	130	2.00	5.00	3.70	0.87
2.	I always rest before time	130	1.00	5.00	3.60	1.07
3.	I always come home from work according to company regulations	130	2.00	5.00	3.61	0.94
4.	I work wearing clothes to my liking	130	1.00	5.00	3.42	1.12
5.	I behaved politely while working in this company	130	1.00	5.00	4.16	1.19
6.	I work not according to the tasks given by the company	130	1.00	5.00	3.76	0.88
7.	I am always responsible for my work	130	1.00	5.00	3.75	1.19
8.	I can't communicate well with anyone at work	130	1.00	5.00	3.85	1.18
9.	I always comply with all company regulations, both written and unwritten	130	1.00	5.00	3.72	1.24
10.	I work in this company do not want to follow existing regulations	130	2.00	5.00	3.88	0.98

Source: Primary data processing results, 2020

Table 10: Descriptive statistics of work motivation variables descriptive statistics

No.	Statement	N	Minimum	Maximum	The mean	Std. Deviation
1.	I work in this place with a clear employee status	130	2.00	5.00	3.45	1.23
2.	My relationship with my boss and colleagues is not harmonious	130	2.00	5.00	3.16	1.13
3.	I can't interact well in this company	130	1.00	5.00	3.73	1.19
4.	Supervision in this place makes me calm at work	130	1.00	5.00	3.71	1.08
5.	Bosses always provide support to me at work	130	1.00	5.00	3.75	1.18
6.	The system that applies in this company makes me unable to work	130	1.00	5.00	3.62	1.04
7.	The work environment where I work is very supportive in working	130	2.00	5.00	3.56	1.22
8.	The regulations that apply in this company make me able to work calmly	130	2.00	5.00	3.53	1.25
9.	I received attendance incentives and overtime incentives	130	2.00	5.00	3.85	1.22
10.	The salary I received made me lazy to work	130	1.00	5.00	3.50	1.32

Source: Primary data processing results, 2020

Table 11: Variable descriptive statistics competence descriptive statistics

No.	Statement	N	Minimum	Maximum	The mean	Std. Deviation
1.	At work I am ready to take risks	130	2.00	5.00	3.11	1.23
2.	I am ready to face the challenges	130	2.00	5.00	3.16	1.13
3.	I can communicate well with fellow workers	130	1.00	5.00	3.73	1.19
4.	I have reliable physical abilities	130	1.00	5.00	3.56	1.08
5.	I have above average mental abilities	130	1.00	5.00	3.69	1.18
6.	My mastery of the theory at work is no doubt	130	1.00	5.00	3.62	1.04
7.	As a good worker must have the right decision at work	130	2.00	5.00	3.56	1.22
8.	Mastery of information is an important thing for workers	130	2.00	5.00	3.57	1.17
9.	Mastery of knowledge is a very basic and fundamental thing for a worker	130	2.00	5.00	3.89	1.19
10.	For a worker specifically mastery is a plus	130	1.00	5.00	3.57	1.21

Source: Primary data processing results, 2020

Table 12: Descriptive statistics of work productivity variables descriptive statistics

No.	Statement	N	Minimum	Maximum	The mean	Std. Deviation
1.	I have a good working relationship with my boss and coworkers.	130	2.00	5.00	4.16	0.82
2.	I did not get health insurance from this company	130	2.00	5.00	4.04	1.02
3.	I did not get social security from this company	130	2.00	5.00	4.19	0.92
4.	I work in this place always maintaining ethics at work	130	2.00	5.00	4.12	1.01
5.	I am always disciplined in working at this company	130	2.00	5.00	3.67	0.72
6.	The experience that I have has really helped me in getting work done	130	2.00	5.00	4.88	0.80
7.	I really like the job that is my responsibility	130	1.00	5.00	4.12	1.05
8.	I do not like regularity at work	130	2.00	5.00	3.82	1.16
9.	I always arrive at work on time	130	2.00	5.00	4.07	0.84
10.	I have no skills at work	130	2.00	5.00	4.11	0.80

Source: Primary data processing results, 2020

5.4. Data Validity Test Result

According to Sugiyono (2016. p. 121) said that research results are valid if there are similarities between the data collected and the data that actually occurs on the object under study.

Validity test is used to measure the degree of accuracy in each item statement of a questionnaire, the statements in the questionnaire can be said to be valid if the statement is able to express something that will be measured by the questionnaire and if the calculated correlation value (r arithmetic) is greater than the correlation value in the table (r table). The calculated r values are the values that are in the "correlations" column on the SPSS output sheet. Significant test is done by comparing the value of r count with r table for degree of freefdom (df) = n-4 in this n is the number of samples. So the df used is 130-4 = 126 with alpha of 5%, resulting in the value of r table (two-tailed test) of 0.176.

5.4.1. Test the validity of working discipline variables
From the data processing, the results are as shown in Table 13 as follows:

Based on Table 13, it can be seen that the entire r-count is greater than the r-table on all statement items.

This means that all the criteria used in the work discipline variable are considered valid.

5.4.2. Test the validity of work motivation variables
From the data processing, the results are as shown in Table 14 as follows:

Based on Table 14 it can be seen that the entire r-count is greater than the r-table for all statement items.

This shows that all criteria used in the work motivation variable are considered valid.

Based on Table 15 shows that all r counts are greater than r tables in all statement items. This shows that all criteria used in the Work Motivation variable are considered valid.

5.4.3. Test the validity of work productivity variables
From the data processing, the results are as shown in Table 16 as follows:

Table 13: Work discipline validity validity (X1)

No.	Statement	r-count	r-Table	Ket
1.	Item 1	0.404	0.176	Valid
2.	Item 2	0.357	0.176	Valid
3.	Item 3	0.696	0.176	Valid
4.	Item 4	0.694	0.176	Valid
5.	Item 5	0.581	0.176	Valid
6.	Item 6	0.404	0.176	Valid
7.	Item 7	0.357	0.176	Valid
8.	Item 8	0.696	0.176	Valid
9.	Item 9	0.694	0.176	Valid
10.	Item 10	0.581	0.176	Valid

Source: Primary data processing/Source: Primary Data Processing Results, 2020

Table 14: Validity test variables of work motivation (X2)

No.	Statement	r-count	r-Table	Ket
1.	Item 1	0.331	0.176	Valid
2.	Item 2	0.773	0.176	Valid
3.	Item 3	0.702	0.176	Valid
4.	Item 4	0.548	0.176	Valid
5.	Item 5	0.773	0.176	Valid
6.	Item 6	0.514	0.176	Valid
7.	Item 7	0.285	0.176	Valid
8.	Item 8	0.710	0.176	Valid
9.	Item 9	0.543	0.176	Valid
10.	Item 10	0.551	0.176	Valid

Source: Primary data processing, 2020

Table 15: Test validity of competence variables (X3)

No.	Statement	r-count	r-Table	Ket
1.	Item 1	0.325	0.176	Valid
2.	Item 2	0.732	0.176	Valid
3.	Item 3	0.714	0.176	Valid
4.	Item 4	0.575	0.176	Valid
5.	Item 5	0.776	0.176	Valid
6.	Item 6	0.523	0.176	Valid
7.	Item 7	0.276	0.176	Valid
8.	Item 8	0.725	0.176	Valid
9.	Item 9	0.569	0.176	Valid
10.	Item 10	0.552	0.176	Valid

Source: Primary data processing, 2020

Based on Table 16 it can be seen that the entire r-count is greater than the r-table for all statement items. This shows that all criteria used in the work productivity variable are considered valid.

5.5. Reliability Test Results

Reliability shows that the questionnaire was consistent when used to measure the same symptoms elsewhere. The methods commonly used for reliability testing are the re-measuring technique and the one-time measurement technique. In this study the reliability test was carried out with a one-measuring technique, that is, the measurement was carried out only once and then the results were compared with other statements or measurement of correlations between answers to questions. SPSS provides facilities to measure reliability with Cronbach's Alpha method to determine whether each instrument is reliable or not (Sugiyono, 2015). The basis for decision making is that if Cronbach's Alpha is greater than 0.70 then it can be accepted or trusted and vice versa if Cronbach's Alpha is <0.70 then it cannot be accepted or trusted. The results of the reliability test can be summarized in the following table.

Table 17 shows the work discipline variable obtains Cronbach's Alpha of 0.749. Cronbach's Alpha value of variables greater than 0.70 means that all variables are reliable and can be used in further research.

Table 18 shows the work motivation variable obtains Cronbach's Alpha value of 0.717. Cronbach's Alpha value of variables greater than 0.70 means that all variables are reliable and can be used in further research.

Table 19 shows the work motivation variable obtains Cronbach's Alpha value of 0.806. Cronbach's Alpha value of variables greater than 0.70 means that all variables are reliable and can be used in further research.

Table 20 shows the variable work productivity of employees obtained a Cronbach's Alpha value of 0.726. Crobanch's Alpha value is greater than 0.70, which means that all variables are reliable and can be used in further research. It can be seen that the Cronbach's Alpha value of the variables X1, X2, and Y is greater than 0.70. This means that the data used is feasible to be used in further research.

6. DISCUSSION OF RESEARCH RESULTS

This study aims to determine the effect of work discipline and work motivation on employee work productivity at PT. Denso Indonesia Plan 2 Cibitung Bekasi West Java. Discussion of each variable as follows.

6.1. Work Discipline Variable on Productivity

Based on data processing through the distribution of questionnaires provided samples, researchers see the influence of work discipline which is very positive and significant on the work productivity of employees of PT. Denso Indonesia Plan 2 Cibitung Bekasi, West Java, it can be seen that the tcount is 8.784 greater than t table 1.656 with a significant level of 0.000 < 0.05. This means that the increase in work discipline, work productivity will increase significantly with the assumption that the other independent variables of multiple linear regression are fixed.

Table 16: Validity test work productivity variables (Y)

No.	Statement	r-count	r-Table	Ket
1.	Item 1	0.286	0.176	Valid
2.	Item 2	0.359	0.176	Valid
3.	Item 3	0.728	0.176	Valid
4.	Item 4	0.722	0.176	Valid
5.	Item 5	0.217	0.176	Valid
6.	Item 6	0.359	0.176	Valid
7.	Item 7	0.728	0.176	Valid
8.	Item 8	0.722	0.176	Valid
9.	Item 9	0.574	0.176	Valid
10.	Item 10	0.185	0.176	Valid

Source: Primary data processing SPSS Version 22, 2020

Table 17: Reliable test variables work discipline (X1)

Reliability statistics	
Cronbach's alpha	N of items
0.749	10

Source: Primary data processing

Table 18: Reliable test variables work motivation (X2)

Reliability statistics	
Cronbach's alpha	N of Items
0717	10

Source: Primary data processing

Table 19: Reliable test competence variables (X3)

Reliability statistics	
Cronbach's alpha	N of Items
0.806	10

Source: Primary data processing

Table 20: Reliable test work productivity variables (Y)

Reliability statistics	
Cronbach's alpha	N of Items
0.726	10

Source: Primary data processing

The results of this study are in line with the results of the study Manalu et al. (2014) entitled The Effect of Motivation, Leadership and Discipline on the Work Productivity of Forest and Plantation Service Officers in Central Tapanuli Regency. Diana et al. (2014) The Effect of Work Discipline and Work Motivation on Employee Productivity in KP-RI Mekkar Purworejo. Saluy and Treshia in 2016 entitled the effect of Work Motivation, Work Discipline and compensation on the performance of employees of PT IE Jakarta.

6.2. Variable of Work Motivation on Work Productivity

Based on data processing through the distribution of questionnaires provided samples, researchers see the effect of positive and significant work motivation on the work productivity of employees of PT. Denso Indonesia Plan 2 Cibitung Bekasi West Java. This can be seen with the results of the tcount of 7.137 greater than t table 1.656 with a significant level of significance value of 0.000, smaller than 0.05. This means that increased work motivation, employee productivity will increase significantly with the assumption that the other independent variables of multiple linear

regression remain this is in line with previous research. Towards the Productivity of Employees of the City of Manado Regional Revenue Service.

Syafarudin (2016), with the title Effect of Work Motivation, Work Discipline and Compensation on the Performance of PT IE Employees with the results of Work Motivation, Work Discipline and Compensation have a positive and significant effect on employee performance. Syafarudin and Sudiardithan, 2018). The Effect of Work Motivation and Discipline on the Work Productivity of Production Employees at PT Gema Nusa Lestari Jambi. Referring to previous research and research results, it can be concluded that the higher the employee has high work motivation, the employee work productivity will increase in doing work (Hertati, 2016).

6.3. Variable Competence Against Work Productivity
Based on data processing through the distribution of questionnaires provided samples, researchers see the influence of positive and significant competence on the work productivity of employees of PT. Denso Indonesia Plan 2 Cibitung Bekasi West Java. This can be seen by the results of the tcount of 7.327 greater than t table 1.656 with a significant level of significance value of 0.000, smaller than 0.05.

This means that the increase in competency will increase employee work productivity significantly with the assumption that the other independent variables of multiple linear regression remain this is in line with previous research entitled Influence of Competence on Employee Work Productivity at PT PLN Electricity Maintenance Center Workshop and Maintenance Unit IV (PUSHARLIS UWP IV) written byAde Siswandi. The results showed that competence had a significant effect on work productivity. With reference to the previous research, it can be concluded that the higher the employee has high competence, the employee productivity will increase in doing work.

6.4. Variable Work Discipline and Work Motivation Simultaneously Against Work Productivity
The results showed that the results of the simultaneous hypothesis test or the F statistical test resulted in an F-calculated value of 104.01 greater than the F-table of 3.9204 and a significant value of 0,000 < 0.05, meaning that simultaneous work discipline, work motivation and competence simultaneous effect on work productivity. This is consistent with research conducted by Tubagus in 2015 with his research entitled The Effect of Discipline, Motivation and Enthusiasm on the Employee Productivity of the Regional Revenue Office of Manado City. The results of the study are variable Discipline, motivation and enthusiasm simultaneously have a significant effect on the performance of the employees of the Regional Office of Manado.

7. CONCLUSION AND SUGGESTIONS

Based on the results of the analysis and discussion that has been carried out in this study, conclusions can be drawn that will answer the problem formulation. The conclusions will be elaborated as follows: (1) Quality of service provides a positive influence on customer satisfaction. This means that the better the quality of service, it will increase customer satisfaction. Conversely, the decreasing quality of service will reduce customer satisfaction. (2) Work discipline has a positive influence on customer satisfaction. This means that the better the work discipline, the better customer satisfaction will be. Conversely, the decrease in work discipline will reduce customer satisfaction. 3. Variable service quality and work discipline have a significant positive effect on customer satisfaction. Based on the results of data analysis that has been done using the SPSS (Statistical Package for the Social Sciences) program, the conclusions obtained are as follows:

Based on the results of this study, researchers wanted to submit suggestions for the company PT. Denso Indonesia Plan 2 Cibitung Bekasi West Java and for subsequent researchers.

7.1. Suggestions for PT. Denso Indonesia Plan 2 Cibitung Bekasi West Java
7.1.1. Work discipline variable
Based on the results of the study stated that work discipline affects employee work productivity, based on the highest average indicator of employee behavior behave politely, suggestions for the company so that courtesy behavior in the company continues to be maintained so that productivity increases, whereas for indicators of rest before their time so that the sanctions increase can make employees able to improve themselves, and work productivity increases.

7.1.2. Work motivation variable
Based on the results of the study stated that work motivation affects the work productivity of employees of PT. Denso Indonesia Plan 2 Cibitung Bekasi West Java, with the highest average value with indicators of overtime incentives and attendance incentives, suggestions for companies to be able to maintain incentives so that employee motivation increases and work productivity increases. While the relationship between superiors and subordinates and coworkers, suggestions for companies to be able to unite so that cooperation is established well so that work productivity increases.

7.1.3. Competency variable
Based on the results of the study stated that Competence affects the work productivity of employees of PT. Denso Indonesia Plan 2 Cibitung Bekasi West Java, with the highest average value with indicators of mastery of knowledge for each worker, suggestions for companies to be able to maintain even more enhanced mastery of knowledge for all workers so that work productivity increases.

7.2. For Researchers
a. This researcher is expected to be used as additional information, knowledge and can also be used as a reference for further research is expected to develop with other variables to add references from research that has not been used
b. In connection with researchers having limitations and obstacles faced as respondents filled out the questionnaire by not reading first and origin of the answer, then for further research is expected to develop and add other variables both dependent and independent variables and a larger number of samples, where it can be used to further research and get more accurate results.

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