The Effect Of Leadership, Work Discipline, And Job Satisfaction On Employees Performance PT. ISS Indonesia

Pengaruh Kepemimpinan, Disiplin Kerja, Dan Kepuasan Kerja Terhadap Kinerja Karyawan PT. ISS Indonesia

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ABSTRACT
The purpose of this research is to know leadership, work discipline and job satisfaction as an indicator of the performance of PT employees. ISS Indonesia which is placed in pt area. Ciba Vision Batam. The study sampled 83 respondents. A data source is primary data with a method of collecting data using linkert scale questionnaires. By using simple rundom sampling to know the respondent's response about each variable. The data analysis techniques used are descriptive analysis and anilisis of analiysis pathways/parts. The results of the track analysis showed that leadership on employee performance, work discipline to performance karayawan, leadership to job satisfaction, work discipline to job satisfaction and leadership to work disciplines have a significant effect because the t-statistical value is above the t-table..
Keywords: Leadership, Job Discipline, Job Satisfaction and Employee Performance.

ABSTRAK
Tujuan dari penelitian ini adalah untuk mengetahui kepemimpinan, disiplin kerja dan kepuasan kerja sebagai indikator kinerja karyawan PT. ISS Indonesia yang ditempatkan di area PT. Ciba Vision Batam. Penelitian ini mengambil sampel sebanyak 83 responden. Sumber data adalah data primer dengan metode pengumpulan data menggunakan kuesioner skala linkert. Dengan menggunakan simple rundom sampling untuk mengetahui tanggapan responden tentang masing-masing variabel. Teknik analisis data yang digunakan adalah analisis deskriptif dan anilisis jalur/analisis jalur. Hasil analisis jalur menunjukkan bahwa kepemimpinan terhadap kinerja karyawan, disiplin kerja terhadap kinerja karyawan, kepemimpinan terhadap kepuasan kerja, disiplin kerja terhadap kepuasan kerja dan kepemimpinan terhadap disiplin kerja berpengaruh signifikan karena nilai t hitung di atas t tabel.
Kata kunci: Kepemimpinan, Disiplin Kerja, Kepuasan Kerja dan Kinerja Karyawan.

1. Introduction

Based on the author's observations, who are the supervisors of the work area of PT ISS Indonesia employees who are placed at PT. Ciba Vision Batam area for approximately 1.5 years starting from May 2019, several findings were found regarding frequent supervisor changes, poor workforce attendance rates, many workers who do not want to extend their work contracts, and frequent complaints from the management of PT. Ciba Vision Batam regarding the work of PT.ISS Indonesia employees who were placed in the PT.Ciba Vision Batam area in 2019 and 2020. As for PT. Ciba Batam's vision can focus on its main business, namely the process of producing goods so that the expectations of the Management of PT. Ciba Vision Batam is for matters of cleanliness, tidiness, and security in the work area and office entrusted to PT. ISS Indonesia.

To carry out its duties and responsibilities PT.ISS Indonesia requires several work systems such as good leadership, good employee discipline, employee job satisfaction, and good employee performance. Here is all PT.ISS Indonesia employees who are placed in the PT.Ciba

Vision Batam area must have a working system starting with good leadership, discipline in work, compliance with the provisions determined by management, and doing work according to PT.ISS Indonesia standards and also PT. Ciba Vision Batam, in addition to prioritizing Occupational Health and Safety in the workplace, employees must also feel satisfaction at work so that they will get good performance.

Leadership is the behavior of a leader in organizing, managing and commanding his subordinates to do their duties and responsibilities. As an example of leader behavior that is fun, nurturing, educating and guiding will certainly make employees happy by following what is commanded by their superiors. This will certainly improve the performance of employees. Likewise, if the behavior of the opposite leader will decrease the performance of his employees. So it can be concluded that leadership affects performance (Kasmir, 2015).

Labor discipline in this case can be time, for example, to come to work always on time. Then discipline in doing what he was told in accordance with the orders to be done. Disciplined employees will affect their performance (Kasmir, 2015). Performance is the result of a person, group, or organization as a whole both quantitatively and qualitatively, during a certain period in carrying out tasks in accordance with the responsibilities assigned to him, in the form of work performance which is his level of success in carrying out tasks and the ability to achieve the set goals (Furtasan, 2020).

Table 1. Employee performance quality data

No	Type of Finding	Total	Period	Description
1	*Not Confirm Report*	1	Nov-19	Wrong use of Chemical
2	*Not Confirm Report*	1	Jan-20	Undocumented work
3	*Not Confirm Report*	1	Mar-20	Undocumented work
4	*Not Confirm Report*	1	Jun-20	Undocumented work
5	*Not Confirm Report*	1	Nov-20	Work not done
6	*Not Confirm Integrity*	1	Nov-20	Data Integrity Breach

Based on the employee performance quality table, thus all PT.ISS Indonesia employee teams stationed in the PT.Ciba Vision Batam area must jointly realize management's wishes in terms of providing cleaning services and security services. Where all teams must realize performance in accordance with client expectations, namely a clean, tidy, comfortable, and safe area. By carrying out the duties and responsibilities in accordance with the scope of their respective work and cooperation with related teams in the area of PT. Ciba Vision Batam, hopefully, the results of the work of the PT.ISS Indonesia employee team will be in accordance with the client's expectations. this is supported by research which states that (Firdiyansyah, I, 2018) performance in the organization is the answer of success or not organizational goals that have been set, and also supported by (Fani, L. A., & Firdiyansyah, I, 2022) research which states that good working conditions will help reduce saturation and fatigue, so it is expected to improve employee performance.

2. Literature Review
Leadership

Leadership is the ability of leaders to influence their subordinates so that their subordinates are willing to voluntarily carry out work in accordance with the wishes of their leaders (Firdiyansyah, I. 2018). Leadership is a process of one's activities to move others by leading, guiding, influencing others, to do something in order to achieve the expected results (Sutrisno, Edy. 2009).

Work Discipline

Discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior as well as an effort to increase one's awareness and willingness to

comply with all company regulations (Rivai, 2011:825). Work Discipline is a condition or attitude of respect that exists in employees towards company rules and regulations (Sutrisno, Edy. 2009).

Job satisfaction

Job satisfaction is a set of pleasant or unpleasant employee feelings based on material rewards and psychological rewards (Sitinjak, D., Hendriati, Y., & Firdiyansyah, I. 2021). Job satisfaction is the degree of positive or negative a person's feelings about various aspects of work tasks, workplace and relationships with fellow workers (Wibowo, 2011).

Employee performance

Employee Performance is the level of achievement of results on the implementation of certain tasks. Everyone's performance is influenced by many factors that can be classified into three groups, namely the individual competence of the person concerned, management support (Simanjuntak, 2005). Employee performance is the result of work that has been achieved by someone from his work behavior in carrying out work activities (Sutrisno, Edy. 2009).

Leadership has a positive and significant effect on employee performance.

Leadership is important in an organization and company in achieving the desired goals of an organization or company, leadership also affects employee performance on the performance of company or organization employees. Good leadership is able to produce good results for the company and provide a sense of comfort to employees while working, without good leadership, an organization or company will be difficult to achieve optimal results. The same thing (Firdiyansyah, I. 2018) said in his research that there was a positive and significant influence of leadership variables on employee performance. The results of this study are in accordance with the hypotheses that have been formulated.

Work discipline has a positive and significant effect on employee performance.

Discipline is a component of proper control of our bodies. Through discipline, material science is prepared to be diligent and obedient. Also, discipline can be interpreted as repeated assessments and adjustments to build the character of proficiency that naturally occurs in every employee (Arifudin, B. 2018). Research conducted by (Panuluh, T. B. D, 2019) states that work discipline has a significant effect on the performance.

Leadership has a positive and significant effect on job satisfaction.

The close relationship between leadership and employee job satisfaction can be seen from the following expert opinions. Considering that the company is a business organization consisting of people, the leadership should be able to align individual needs with the needs of the organization based on human relations. In line with that, it is expected that a leader will be able to motivate and create favorable social conditions for employees so that employee job satisfaction can be achieved (Robbins dan Judge, 2015). Participation in leadership decision-making, especially in democratic leadership, will have an impact on improving the relationship between managers and subordinates, increasing morale and job satisfaction and reducing dependence on leaders (Supardi, dan Syaiful Anwar, 2011). From some of these opinions, it can be concluded that leadership is very closely related to employee job satisfaction. Leadership that gets a positive response from employees tends to increase employee job satisfaction which is used as the basis for external motivation to keep their goals in harmony with organizational goals. It can be said that leadership effectiveness has an effect on increasing employee job satisfaction**.**

Work discipline has a positive and significant effect on employee job satisfaction

That for employees if they are obedient and obedient to the rules, it means that what has been previously desired has been achieved then job satisfaction will be high as well, or if the employee's job satisfaction is fulfilled, work discipline will be carried out properly. This is in accordance with the opinion of (Hasibuan, 2001) which states that "if employee job satisfaction is high, the employee's work discipline will be higher and vice versa". This is in line with the facts of previous research conducted by (Maryadi, 2012) which showed that "There is a positive and significant relationship between work discipline and employee job satisfaction. Work discipline increases, employee job satisfaction also increases.

Job satisfaction has a positive and significant effect on employee performance.

Employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Purba, D. C., Lengkong, V.PK.,& Loindong, S, 2019). According to (Fahmi, Irham. 2012) employee performance is a description of the achievements achieved by the organization or company in its operations. Employee performance can be measured by how much they contribute to the organization, the performance dimensions include quality, quantity, attendance at work and cooperative attitude. The results of research conducted (Rosita, T., & Yuniati, T, 2016) stated that job satisfaction has a direct and positive effect on employee performance. The results of this study are also reinforced by the results of (Adhan, 2020) and (Akbar, 2016) which also states that job satisfaction has a positive and significant effect on employee performance.

Leadership has a positive and significant effect on employee work discipline

Leaders can be called the backbone in the development of an organization because without proper and good leadership, as well as a lack of attention, the motivation given by a leader will greatly affect employee discipline at work and in government agencies, employees are strongly asked to be disciplined while working. Because when employees can work in a disciplined manner well, it means that the leader is right to lead his employees in achieving organizational goals. The results of research conducted (Hidayahati, A., & Rachmawati, I, 2021) stated that there was a significant positive influence between leadership on employee work discipline. This means that leadership can be influenced by traits, habits, temperament, character, and personality.

Hypothesis

Hypothesis is speculation which is an impermanent response to a difficulty that actually has a hypothetical nature on the grounds that the problem must be proven valid or not. Moreover, there is exploratory speculation, the analyst can say and at the same time demonstrate if the existing hypotheses are adequate in the current conditions.
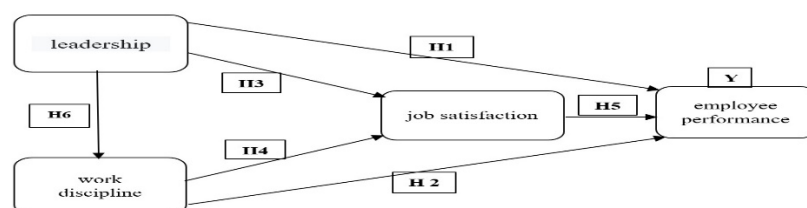
Conceptual framework

Fig.1 conceptual framework

H.1.Leadership has a positive and significant effect on employee performance.
H.2. Work discipline has a positive and significant effect on employee performance.
H.3. Leadership has a positive and significant effect on job satisfaction.

H.4. Work discipline has a positive and significant effect on employee job satisfaction.
H.5. Job satisfaction has a positive and significant effect on employee performance.
H.6.Leadership has a positive and significant effect on employee work discipline

3. Methodology
Descriptive Analysis Method

Descriptive Analysis Method is a problem solving procedure that is investigated by describing the state of the subject or object in the study which can be in the form of people, institutions, communities and others which are currently based on visible facts or what is meant by descriptive method. Descriptive Analysis Method is a method in examining the status of a group of people, an object, a set of conditions, a system of thought or a class of events in the present. To make a systematic, factual and accurate description, picture, or painting of the facts, characteristics and relationships between the phenomena being investigated, this is the goal of descriptive research (Ghozali, 2011:19). In this study, the population was all employees of PT.ISS Indonesia in the area of PT.Ciba Vision Batam, totaling 72 people. The address is Jalan Beringin Lot. 204 Batamindo Industrial Park, Muka Kuning, Batam municipality, Riau Islands province.

SEM Analysis with Smart PLS

SEM analysis with SmartPLS 2.0 according to this section will describe the methods and information analysis used. The technique used in this research is to use path tracing. The ordered method search relates to the multivariate examination procedure as a variation of the section inspection, section inspection, especially the basic condition display (SEM) which is the progress of the research. One of the characteristics of a multivariate research strategy is to utilize more than one independent variable with at least one or more hair-bound factors in interpreting multivariate analysis as follows 'Multivariate analysis includes all statistical techniques that analyze simultaneously.

4. Result and Discussion
a.   Data Description

After the data is obtained through the distribution of questionnaires, before the data is analyzed, then the data is tabulated in order to get a general, factual, and accurate picture of the research conducted. The results of the distribution of questionnaires conducted on 83 respondents in the PT.ISS Indonesia work area in the PT. Ciba Vision Batam. The Economy Digital.

b. Descriptive Analysis

To make it easier to describe the research variables, certain criteria are used which refer to the average score of the questionnaire category obtained by the respondents. The use of this category score is used according to the five score categories developed in the Likert scale and used in the study. The criteria referred to according to (Ali Muhidin, Sambas dan Maman Abdurahman, 2007) are as follows

Table 2. Descriptive Analysis Criteria

Scoring Category Range	Interpretation
1,00 – 1,79	Very low
1,80 -2,59	Low
2,60 – 3,39	Moderate
3,40 – 4,19	High
4,20 – 5, 00	Very high

The results of the descriptive analysis test of each variable indicator being tested can be seen and explained in the following table:

Table 3. Descriptive Statistics of Leadership

Indicator	N	Minimum	Maximum	Mean	Std. Dev	description
KEP 1	72	3	5	4.32	0.526	Very high
KEP 2	72	3	5	4.33	0.557	Very high
KEP 3	72	3	5	4.42	0.524	Very high
KEP 4	72	3	5	4.43	0.526	Very high
KEP 5	72	4	5	4.49	0.503	Very high
KEP 6	72	3	5	4.26	0.556	Very high
Total Average				**4.38**	**0.532**	Very high

The results of the descriptive analysis test in table 4.2 can be explained that the average score of the leadership items is in the range of 4.26 - 4.49 with a total average of 4.38. The average value is in the very good category. This means that the average leadership item is in the very good leadership level category.

Table 4. Descriptive Statistics of Work Discipline

Indicator	N	Minimum	Maximum	Mean	Std. Dev	description
DIS 1	72	4	5	4.43	0.499	Very high
DIS 2	72	4	5	4.42	0.496	Very high
DIS 3	72	4	5	4.50	0.504	Very high
DIS 4	72	4	5	4.42	0.496	Very high
Total Average				**4.44**	**0.499**	Very high

The results of the descriptive analysis test in table 4.3 can be explained that the average score of work discipline items is in the range of 4.42 - 4.50 with a total average of 4.44. The average value is in the very good category. This means that the average item of work discipline is in the category of very good work discipline level.

Table 5. Descriptive Statistics of Job Satisfaction

Indicator	N	Minimum	Maximum	Mean	Std. Dev	description
KEPKER 1	72	4	5	4.42	0.496	Very high
KEPKER 2	72	3	5	4.53	0.530	Very high
KEPKER 3	72	3	5	4.43	0.526	Very high
KEPKER 4	72	4	5	4.47	0.503	Very high
KEPKER 5	72	3	5	4.51	0.531	Very high
Total Average				4.47	0.517	Very high

The results of the descriptive analysis test in table 4.4 can be explained that the average score of job satisfaction items is in the range of 4.42 - 4.53 with a total average of 4.47. The average value is in the very good category. This means that the average item of job satisfaction is in the category of a very good level of job satisfaction.

Table 6. Descriptive Statistics of Employee Performance

Indicator	N	Minimum	Maximum	Mean	Std. Dev	description
KIN 1	72	3	5	4.36	0.539	Very high
KIN 2	72	4	5	4.50	0.504	Very high
KIN 3	72	3	5	4.43	0.526	Very high
KIN 4	72	3	5	4.38	0.516	Very high
KIN 5	72	3	5	4.44	0.554	Very high
Total Average				4.42	0.528	Very high

The results of the descriptive analysis test in table 4.5 can be explained that the average score of employee performance items is in the range of 4.36 - 4.50 with a total average of 4.42. The average value is in the very good category. This means that the average employee performance item is in the category of very good employee performance level.

c. SEM Analysis with SmartPLS

Test Indicator / Outer Model with SEM SmartPLS

The outer model is a specification of the relationship between latent variables and their indicators. For the first test of this research model, the indicator test (measurement model) is considered valid if the loading factor value is at least 0.50. For more details of these values are in the following table:

Table 7. Validity and Reliability Test

Validity	Effect	Original Sample	Status
	KEP 1	0.5235	
	KEP 2	0.776404	
	KEP 3	0.742736	
	KEP 4	0.741571	
	KEP 5	0.765033	
	KEP 6	0.652763	Valid
	DIS 1	0.714346	
	DIS 2	0.767086	
	DIS 3	0.721256	
	DIS 4	0.659015	
	KEPKER 1	0.811373	
Outer Loading (Convergent Validity)	KEPKER 2	0.772034	
	KEPKER 3	0.816416	
	KEPKER 4	0.781633	
	KEPKER 5	0.704702	
	KIN 1	0.780944	
	KIN 2	0.85092	
	KIN 3	0.834767	
	KIN 4	0.784634	
	KIN 5	0.782227	

Validity	Indicator	Latent Variable				Status
		Leadership (KEP)	Work Discipline (DIS)	Job satisfaction (KEPKER)	Employee performance (KIN)	
	KEP 1	0.5235	0.498379	0.451696	0.498876	
	KEP 2	0.776404	0.227072	0.520239	0.432408	
	KEP 3	0.742736	0.391429	0.475059	0.601449	
	KEP 4	0.741571	0.323347	0.621653	0.45426	
	KEP 5	0.765033	0.426274	0.508057	0.343196	
	KEP 6	0.652763	0.274494	0.594592	0.434104	
	DIS 1	0.393504	0.714346	0.339252	0.4202	
	DIS 2	0.349834	0.767086	0.471536	0.521484	
	DIS 3	0.357123	0.721256	0.365658	0.382218	

Cross Loading (Discriminant Validity)	DIS 4	0.343565	0.659015	0.429043	0.344026	
	KEPKER 1	0.537739	0.461225	0.811373	0.606404	
	KEPKER 2	0.491801	0.381415	0.772034	0.544548	Valid
	KEPKER 3	0.605553	0.421564	0.816416	0.509452	
	KEPKER 4	0.509101	0.309546	0.781633	0.37739	
	KEPKER 5	0.474619	0.590515	0.704702	0.599948	
	KIN 1	0.401721	0.577126	0.496707	0.780944	
	KIN 2	0.447001	0.548772	0.520951	0.85092	
	KIN 3	0.558069	0.402765	0.612931	0.834767	
	KIN 4	0.487882	0.350604	0.613286	0.784634	
	KIN 5	0.528824	0.476254	0.526186	0.782227	

Reliability	Variable	Original Sample	Status
Average Variance Extracted (AVE)	Leadership	0.565653	
	Work Discipline	0.513305	
	Job satisfaction	0.605691	
	Employee performance	0.651661	
Composite Reliability	Leadership	0.886069	
	Work Discipline	0.807937	Valid
	Job satisfaction	0.884528	
	Employee performance	0.903297	
Cronbach's Alpha	Leadership	0.845202	
	Work Discipline	0.6835	
	Job satisfaction	0.836569	
	Employee performance	0.86605	

Based on the table above, it can be stated that all indicators are valid, because the factor loading value is above 0.50 and composite reliability of all variables is declared reliable because the loading value is above 0.70. The following are the results of the Bootstraping test which can be seen in the following image:

The data that appears in the Bootstraping image above is a t-statistical test. This value will explain the precise hypothesis. The results of the test data can also be presented in tabular form to make it easier to analyze the results of the study. The following data is presented in tabular form. Here's a more detailed description of the values than the tester of the above data.

Leadership has a positive and significant effect on employee performance, because it is based on the results of the statistical t-test with a value of 4.223235. In accordance with previous researchers by Susi Hardjati (2006). Work discipline has a positive and significant effect on employee performance, because it is based on the results of the statistical t-test with a value of 3.648963. In accordance with previous researchers by Wilson Bangun (2012:230). Leadership has a positive and significant effect on employee job satisfaction, because based on the results of the T-stastik test with a value of 5.715730. In accordance with previous researchers by Andri et, (2011) Bushra Fatima et al, (2011) and Rehman et al, (2012). Work discipline has a positive and significant effect on employee performance satisfaction, because based on the results of the T-statistical test with a value of 2.810963. In accordance with previous researchers by Arina, Y, (2015). Leadership has a positive and significant effect on work discipline performance,

because based on the results of the T-statistical test with a value of 4.223235. In accordance with previous researchers by (Noorjanah, 2010:67).

5. Conclusion
Hereby the authors conclude that all indicators have a significant and positive effect on each indicator, with the following explanation:
1. Leadership has a positive and significant effect on employee performance
2. Work discipline has a positive and significant effect on employee performance
3. Leadership has a positive and significant effect on employee job satisfaction
4. Work discipline has a positive and significant effect on employee performance satisfaction
5. Leadership has a positive and significant effect on work discipline
6. As for job satisfaction on employee performance, the results of this research state that it has no effect by proving that the results are invalid through hypothesis testing using Smart PLS 2.0, where the results of this test can be proven on the T-statistical test using SmartPLS 2.0.

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