The Effect of Work Discipline and Motivation on Employee Performance at the Airport Operation Landside and Terminal Unit at I Gusti Ngurah Rai International Airport Bali

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Abstract
Factors that influence to improve employee performance include work discipline and motivation. Where work discipline is an attitude of respect, respect, obedience, and obey the applicable regulations. While motivation is an attempt to influence the people he leads to be able to carry out the desired work, in accordance with certain goals that have been set beforehand. The purpose of this research is to find out whether work discipline has an effect on employee performance, whether motivation has an effect on employees and whether work discipline and motivation have an effect on employee performance. This study uses quantitative methods using several data analysis techniques including instrument testing, hypothesis testing, multiple linear regression testing, coefficient of determination test, t test, and f test. The research was conducted at I Gusti Ngurah Rai International Airport in Bali from November to December 2022. The sampling technique used in this study was non-probability sampling with a saturated sampling technique. Where the sample in this study were employees at the Airport Operation Landside And Terminal (AOLT) unit at I Gusti Ngurah Rai International Airport Bali, totaling 52 people. The data collection method used in this study was by distributing questionnaires to respondents from the Airport Operation Landside And Terminal (AOLT) unit at I Gusti Ngurah Rai International Airport in Bali. The research results concluded that; first, the work discipline variable has an effect on employee performance variables as evidenced by the Tcount value of the work discipline variable which is greater than Ttable 6.197 > 2.018 and a sig value of 0.000 <0.05; secondly, motivational variables affect employee performance variables as evidenced by the Tcount value of the motivational variable which is greater than Ttable 3.376 > 2.018 and a sig value of 0.002 <0.05; third, work discipline and motivation simultaneously affect employee performance as evidenced by Fcount being greater than Ftable, namely 95.71 > 3.21; fourth, it is known that the R Square is 0.820, meaning that work discipline and motivation affect employee performance by 82%.
Keywords: Work Discipline, Motivation, Employee Performance, Airport.

INTRODUCTION

Human resources (HR) is one of the most important factors in an organization or company. Jufrizen (2017) argues that human resources are considered so important because they play an active and dominant role in every organizational activity where humans are the key to determining the development of a company as movers, planners, thinkers to achieve the goals of a company. In this modern era, human resources are not only considered as a mere resource but also as a valuable asset for an organization or company. Therefore human resources are so important for the progress of a company in achieving its goals.

An organization or company will have quality human resources if its human resources are managed and nurtured properly. All of this can be helped by emphasizing work discipline, poor work discipline can lead to less than optimal performance in carrying out a job. Syafrina (2017) argues that implementing work discipline in a company is very important so that employees

can comply with the rules that exist within the company. The level of work discipline within a company can be seen from the high sense of awareness of employees in complying with applicable regulations and also a great sense of responsibility for the tasks that have been given by the company. Sastrohadiwiryo and Syuhada (2021) argue that work discipline is an attitude of respect, respect, obedience and obedience to applicable regulations, both written and unwritten and being able to carry them out and not avoiding receiving sanctions when violating the tasks that have been given to him. Work discipline itself describes an effort made by an agency or company that intends to increase awareness and develop attitudes, behavior of employees in fulfilling all the rules set by the company. Work discipline itself plays a very important role as a means to assist in improving employee performance. Factors that affect employee performance include work discipline. Efforts to increase awareness, behavior and a sense of responsibility for the tasks assigned to employees can be carried out by agencies or companies by emphasizing discipline for the employees themselves.

Efforts by agencies or companies to improve employee performance in addition to work discipline, namely by giving motivation. Marifa et al. (2018) argued that motivation is a factor that encourages a person to carry out a certain activity, therefore motivation is defined as a driving force for a person's behavior. In this case employees need to be motivated to be able to complete the work given by the agency or company. If the motivation is lost from the employee, the impact that will befall the company is quite large because it will have a lot of influence, therefore it is necessary to understand how important motivation is to boost employee morale so that in the future it will have a good impact on the agency or company itself.

Pratama (2021) suggests that performance is a continuous process that determines by measuring and developing individual and team performance by aligning employee performance with the goals of a company. Performance itself is a very important thing to be able to know and efforts to achieve a productive employee. Good performance in an agency or company will be realized and produce effective results that can benefit the agency or company. Employee performance in a company or organization must have different units and have good accountability.

PT. Angkasa Pura I (Persero) is a company engaged in the aviation sector that serves air traffic services and Indonesian airport businesses managed by State-Owned Enterprises (BUMN). PT. Angkasa Pura which manages the airport is divided into 2 regions, namely PT. Angkasa Pura I and PT. Angkasa Pura II. PT. Angkasa Pura I manages 15 airports in Indonesia, one of which is I Gusti Ngurah Rai International Airport in Bali. This airport is one of the airports with a modern eco concept, where the information and service systems are modern. On the other hand, Bali Province was officially appointed as the location for the 2022 G20 Summit where the event is held once every year. This certainly makes I Gusti Ngurah Rai International Airport need to prepare additional facilities and other supporting facilities, as well as carry out regular checks of existing facilities at the airport for the smooth running and success of the G20 Summit agenda in Bali. Bali I Gusti Ngurah Rai International Airport has various units, one of which is the Airport Operation Landside And Terminal (AOLT) unit. Airport Operation Landside And Terminal (AOLT) is a unit that supervises and checks existing operational facilities in the terminal area and in the landside area so that they can operate normally in supporting passenger flight trips while at the airport.

Terminal services have been regulated in the regulation of the Minister of Transportation of the Republic of Indonesia Number. PM 178 of 2015 concerning Service Standards for Airport Service Users. This regulation is to provide legal certainty in the relationship between service providers and service users, in this case, namely passengers. In this case, it can be used as a

guideline in the implementation of services and a reference for evaluating service quality as an obligation and promise of the operator to service users in the framework of quality, fast, easy, affordable and measurable services. The Airport Operation Landside And Terminal (AOLT) unit plays a very important role in terms of carrying out airport operations and monitoring and also checking existing facilities at the airport, both in the terminal area and in the landside area so that they function normally. AOLT officers are also expected to be able to serve and communicate actively with airport service users who will travel by air. Considering that AOLT's duties are quite busy, AOLT officers need to have soft skills, fast and responsive behavior in order to provide maximum service to airport service users.

Based on the observations of researchers when carrying out On The Job Training (OJT) at I Gusti Ngurah Rai International Airport at the Airport Operation Landside And Terminal (AOLT) Unit, researchers found various problems, namely that there were employees who were still late for work and did not come to work. This has an impact on the tasks that have been given by superiors to carry out work to be hampered. The researcher also found some employees who lack discipline towards working time, namely using working hours for the benefit of their own employees. This can slow down work and also hinder the work that has been given by the company. Therefore, employees need to be fostered by providing motivation to be more disciplined in carrying out the tasks that have been given by the company. Based on these problems, the researcher is interested in conducting research with the title "The Influence of Work Discipline and Motivation on Employee Performance at the Airport Operation Landside And Terminal Unit at I Gusti Ngurah Rai International Airport Bali".

The research objectives are as follows: To determine the effect of training on employee performance at the Airport Operation Landside And Terminal Unit at I Gusti Ngurah Rai International Airport Bali. To determine the effect of motivation on employee performance at the Airport Operation Landside And Terminal Unit at I Gusti Ngurah Rai International Airport Bali. To determine the effect of training and motivation on employee performance at the Airport Operation Landside And Terminal Unit at I Gusti Ngurah Rai International Airport Bali.

Theoretical Basis
Airport

According to the Law of the Republic of Indonesia No. 1 of 2009 Article 1 Concerning Aviation, an airport is an area on land or waters with certain boundaries used as a place for aircraft to land and take off, board and unload passengers, load and unload goods, and place for intra and intermodal transportation, which is equipped with aviation safety and security facilities, as well as basic facilities and other supporting facilities. Meanwhile, according to Annex 14 of ICAO (International Civil Aviation Organization) an airport is a certain area on land or water (including buildings, installations and equipment) which is designated either in whole or in part for the arrival, departure and movement of aircraft. Therefore, the function of the airport is to facilitate passengers and also speed up travel by air.

Airport Operation Landside And Terminal (AOLT)

Airport Operation Landside And Terminal (AOLT) is a unit tasked with supervising existing facilities at the airport as a supporting facility for flight service users at I Gusti Ngurah Rai International Airport, Bali. This activity is carried out by checking and monitoring periodically so as to minimize damage to facilities at I Gusti Ngurah Rai International Airport in Bali. Airport Operation Landside And Terminal (AOLT) officers are divided into 3, namely:
1. Terminal Service Officer (TSO). It is the duty to supervise and check the existing facilities in the terminal area and also provide information with passengers, airlines and related units.

2. Landside Service Officer (LSO). It is the duty to monitor conditions in the Landside area and ensure operations run smoothly according to predetermined SOPs. Be informative with passengers and coordinate with Airport Security officers and related units.
3. Information Service Officer (ISO). It is the duty to provide information for final boarding calls, change gates, refreshments, reports, receive calls from related units to carry out related open gates, boarding gates, final calls, delays and check in open and also input estimated schedules for filling out on the FIDS screen and has a coordinative relationship with AMC, Airline and related units.

Employee Performance

Sitinjak et al. (2021) stated that employee performance is a requirement that has been achieved by employees where work targets can be achieved within the stipulated time so that a company or organizational goal is achieved. Therefore, employee performance is able to contribute to the company. Meanwhile, according to Mangkunegara (2013) stated that employee performance is the work achieved by employees both in quality and quantity in carrying out their duties and being responsible for what has been given by the company.

Motivation

Prihartanta (2015) states that motivation is an impulse that appears within a person which causes a person to take an action consciously with a specific purpose. Motivation is also a determinant for measuring a person's success in a company. Meanwhile, according to Uno (2021) motivation is an attempt to influence the people they lead so they can carry out the work they want, in accordance with certain goals that have been set beforehand.

Work Discipline

Hasibuan (2016) states that discipline is an individual's awareness and willingness to comply with all applicable company regulations and social norms. Meanwhile, according to Sastrohadiwiryo (2013) states that work discipline is an attitude of respect, obedience, obeying applicable regulations, both written and unwritten and being able to carry them out and if they violate the duties and authorities that have been given do not avoid receiving sanctions. Sutrisno (2016) states that work discipline is an attitude of respect for company rules and regulations that exist within employees which causes them to be able to adapt voluntarily to company rules and regulations. From the various opinions of the experts above regarding work discipline, it can be concluded that work discipline is a rule set by the company to be obeyed and obeyed by employees.

Relevant Research

Table 1. Relevant Research

No.	Name	Year	Title	Research Result
1	Kenny Astria	2018	The Effect of Work Discipline and Motivation on Employee Performance at PT. Bank Rakyat Indonesia Pamulang Branch	Based on research variables work discipline and motivation have a positive and significant impact on employee performance at PT. Bank Rakyat Indonesia. It can be seen from the calculated F value > F table (25.116 > 2.770), and F significance < 0.05 (0.000 , 0.05). thus the hypothesis is accepted. This shows that the variables of work discipline and motivation together have a positive and significant effect on the performance of employees at PT. Bank Rakyat Indonesia Pamulang Branch.

2	Suwanto	2019	The Effect of Work Discipline and Work Motivation on Employee Performance at the South Tangerang General Hospital	Based on the results of the study, it was explained that the influence of work discipline variables and work motivation variables on employee performance at the South Tangerang General Hospital has a positive and significant influence with the calculated F value > F table value (51.101 > 2.70) and a significant value <0.05 so that Ho is rejected and Ha is accepted.
3	Jasman Saripuddin Hasibuan, Beby Silvya	2019	The Effect of Work Discipline and Motivation on Employee Performance	Based on the results of the research and discussion of the ANOVA test, the calculated F value > F table (142.796 > 3.24) and a significance level of 0.000 ≤ 0.05. So that Ho is rejected and Ha is accepted. It can be concluded that the variables of work discipline and motivation together have a positive and significant effect on employee performance variables at PT. Luxury Indah Jaya Binjai.

Hypothesis

The hypothesis is a temporary guess from a research problem formulation. This is because it is still based on theory and also relevant data. According to Sugiyono (2016) a hypothesis is a conclusion that is still temporary and the truth of the hypothesis still needs to be studied with the data collected. The hypothesis is divided into two parts, namely the alternative hypothesis (Ha) and also the null hypothesis (Ho). The alternative hypothesis (Ha) is a hypothesis that there is an influence or relationship between the two variables between X (Independent) and Y (Dependent) variables. While the null hypothesis (Ho) is a hypothesis that there is no influence or relationship between the two variables between X (Independent) Variable and Y (Dependent) Variable. Based on previous research and the theories described above, the hypothesis to be presented is as follows:

1. H1: There is a positive and significant influence between work discipline on employee performance at the Airport Operation Landside And Terminal (AOLT) Unit at I Gusti Ngurah Rai International Airport, Bali.
2. H2: There is a positive and significant influence between work discipline on employee performance at the Airport Operation Landside And Terminal (AOLT) Unit at I Gusti Ngurah Rai International Airport, Bali.
3. H3: There is a positive and significant influence between work discipline and motivation on employee performance at the Airport Operation Landside And Terminal (AOLT) Unit at Bali's Gusti Ngurah Rai International Airport.

RESEARCH METHODS
Research Design

This research uses quantitative research methods. According to Nikolaus (2019) states that quantitative research is a process of collecting, processing, analyzing and presenting data to conduct research based on data obtained objectively based on the amount of data in problem solving or hypothesis testing by developing certain principles. So the essence of quantitative research is a method for completing a study by analyzing it through statistical techniques, usually the data is in the form of numbers or scores according to what is obtained in research by collecting data.

Population

Sugiyono (2017) states that the population is an area of generalization covering subjects with certain characteristics and qualities that have been determined by researchers to be

assessed or conclusions drawn. The population in this study were Airport Operation Landside And Terminal employees at I Gusti Ngurah Rai International Airport in Bali.

Sample

The sample is part of the total population that has characteristics. According to Muchlisin (2020) states that the sample is part of the population that has the same characteristics and characteristics that are representative and describe the population so that it is considered to be scrutinized. In Roscoe's opinion in Sugiyono (2012) states that the appropriate sample size in research is between 30 and 500. In this study, researchers took a sample of 52 respondents. The sampling technique in this study is to use a non-probability sampling technique, where the non-probability sampling technique is sampling in a way that does not provide equal opportunities or equal opportunities for each population to be sampled. In this study, researchers used an approach or technique from non-probability sampling, namely saturated sampling, where saturated sampling is a way of research by taking the entire population as a sample. According to Sugiono (2019) a saturated sample is when the sample is taken with a relatively small population. In taking samples in this study, namely Airport Operation Landside And Terminal employees at I Gusti Ngurah Rai International Airport in Bali.

Data Collection Technique

1. Primary Data. Primary data is where the research data is obtained directly by the respondents. In this study, primary data were used which were obtained directly from research subjects, namely Airport Operation Landside And Terminal employees at I Gusti Ngurah Rai International Airport in Bali.
2. Secondary data is data obtained through articles, companies, documentation and journals or articles that have been made by third parties who have a relationship with this research. Secondary data in this study is through journals about training, motivation and employee performance.

Method of Collecting Data

1. Questionnaire. Questionnaire is a technique used by researchers to collect data by distributing the questions that have been made to the respondents to be answered. According to Sugiyono (2018) states that a questionnaire is a data collection technique that is used to find out researchers have variables to measure and know what respondents expect. In this study, researchers used the value of answers from respondents with a Likert scale. The Likert scale is a score that has been determined by the researcher in each question that has been distributed to respondents to find out responses related to the object of research.
2. Library Studies. In this study, researchers studied the literature and retrieved data that could add information. On the other hand, it can help researchers to get references and also data according to supporting theories by taking journals or research that are relevant to the research being carried out.

Time and Place of Research

This research was conducted from November to December 2022, and the place of this research was carried out at I Gusti Ngurah Rai International Airport, Bali.

RESEARCH RESULTS AND DISCUSSION

The Effect of Work Discipline on Employee Performance at the Airport Operation Landside and Terminal Unit at I Gusti Ngurah Rai International Airport, Bali

One of the factors that affect employee performance is discipline in work. If work discipline is maximized, employee performance will be good and can increase. Conversely, if work discipline is poor, then the employee's performance will decrease. In the world of aviation, disciplined employees are needed. This is because the airport is one of the transportation that is often used by people in traveling. To achieve the goals of the company in good service it is necessary to emphasize discipline to employees. From the research results obtained and tested by researchers, it shows that Work Discipline has an effect on Employee Performance where t count is greater than t table, namely 6,197 > 2,018 with a significance value smaller than the probability value, namely 0.000 <0.05, so it can be said that H1 is accepted and H0 is rejected or in other words Work Discipline has a positive and significant effect on employee performance. The results of this study indicate that work discipline has a positive and significant effect on employee performance at the Airport Operation Landside And Terminal (AOLT) unit at I Gusti Ngurah Rai Airport, Bali. This can prove that the better the level of employee discipline carried out, the better the employee's performance, and vice versa if the level of employee discipline is bad, the employee's performance will also be bad.

The results of this study are in line with relevant previous research by Nurjaya (2020). Where the results shown are that work discipline has a positive and significant effect on employee performance. It is proved that the results of the sign value. 0.000 < 0.05. It can be said that work discipline has a positive and significant effect on employee performance. From the similarities between previous research and this research, it shows that it is so important to pay attention to employee work discipline in order to create good employee performance. Employee performance will be good and increase if employee work discipline is implemented by the company. Thus the Airport Operation Landside And Terminal (AOLT) unit at I Gusti Ngurah Rai International Airport Bali can pay attention to employee discipline so that can improve the performance of good employees.

The Effect of Motivation on Employee Performance at the Airport Operation Landside and Terminal Unit at I Gusti Ngurah Rai International Airport, Bali

One of the factors that influence employee performance is motivation. Where if the motivation given by the company is maximum then the employee's performance will be maximized. Conversely, if the provision of motivation to employees is lacking, then the employee's performance will be less than optimal. In the world of aviation, employees are required to work well according to the tasks assigned by the company. Air transportation is still the favorite mode of transportation for the community, which is considered to be an efficient mode of transportation and can save time. For this reason, related companies need to provide motivational encouragement to employees, so that the tasks assigned by employees can be carried out properly so that they can provide maximum service to users of air transportation services. From the research results obtained and tested by researchers, it shows that motivation has an effect on employee performance where t count is greater than t table, namely 3,376 > 2,018 with a significance value smaller than the probability value, namely 0.002 < 0.05, so it can be said that H2 is accepted and H0 is rejected or in other words motivation affects employee performance. The results of this study indicate that motivation has a positive and significant effect on employee performance at the Airport Operation Landside And Terminal (AOLT) unit at I Gusti Ngurah Rai International Airport, Bali. . This can prove that the better the work motivation applied by the AOLT unit at I Gusti Ngurah Rai International Airport Bali, the

better the employee performance, and vice versa if the work motivation applied by the Airport Operation Landside And Terminal (AOLT) unit to employees is bad or lacking, then employee performance will also be bad.

The results of this study are in line with relevant previous research by Nurjaya (2020). Where the results shown are that work motivation has a positive and significant effect on employee performance. It is proved that the results of the sign value. 0.002 <0.05. It can be interpreted that work motivation has a positive and significant effect on employee performance. From the similarities between previous research and this research, it shows that it is very important to provide encouragement or work motivation to employees in order to create good employee performance. Employee performance will be good and increase if giving motivation to employees is implemented by the company. Thus the Airport Operation Landside And Terminal (AOLT) unit at I Gusti Ngurah Rai International Airport Bali can pay attention to employee motivation in order to improve good employee performance.

The Effect of Work Discipline and Motivation on Employee Performance at the Airport Operation Landside and Terminal Unit at I Gusti Ngurah Rai International Airport Bali

Work discipline and motivation is one of the factors that can affect employee performance. Employee performance will increase if the company emphasizes discipline and provides motivational encouragement to employees. From the research results obtained and tested by researchers, it shows that work discipline and motivation simultaneously (together) affect employee performance at the Airport Operation Landside And Terminal (AOLT) unit at I Gusti Ngurah Rai International Airport, Bali. It is known by the results of ANOVA that the sig. 0.000 <0.05 and where f count is greater than f table, namely 95.71 > 3.21. The biggest influence is from the work discipline variable with a value of 1,151 compared to the motivation variable with a value of 0.478. Thus, it can be interpreted that motivation will affect employee performance if it is supported by work discipline. Work discipline and motivation is one of the most important factors to influence employee performance. It is hoped that the company or related unit will be able to provide encouragement or motivation and also apply work discipline properly so that later it can improve employee performance.

The results of this study are in line with relevant previous research by Nurjaya (2020). Where the results of the simultaneous test (Test F) show that f count is greater than f table, namely 45.422 > 0.1169 and a significance value of 0.000 <0.05. So it can be concluded that work discipline and work motivation simultaneously (together) have a positive and significant effect on employee performance. From the similarities between previous research and this research, it shows that the independent (free) variables jointly affect the dependent (bound) variable.

Level of influence of Work Discipline and Motivation on Employee Performance at the Airport Operation Landside And Terminal Unit at I Gusti Ngurah Rai International Airport Bali

From the results obtained and tested by the researchers, it was found that the work discipline variable (X1) and motivation variable (X2) had an effect on employee performance variable (Y) of 0.820 or 82%. This shows that work discipline and motivation affect employee performance at the Airport Operation Landside And Terminal (AOLT) unit at I Gusti Ngurah Rai International Airport Bali by 82% and the remaining 18% is influenced by other variables not present in this study. This means that in this study there are still other variables that can affect employee performance at the Airport Operation Landside And Terminal (AOLT) unit at I Gusti Ngurah Rai International Airport, Bali. The results of this study are in line with relevant

previous research by Nurjaya (2020). From the determination test it was found that the variables of work discipline (X1), work environment (X2), and work motivation (X3) have an effect on employee performance variables (Y) at PT. Hazara Cipta Pesona is 58.7% and the remaining 41.3% is influenced by other factors or variables not examined in this study. From the results of the determination test between previous research and research conducted by researchers, there is a percentage value that is quite far away, this could be due to several factors such as differences in research objects, number of research samples, differences in levels of work discipline and work motivation.

CONCLUSION

Work discipline affects employee performance at the Airport Operation Landside And Terminal (AOLT) unit at I Gusti Ngurah Rai International Airport, Bali. Where the calculated t value is greater than the t table value, namely 6,197 > 2,018 with a significance value smaller than the probability value, namely 0.000 <0.05, it can be said that H1 is accepted and H0 is rejected or in other words, the Work Discipline variable (X1) has a positive and significant effect on employee performance variable (Y). Motivation influences employee performance at the Airport Operation Landside And Terminal (AOLT) unit at I Gusti Ngurah Rai International Airport, Bali. Where the calculated t value is greater than the t table value, namely 3,376 > 2,018 with a significance value smaller than the probability value, namely 0.002 <0.05, it can be said that H2 is accepted and H0 is rejected or in other words the motivation variable (X2) has a positive and significant effect on the employee performance variable (Y). Work discipline and motivation simultaneously (together) affect employee performance at the Airport Operation Landside And Terminal (AOLT) unit at I Gusti Ngurah Rai International Airport Bali. Where based on the results of the F test it can be seen that the sig. 0.000 <0.05 and where f count is greater than f table, namely 95.71 > 3.21. Thus indicating that each independent variable simultaneously (together) has a significant effect on Y. It can be said that Work Discipline and Motivation together influence Employee Performance. Work discipline and motivation have a degree of influence on employee performance at the AOLT unit at I Gusti Ngurah Rai International Airport Bali by 79.4% and the remaining 20.6% is influenced by other variables not present in this study. This means that in this study there are still other variables that can affect employee performance at the AOLT unit at I Gusti Ngurah Rai International Airport, Bali.

Based on the research that has been done, there are several suggestions that can be proposed as follows: For I Gusti Ngurah Rai International Airport at the Airport Operation Landside And Terminal Unit, the results of this study are expected to provide a source of information, input and can be used as material for consideration for related agencies to maintain and also improve employee work discipline and provide positive encouragement and motivation to employees so that they can create better employee performance in the future. For future researchers, the results of this study are expected to be a reference material, source of information and can also increase knowledge for future researchers who will research related to the same topic. In this study there are still many shortcomings that need to be corrected. It is hoped that future researchers who will examine the same topic can expand and add complete reading and reference sources so that they can be used as material for consideration and also reference in developing this research. Researchers realize that in compiling this thesis there are still many shortcomings due to limited time in compiling this research. It is hoped that future researchers can also try using different methods and adding other variables that might influence employee performance variables.

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