Analysis Of the Influence of Work Discipline and Management Information System Information System on Employee Performance with Motivation as An Intervening Variable in The Employment BPJS Branch in Medan Raya

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Article Information	ABSTRACT
	This study aims to look at the Effect of Intellectual Intelligence on Organizational Commitment with Work Culture as an Intervening Variable at Bpjs Kota Kisaran Branch and Padang Sidempuan Branch. This type of research uses quantitative methods, this research was conducted at the BPJS Employment Branch Office of Kisaran City and Padang Sidempuan Branch, the population used was 80 employees consisting of 42 personnel from the Kisaran city branch, 38 personnel from the Padang Sidempuan branch. The sample used is all the population of 80 employees with saturated samples being the sample technique. The data source used is primary data source and data collection by distributing questionnaires. This research model uses analysis and the measuring instrument is the smart PLS version 3.3.3 application. The results of this study are as follows Intellectual Intelligence has a positive and significant effect on work culture with an original sample value of 0.685 and p values of 0.000. Work Culture has a positive and significant effect on organizational commitment with an original sample value of 0.214 and P values of 0.000. Intellectual Intelligence has a positive and significant effect on organizational commitment with an original sample value of 0.684 and p values of 0.000. **Keywords:** Intellectual Intelligence, Work Culture, Organizational Commitment.

1. INTRODUCTION

According to Afandi in (Abidin & Sasongko 2022) performance is the result of work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals illegally, not against the law and not against morals and ethics.

Performance at BPJS Ketenagakerjaan Medan Raya Branch implements an employee performance management system that uses organizational strategies. Strategy-based performance management is a process of managing performance based on assessments that are aligned with organizational goals, strategies and values.

The performance management system is integrated with several other HR systems such as compensation, motivation, development and learning systems, and improved management information systems. Optimizing the quality and quantity of employee work results, employee performance must now be in accordance with established quality standards.

The performance of employees of the Medan Raya Employment Branch has a phenomenon, in compensation some employees have not been maximized, have not had compensation in accordance with predetermined quality standards, compensation has not been in accordance with planning. Indicators of compensation, some employees have not worked according to the achievement of predetermined targets. Timeliness, not all employees have completed the work in accordance with the predetermined time (on time).

The phenomenon of the BPJS Ketenagakerjaan employee management information system in the Medan Raya Branch also affects employee performance. Innovation and risk taking employees are encouraged to be innovative and dare to take measured risks. Team management information system works by building a solid team and helping each other between employees and sharing knowledge and experience about management information systems. Aggressive shows aggressiveness and competitiveness, working hard and truly. People management information systems can finish well and on time.

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From the company's point of view, providing motivation or work enthusiasm is a force that encourages someone to do something and motivation is an activity to provide encouragement to someone or yourself to take a desired action. The emergence of motivation in a person is certainly driven by the existence of a life need, be it primary

needs or secondary needs. If these needs can be met, then someone will work hard so that performance can increase in accordance with the wishes of the organization (Sedarmayanti, 2015).

BPJS Employment employees in the Medan Raya Branch range must provide motivation to their employees. One factor that is considered very important in determining the success and survival of the organization is the level of ability and skills of its employees. In fact, not all employees have criteria in accordance with expectations and there are also workers who have high abilities and skills, but do not have high morale, so that the organization has not been able to motivate employees to create good quality work in accordance with company expectations in order to create a mutually beneficial relationship between employees and the company.

On the other hand, in line with motivation, work discipline is also an important thing that must be of concern to organizations/companies. Discipline is a person's awareness and willingness to obey all company rules and social norms that apply. The meaning of awareness is the attitude of someone who voluntarily obeys all the rules and is aware of his duties and responsibilities. Meanwhile, the meaning of willingness is an attitude, behavior, and actions of a person in accordance with company regulations, whether written or not.

To improve employee performance, companies need to provide motivation and pay attention to work discipline to all their employees. Performance is the level of achievement of results for the implementation of certain tasks. Performance can also be viewed as a process of how work takes place to achieve work results. However, the results of the work itself show performance. Performance in the organization is carried out by all human resources in the organization, both leadership and worker elements. Many factors can affect human resources in carrying out their performance. There are factors that come from outside and from within themselves. Employee performance is not just a need, but many influencing factors including providing appropriate motivation and stimulation.

Optimal employee performance can be achieved if it is preceded by action, namely carrying out the assigned tasks. Employees will be more motivated to be more responsible for their work, if the company understands and pays close attention to the needs of its employees, which is basically that they work for money, in this case in the form of a salary. There is a positive influence of (1) job satisfaction and employee loyalty on employee performance. (Yulianthini, N. N., & SE, M. at el, 2016), (Chaniago, H. at el, 2017), (Wartono, T. 2017).

PT BPJS Employment (Persero) is a company engaged in the field of labor social security under the auspices of BUMN (State-Owned Enterprises), until now PT BPJS Employment not only has programs to benefit employees and companies but also plays an active role in increasing economic growth for the welfare of society. BPJS Employment which is one of the public legal entities in Indonesia that is tasked with organizing social security for all workers in Indonesia.

BPJS Employment's vision is to become a social security organizing agency that is the pride of the nation, which is trustworthy, well-managed and superior in operations and services. Providing benefits that are used to improve the welfare of the workforce of BPJS Employment participants and / or their families, as well as helping entities or business units that have a direct relationship with improving the welfare of workers. To achieve this vision, it must start from the human resources available at BPJS Ketenagakerjaan. This is because resources are one of the most important things in a company. Human resources that have good quality and performance will produce quality performance in achieving the targets set by the company. A company will not succeed in achieving its goals if employees do not work well and optimally.

2. LITERATURE REVIEW
a. Theoretical Framework
1) Work Discipline

Singodimedjo in Sutrisno (2019) discipline is the attitude of a person's willingness and willingness to obey and obey the norms that apply around him and employee discipline greatly affects agency goals.

According to Singodimedjo in Sutrisno (2019) indicators of work discipline include:
 a) Regulation of entry, return, and rest hours.
 b) Basic rules regarding dress, and behavior at work.
 c) Rules for how to do work and relate to other work units.
 d) Rules on what employees can and cannot do while in the institution, etc.

2) Management Information System

The definition of a Management Information System (MIS) involves a deep understanding of its basic concepts. SIM can be defined as an integrated combination of information technology, business procedures, and human participation that work together to collect, store, process, and present information that supports organizational decision making and management (Laudon & Laudon, 2017).

According to Laudon & Laudon, 2017, the indicators of management information systems are:
 a) accuracy, information must be correct,
 b) information must be timely, when needed,
 c) appropriate when appropriate, the information provided must match what is requested
 d) Complete, meaning that the information provided must be complete.

2) Work Motivation
a) Definition of Motivation

According to McClelland, in Mangkunegara (2017), that: Motivation is a mental condition that encourages a person to achieve his maximum achievement. As well as

the opinion of Hasibuan (2017), that: Work motivation is the provision of driving force that creates a person's work enthusiasm so that they want to work together, work effectively, and are integrated with all their efforts to achieve satisfaction.

b) What needs to be considered in employee motivation

Herzberg in Hasibuan (2017), states that there are three important things that must be considered in motivating employees, namely:

(1) Things that encourage employees are "challenging work which includes feelings of achievement, responsibility, progress can enjoy the work itself and there is recognition for all of that.

(2) Things that disappoint employees are mainly factors that are just frills on the job, work rules, lighting, rest, job titles, rights, salaries, benefits, and others.

(3) Employees are disappointed, if opportunities for achievement are limited. They will become sensitive to their environment and start finding fault.

c. Employee Performance

According to Sinambela (Syahidan and Suryani, 2018) performance is the implementation and completion of the work in accordance with the responsibilities so as to achieve the results as expected. Robbins (Adha et al, 2019) states that employee performance is the amount of effort expended by individuals in devoting a certain amount of energy to work. Based on several opinions according to the experts above, it can be concluded that performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Tukan, Suryani, and Mustika 2020).

According to bernardin and russel in Budiasa (2021) states that to measure employee performance with the following indicators.

1) Quality

Done by looking at the quality (quality) of the work produced through a certain process.

2) Quantity

Realized by looking at the quantity (number) of activities produced by a person.

3) Timeliness

For certain types of work, a time limit is given in completing the work so that it can maximize time for other work activities.

4) Effectiveness

The use of company resources is maximized to get the highest results.

5) Supervision

Every work activity is carried out without the need to ask for help or guidance from their superiors.

6) Relationship between employees

Is a level that shows employees feel confident, have good wishes and good cooperation with coworkers.
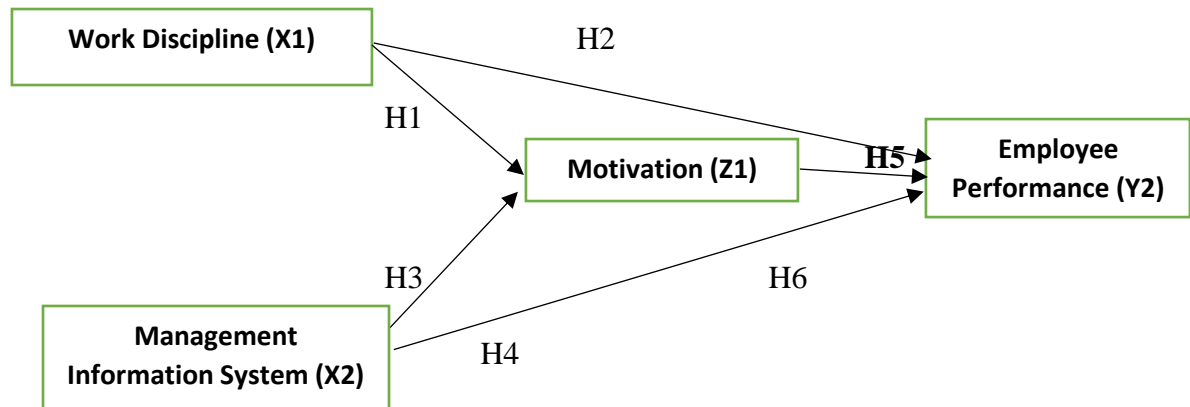
d. Conceptual Framework

Figure 1. Research Conceptual Framework

e. Research Hypothesis:

Based on the formulation of the problem, literature review and conceptual framework previously described and described, the hypotheses proposed in this study are as follows:

H_1 : It is suspected that work discipline has a positive influence on motivation at the BPJS Employment Branch in Greater Medan.

H_2 : It is suspected that the management information system has a positive influence on motivation at the BPJS Employment Branch Se-Medan Raya.

H_3 : It is suspected that work discipline has a positive influence on employee performance at the BPJS Employment Branch Se-Medan Raya.

H_4 : It is suspected that the Management Information System has a positive influence on employee performance at the BPJS Employment Branch Se-Medan Raya.

H_5 : It is suspected that motivation has a positive influence on employee performance at the Employment BPJS Se-Medan Raya Branch.

H_6 : It is suspected that work discipline has a positive influence on employee performance through motivation at the BPJS Employment Branch Se-Medan Raya.

H_7 : It is suspected that the Management Information System has a positive influence on employee performance through motivation at the Employment BPJS Se-Medan Raya Branch.

3. RESEARCH METHODS
a. Type of Research

The type of research that researchers use is quantitative research. According to Sugiyono (2016) quantitative research can be interpreted as a method based on the

philosophy of positivism, used to research on certain populations or samples, sampling techniques are generally carried out randomly, data collection using research instruments, data analysis is quantitative / statistical with the aim of testing predetermined hypotheses. This type of quantitative research is carried out to make a study that aims to adjust a study and to influence work discipline and management information systems on employee performance with motivation as an intervening variable.

b. Research Location and Research Time

The research location was carried out at the Medan Raya Employment BPJS on the Medan - Tanjung Morawa Medan road. The research time was carried out for 3 months. (April to June 2024).

c. Population and Sample

Sugiyono (2017 population is a generalization area consisting of objects or subjects that have certain qualities and characteristics set by researchers to study and then draw conclusions. The population and sample in this study were all permanent employees at the BPJS Employment Branch Se-Medan Raya, totaling 80 employees (saturated sample).

d. Source of Research Data

The data source used in this research is primary data.

e. Definition of Research Variable Operations

Table 1. Operational Definition of Variables

Variable Type	Definition	Indicators	
Work Discipline (X1)	Singodimedjo in Sutrisno (2019) discipline is the attitude of a person's willingness to obey and obey the prevailing norms. willingness and willingness of a person to obey and obey the norms that apply around him and employee discipline is very affect the goals of the agency.	According to Singodimedjo in Sutrisno (2019) indicators of work discipline include: • Regulation of entry, return, and rest hours. • Basic rules regarding dress, and behavior at work. • Rules for how to do work and relate to other work units. • Rules on what employees can and cannot do while in the institution, etc.	
2.Management Information System (X2)	The definition of a Management Information System (MIS) involves a deep understanding of its basic concepts. SIM can be defined as an integrated combination of	According to Laudon & Laudon, 2017 the indicators of management information systems are: • accuracy, information must be correct,	

	information technology, business procedures, and human participation that work together to collect, store, process, and present information that supports organizational decision making and management (Laudon & Laudon, 2017).	• information must be timely, when needed, • exactly when appropriate, the information provided must be in accordance with what is requested • o Complete, meaning that the information provided must be complete
3. Work Motivation (Z)	Meanwhile, according to Sutrisno (2019), motivation is a factor that encourages a person to carry out a certain activity, therefore motivation is often also defined as a factor driving a person's behavior. as a factor driving a person's behavior. Every activity carried out by someone must have a factor that encourages this activity.	According to the theory in Sutrisno (2019) indicators of employee work motivation are: • Job satisfaction • Achievements achieved • Opportunities for advancement • Possibilities • Responsibility • Recognition of others • Responsibility
4. Employee Performance (Y)	According to Afandi (2018) Performance is the result of work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals illegally, not against the law and not against morals and ethics.	According to Afandi (2018) the indicators of employee performance are as follows: • Quantity of work results • Quality of work results • Efficiency in carrying out tasks • Work discipline • Initiative • Thoroughness • Leadership • Honesty • Creativity.

f. Data Analysis Technique

   Data analysis in this study used Structural Equation Modeling (SEM) based on Partial Least Square (PLS) using SmartPLS 3.3.3 software. According to (Gozali,

2014) Partial Least Square (PLS) is a fairly powerful analysis method because it is not based on many assumptions.

Measurement Model (Outer Model)

The procedure in testing the measurement model consists of a validity test and a reliability test.

1. Validity Test

    a. Convergent Validity

    b. Discriminant Validity

2. Reliability Test

The Cronbach's alpha value is recommended to be greater than 0.7 and the composite reliability is also recommended to be greater than 0.7 (Sekaran, 2014).

g. Structural Model (Inner Model)

This test is conducted to determine the relationship between exogenous and endogenous constructs that have become hypotheses in this study (Hair et al., 2017). To generate inner model test values, the step in SmartPLS is carried out using the bootstraping method. The structural model is evaluated using R-square for the dependent variable, Stone-Geisser Q-square test for predictive elevance and t-test and significance of the structural path parameter coefficients with the following explanation:

1. Coeficient of Determination / R Square (R2)

In assessing the model with PLS, it starts by looking at the R-square for each dependent latent variable. The interpretation is the same as the interpretation in regression. Changes in the R-square value can be used to assess the effect of certain independent latent variables on the dependent latent variable whether it has a substantive effect. The R2 value is generally between 0 and 1.

2. Predictive Relevance (Q2)

This test is used to measure how well the observed value is generated by the model and also the parameter estimate. If the Q2 value is greater than 0, it indicates that the model has predictive relevance, which means it has a good observation value, while if the value is less than 0, it indicates that the model does not have predictive relevance (Ghozali, 2014).

3. t-Statistic

At this stage, it is used for hypothesis testing, namely to determine the significance of the relationship between variables in the study using the bootstraping method. In the full model Structural Equation Modeling in addition to confirming the theory, it also explains whether or not there is a relationship between latent variables. The hypothesis is said to be accepted if the t statistical value is greater than the t table. According to (Latan and Ghozali, 2014) the criteria for the t table value is 1.96 with a significance level of 5%.

4. Path Coefficient (Path Coeficient)

This test is used to determine the direction of the relationship between variables (positive / negative). If the value is 0 to 1, then the direction of the relationship between variables is positive. Meanwhile, if the value is 0 to -1, then the direction of the relationship between variables is negative.

4. RESULTS AND DISCUSSION
Outer Model Analysis

Measurement model testing (outer model) is used to determine the specification of the relationship between latent variables and their manifest variables, this test includes convergent validity, discriminant validity and reliability.

1.Convergent Validity

This test is seen from the loading factor, the value limit is 0.7, as well as the limit of the ..Average..Variance..Extracted.(AVE) value, which is 0.5, if above this value it is said to be valid. This means that the value for the indicator is said to be valid, if the indicator explains the variable construct with a value> 0.7. The structure model in this study is shown in the following figure:
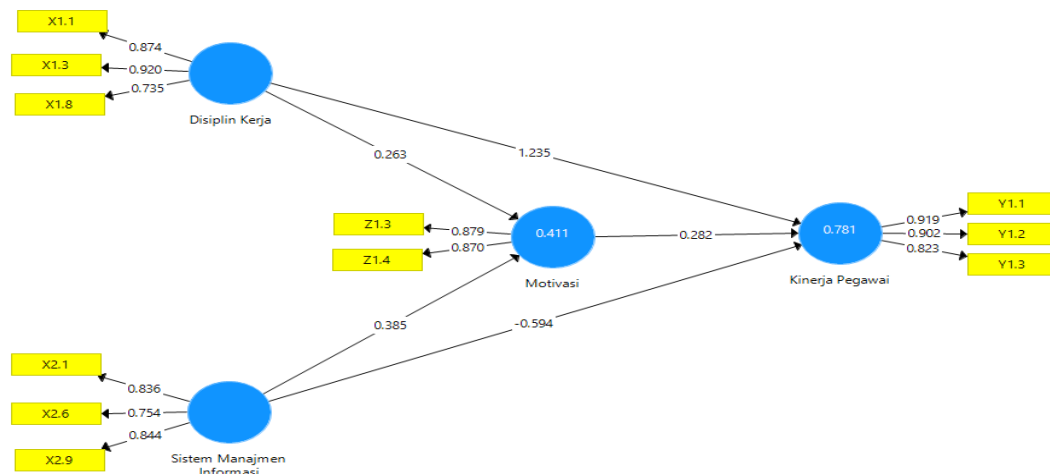

Figure 1. Outer Model
Source: Smart PLS 3.3.3

Smart PLS output for loading factors provides results in the following table: Outer Loadings In this study there is an equation and the equation consists of two substructures for sub structure 1.

$Z = b1X1 + b2X2 + e1$

$Z = 0.263X1 + 0.385X2 + e1$

For substructure 2

$Y = b3X1 + b4X2 + b5Z + e2$

$Y = 1.235X1 + 0.594 X2 + 0.282 + e2$

Table 2. Outer Loadings

	Disiplin Kerja	Kinerja Pegawai	Motivasi	Sistem Manajmen Informasi
X1.1	0.874			
X1.3	0.920			
X1.8	0.735			
X2.1				0.836
X2.6				0.754
X2.9				0.844
Y1.1		0.919		
Y1.2		0.902		
Y1.3		0.823		
Z1.3			0.879	
Z1.4			0.870	

Source: Smart PLS 3.3.3

In the table above, the value of each variable is stated that the indicators in the loyal variables are higher than 0.7, which means that each indicator item has a value higher than 0.7 so that the data is declared valid and can continue further research.

2.Discriminat Validity

Further research to find out valid data in Discriminat Validity, aims to determine whether the cross loading value is greater than other latent variables so as to determine the results of highly correlated indicators on the construct The following table shows the results of cross laoding from validity testing as follows:

Table 3. Outer Loadings

	Disiplin Kerja	Kinerja Pegawai	Motivasi	Sistem Manajmen Informasi
Disiplin Kerja	0.847			
Kinerja Pegawai	0.845	0.882		
Motivasi	0.731	0.783	0.874	
Sistem Manajmen Informasi	0.956	0.766	0.736	0.812

Source: Smart PLS 3.3.3

The results of table 2 above have a value greater than the other variables in each indicator and variable so that it can be concluded that the results of discriminant validity research are validly distributed.

3.Composite reliability

In composite reliability research to see each variable with its reliability value and if the variable value is greater than 0.60 then the research is considered reliable and if it is below 0.60 and 0.7 then it is not reliability there are several blocks to determine whether the research is reliable or not and valid or not including the Coranbach alpha value, composite reliability and AVE value can be seen in the table below:

Table 4. Construct Reliability and Validity

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
Disiplin Kerja	0.798	0.812	0.883	0.717
Kinerja Pegawai	0.856	0.855	0.913	0.778
Motivasi	0.792	0.793	0.867	0.765
Sistem Manajmen Informasi	0.742	0.749	0.853	0.760

In table 3 above, it can be seen that in the Cronbach alpha column there is a value for each variable greater than 0.7, which means that the data reliability is faithful to the variable. The composite reliability column has a value greater than 0.6 so that it can be explained that each variable is considered reliable because the data is greater than 0.6. It can be seen from the AVE column that each variable has a value greater than 0.7, which means that the data is valid in AVE. All variables from the Cronbach alpha column, reliability column and AVE column have values greater than 0.7 and 0.6 so that they are considered reliable and valid.

Inner Model Analysis

Evaluation of the structural model (inner model) is carried out to ensure that the basic model created is strong and appropriate. The stages of examination carried out in the assessment of the primary model are seen from several markers, namely:

1.Coefficient of Determination (R2)

At the next stage, namely evaluating the measurement model or inner model by looking at the R-Square value criteria. The R-Square results from the smartPLS 3.0 software output are as follows:

Table.5. R Square Results

	R Square	R Square Adjusted
Kinerja Pegawai	0.781	0.773
Motivasi	0.711	0.740

There is an R square value of the Motivation variable with an R square value of 0.711 and if it is percented by 71.1%, it means that the influence of the Work Discipline variable, Management Information System and Employee Performance on organizational culture is 71.1% and the rest is on other variables. The R squrae value of the employee performance variable is 0.781 and if it is percented by 78.1%, it means that the influence of the Work Discipline variable, management information system and motivation on employee performance is 78.1% and the rest is on other variables.

3.Hypothesis Testing

After assessing the inner model, the next thing is to assess the connection between idle builds as suspected in this review. Testing the speculation in this review is done by looking at the T-Statistics and P-Values. Speculations are announced recognizing whether the T-Statistics > 1.96 and P-Values < 0.05. Next are the consequences of the direct impact Path Coefficient:

Table 6. Hypothesis Testing

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
Disiplin Kerja -> Kinerja Pegawai	1.235	1.246	0.222	5.552	**0.000**
Disiplin Kerja -> Motivasi	0.263	0.247	0.146	1.793	**0.074**
Motivasi -> Kinerja Pegawai	0.282	0.278	0.058	4.842	**0.000**
Sistem Manajmen Informasi -> Kinerja Pegawai	-0.594	-0.599	0.227	2.612	**0.009**
Sistem Manajmen Informasi -> Motivasi	0.385	0.403	0.153	2.517	**0.012**

The direct research results above will be explained as follows:

1. Work discipline has a positive and significant effect on employee performance with an original sample value of 1.246 and P values of 0.000. This means that work discipline is able to make or improve employee performance, because the performance of an employee where he is placed is not due to the discipline created by the organization.

2. Work discipline has a positive and insignificant effect on motivation with an original sample value of 0.247 and p values of 0.074. This means that work discipline formed by the organization and employees is not able to make motivation in each employee increase, because strong motivation towards the organization is not able to make work discipline.

3. Motivation has a positive and significant effect on employee performance with an original sample value of 0.278 and p values of 0.000. This means that if employee performance increases, motivation will increase if employee performance decreases, motivation will also decrease.

4. Management information system has a negative and significant effect on employee performance with an original sample value of -0.599 and p values of 0.009. This means that the management information system is unable to increase the sense of employee performance, the management information system still considers that employee performance is still not optimal for its employees.

5. Management information system has a positive and significant effect on motivation with an original sample value of 0.403 and p values of 0.012. This means that if the management information system increases, motivation will increase and if the management information system decreases, motivation will also decrease.

Table 7. Path Coefficients (Indirect Effect)

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
Disiplin Kerja -> Motivasi -> Kinerja Pegawai	0.074	0.069	0.045	1.629	**0.104**
Sistem Manajmen Informasi -> Motivasi -> Kinerja Pegawai	0.109	0.111	0.047	2.293	**0.022**

The results of the indirect effect above can be explained as follows:

1. Work Discipline has a positive and insignificant effect on employee performance through motivation indirectly with the original sample result of 0.069 and p values 0.104. This means that motivation is not an intervening variable because it is unable to indirectly influence Work Discipline on employee performance.

2. Information Management System has a positive and significant effect on employee performance through motivation with an original sample value of 0.111 and p values 0.022. This means that motivation is able to become an intervening variable and has a positive effect on the Information Management System and employee performance with the Information Management System on employee performance, motivation has been fulfilled so that it builds the Information Management System on employee performance.

5. CONCLUSION

Based on the research results above, the following conclusions are drawn:

1. Work discipline has a positive and significant effect on employee performance at BPJS Employment Branch Office Se-Medan Raya.
2. Work discipline has a positive and insignificant effect on motivation with value at the BPJS Employment Branch Office Se-Medan Raya.
3. Motivation has a positive and significant effect on employee performance with a value at the BPJS Employment Branch Office Se-Medan Raya.
4. Management information system has a negative and significant effect on employee performance at BPJS Employment Branch Office Se-Medan Raya.
5. Management Information System has a positive and significant effect on Motivation at BPJS Employment Branch Office Se-Medan Raya.
6. Work Discipline has a positive and insignificant effect on employee performance through motivation at the BPJS Employment Branch Office Se-Medan Raya.
7. Information Management System has a positive and significant effect on employee performance through motivation at BPJS Employment Branch Office Se-Medan Raya.

Suggestions

After drawing conclusions on the results, the researcher makes suggestions for the company as follows:

1. The company must be fair in treating employees, do not make exceptions between employees even though these employees are part of the family, old friends or even special relationships must still be fair and comply with the rules.
2. The company must sort out which work motivation is bad and which work motivation is good and slowly eliminate the mushrooming bad culture by implementing strict organizational rules for employees.
3. The company must make employees feel satisfied with working in the company by providing appropriate work for themselves and work discipline for each employee.
4. The company's job is to build employee confidence in the company that the company will make the employee prosper and get better.

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