THE EFFECT OF WORK ATTITUDE, EMPLOYEE LOYALTY, WORK DISCIPLINE ON EMPLOYEE PERFORMANCE IN KPP PRATAMA MEDAN EAST

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ARTICLEINFO	ABSTRACT
Keywords: *Work Attitude,* *Employee Loyalty,* *Employee Performance* E-mail: dewisuma713@gmail.com	The purpose of this study is to ascertain how employee performance at KPP Pratama Medan Timur is impacted by work attitude, employee loyalty, and work discipline. Because the data acquired will be realized in the form of numbers and evaluated using statistics, the methodology employed in this study is a quantitative methodology. The effectiveness of training, competency, and employee loyalty on employee productivity at KPP Pratama Medan is assessed using this methodology. 86 KPP Pratama Medan employees made up the study's sample population. In the absence of a mixed variable of workplace attitudes regarding employee performance, 435 implies that it is equivalent to 2.427. Work attitude, work loyalty, and work discipline all have a favorable impact on employees' performance. Accordingly, any improvement in work attitude, organizational climate, and training variables will have a beneficial impact on employee performance. Loyalty is 0.427 and work discipline is 0.195.

1. INTRODUCTION

In KPP Pratama Medan Timur, Indonesia, all agency operations and technical advancements will inevitably lead to more complex issues for agencies to deal with, particularly when trying to accomplish goals. Several issues are frequently discovered that lead to many agencies failing in the current globalization era and in the conditions of society, both created by the evaluation of employee performance and job happiness. All will demonstrate how enthusiastically personnel carry out their tasks and obligations inside the organization.

Employees are one of the most crucial production factors in an organization; without them, how difficult it is for the organization to achieve its goals; they are the ones who determine the progress of an organization; by having skilled workers with high motivation, agencies already have very expensive assets. Because human beings are essentially the subject and object of development, which is a very important factor, improving the quality of human resources is a top priority.

Basically, every organization that has been founded always hopes for positive growth within the agency's purview and strives to produce effective performance in the workplace. Because human resources are required for the regulation and resolution of issues relating to employee performance, both in terms of job allocation and human resource activities, in the presence of an agency in whatever form, whether it be on a large or small scale.

Performance from employees is crucial to the smooth operation of the company. Performance refers to the quantity and quality of work that people produce under the influence of both internal and external forces. Productivity at the organization will rise with improved staff performance. Employee performance, according to Efendi (2012), is the outcome of the work that workers generate or the actual conduct that they exhibit in line with their position within the firm. Employee performance is a comparison between the work that employees produce and the work that employers demand of them. It is hoped that the company's performance would increase because the company anticipates its employees' good performance. Employee performance, according to Simamora (2014: 15), is the level at which employees perform.

Work attitude can be measured with the conviction that good performance results from working diligently, feeling and acting in order to achieve goals. Work attitude is a response or statement, both favorable and unfavorable, in doing work or sacrificing services, body and mind to produce goods or

services. According to Robbins (2011), work attitudes are employees' favorable or negative assessments of various elements of their workplace.

Employee loyalty is a psychological state that ties workers to their employer (Oei, 2011: 190). A person's psychological processes at work can affect how loyal they become at work. Employees are strongly motivated to work for the company as a result of this psychological process, as seen by their firm commitment to the organization, desire to embrace its values, compliance with policies, and accountability for all actions.

By adhering to organizational rules, discipline is a process that can help people feel motivated to uphold and advance organizational goals. In order to avoid generating punishment for an individual or group, Nawawi defines discipline as "an endeavor to prevent violations of the provisions that have been jointly agreed upon in carrying out operations" (in Hartatik, 2019: 183). For businesses, work discipline will ensure the upkeep of order and the efficient execution of duties, allowing for the achievement of the company's goals and the best possible results.

Soft skills are what a person requires in order to increase productivity, in addition to work discipline. Soft skills are defined as "a person's capacity to motivate himself and utilize his initiative, have a knowledge of what has to be done and may be done properly, beneficial for dealing with tiny problems that come abruptly, and the capacity to continue existing if the problem has not been resolved" (Muspah, Gani, & Ramlawati, 2021).

Because of this, it is probable that there will be effects that are unfavorable or even detrimental to the attainment of institutional goals if appropriate treatment and attention are not provided. This occurs due to the lack of accountability for each individual, cooperation between employees in each division, and the presence of political factors like the closeness of employees to high-ranking officials, which allows these employees to hold the desired position regardless of work performance. An employee's high work output is the level of performance they have reached at work.

An organization undoubtedly expects the performance of its staff to accomplish the aim. Performance is defined as the ability of the employee to produce the intended outcomes. Of course, in order to produce the desired results, employees must have a good attitude toward their work. In order to accomplish the objectives of the agency, it is expected of agencies to be aware of and develop a management system that pays attention to the factors that affect employee work attitudes.

Employee performance is reflected in the company's objective to create a work atmosphere that inspires professionals to work hard. However, some employees find it difficult to express their ideas openly, which ultimately hinders their ability to do their jobs. They believe that an employee's viewpoints are often influenced by their structural position rather than necessarily coming from their own minds. It goes without saying that this will have an impact on how well employees perform in terms of fulfilling their responsibilities and obligations at work.

The author will conduct study under the heading "the influence of work attitudes, employee loyalty, and work discipline on employee performance at KPP Pratama Medan Timur" based on the aforementioned phenomena and phenomena. The section of the research proposal that most precisely outlines what is intended to be done is the study objective. The following goals of this study are based on how the problem has been formulated above: 1. To determine whether work attitudes have an impact on employee performance. 2. To determine whether employee loyalty has an impact on productivity. 3. To determine whether employee performance is impacted by workplace discipline.

2. METHOD

The plan or design that researchers create in advance of the activities they do is known as the research design. This is supposed to give an overview and direction for how the research will be conducted.

Because the data acquired will be realized in the form of numbers and evaluated using statistics, the methodology employed in this study is a quantitative methodology. The effectiveness of training, competency, and employee loyalty on employee productivity at KPP Pratama Medan is assessed using this methodology. A population is a generalized area made up of things or subjects that have particular attributes and characteristics that researchers have decided to study and then take conclusions from. The participants in this study were KPP Pratama employees Medan, totaling 86 people.

The research instrument is a data collection tool used to measure observed natural and social phenomena. Thus, the use of research instruments is to find complete information about a problem, a natural or social phenomenon.

Techniques for data analysis include the presentation of answer categories in tables, images, or trends from respondents, along with an initial study of various field data discoveries as a first step in the data processing process.

3. RESULTS AND DISCUSSION
Results of Data Analysis

The researcher will go into depth about the data analysis findings in this discussion once the questionnaires have been sent, filled out by the respondents, and calculations have been made using the SPSS version 25 for Windows program.

a. Validity test

The purpose of the validity test was to determine whether the data collected after the research was accurate when compared to the data collected using the research's primary measurement tool, the questionnaire. 86 KPP Pratama Medan respondents were given questionnaires as part of the validity test. The following is the decision-making formula:
1. If rcount > rtable, the hypothesis is accepted.
2. B. The statement is deemed invalid if rcount rtable.

The validity test results are obtained by comparing rcount and rtable with significant level values = 5% and n = 86; the results are obtained for a total sample of 86 with 3 independent variables studied, and it can be seen that the magnitude of the rtable is 0.212 from the results of data processing with the aid of the SPSS 25 for Windows program. The following table displays the validity test results:

Based on Table 4.8 above, it can be concluded that all statement items of the variables Work Attitude (X1), Employee Loyalty (X2), Work Discipline (X3), and Employee Performance (Y) are valid and practicable to complete on the questionnaire because the value of rcount (Pearson Correlation) > rtable (0.212).

b. Reliability Test

Reliability testing is a technique used to determine whether a research tool is dependable and trustworthy. The research findings are also highly credible if the research variables are using trustworthy and dependable equipment. Cronbach Alpha is a method used to gauge the degree of reliability. The instrument is considered dependable if the Cronbach Alpha value is greater than 0.7. Customers of CV Rafika Jaya Motor in the Medan Denai District were the subject of this study. The SPSS 20 program was used to conduct the reliability test. There were 39 respondents who weren't part of the study population for the number of samples used in this investigation.

Table 1. Hasil Uji Realibilitas

Variabel	Cronbach's Alpha Hitung	Keterangan
Work Attitude (X1)	0,805	Reliabel
Employee Loyalty (X2)	0.856	Reliabel
Work Discipline (X3)	0.876	Reliabel
Employee Performance (Y)	0.810	Reliabel

According to table 1, the reliability test findings demonstrate that all the instruments employed in this study are dependable, as shown by the value of each instrument having a value of >0.7.

2 Classical Assumption Test.
a. Normality test

Through graphic analysis and statistical tests, the normality test seeks to determine whether the dependent variable, independent variable, or both in a regression model have a normal distribution or not. The outcomes utilizing histogram graphs and normal probability plot graphs are shown below:
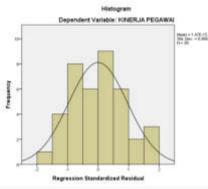
Figure 1. Histogram diagram

With reference to Figure 1, it is possible to infer that the data used has a normal distribution. This is indicated by the pattern of data that resembles a bell and is in the middle, which indicates that the data exhibits a normal distribution. Multiple linear regression analysis findings The goal of multiple linear regression is to identify a linear relationship between the dependent variable, known as Y, and a number of independent variables, generally referred to as X1, X2, X3, and so on. The following findings are reached as a consequence of data processing using the SPSS 25 application.

Table 2. Hasil Uji Analisis Regresi Linear Berganda

Model		UnstandardizedCoefficients		StandardizedCoefficients	t	Sig.
		B	Std.Error	Beta		
1	(Constant)	-2,435	1,640		-1,445	,151
	Work Attitude	,427	,075	,441	6,120	,000
	Employee Loyalty	,195	,047	,200	4,130	,000
	Work Discipline	,292	,065	,352	4,762	,000

The multiple regression equation for this study is: Y = 2.435 + 0.427X1 + 0.195X2 + 0.292X3 (based on table 2 above).

The following interpretation can be drawn from the equation above:
1. The constant (a) of 2.435 suggests that the effect of employee performance on the variable Mix of work attitudes is 2.427.
2. Loyalty is 0.427, and work discipline is 0.195, showing that these factors—work attitude, work loyalty, and work discipline—have a positive impact on employee performance. This means that any improvement in the factors—work attitude, organizational climate, and training—will have a positive impact on employee performance. Which is founded on the idea that if b is marked with a positive (+) value, a number will increase or decrease, and if b is marked with a negative (-), the opposite will occur.

1. Hypothesis Testing Results
a. Partial Test (t test)

The t test seeks to demonstrate how much the independent factors have an impact on the dependent variable. Additionally, a test called the t test is used to demonstrate that the initial hypothesis that employees' work attitudes, loyalty, and discipline have a major impact on their performance is true.

Table 3. Parsial Result (Test t)

Model		UnstandardizedCoefficients		StandardizedCoefficients	T	Sig.
		B	Std.Error	Beta		
1	(Constant)	-2,435	1,640		-1,485	,141
	Work Attitude	,426	,070	,441	6,100	,000
	Employee Loyalty	,194	,048	,200	4,030	,000
	Work Discipline	,298	,063	,352	4,742	,000

Based on Table 3 above, it is known that Ha is accepted and Ho is rejected because the significant values for the variables of work attitude (0.000), work loyalty (0.000), and training (0.000) are less than

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the alpha of 5% (0.05) or tcount value (6.100), (4.030), (4.742), > tTable (1.663), respectively. Thus, it can be said that the performance of KPP Pratama Medan Employees is significantly influenced by work attitude, work loyalty, and work discipline.

b. F Test (Simultaneous Test)

When determining whether the independent factors concurrently (simultaneously) affect the dependent variable, the F test is used. 1. If Fcount FTable at a significant level = 5% (= 5%), Ho is rejected, indicating that there is no relationship between work attitude, performance loyalty, and work discipline and employee performance at KPP Pratama Medan.

Ho is disregarded if Fcount > FTable at a significant level = 5% (= 5%), indicating that there is no relationship between employees' work attitudes, loyalty to their jobs, or work discipline and performance at KPP Pratama Medan. The following findings are attained as a consequence of data processing with the SPSS 20 program:

Table 4. Simultaneous Test Results (Test F) ANOVAa

	Model	Sum ofSquares	Df	Mean Square	F	Sig.
	Regression	410,955	4	102,739		
1	Residual	88,146	84	1,049	97,906	,000^b
	Total	499,101	88			

a. Dependent Variable: KINERJA_PEGAWAI
b. Predictors: (Constant), WORK ATTITUDE, Work Loyalty, Work Discipline.

Degrees of freedom (df) = n - k, where k is the number of variables and n is the volume of data, to find the FTable value. With a significant level of 5% (0.05), the FTable value is therefore 86 - 5 = 81, and 3.11 is the FTable value as a result.

According to Table 4, the value of Fcount (97,906) > FTable (3.11) with a significant level of 0.000 > 0.05 shows the simultaneous effects of each variable. This demonstrates that H3 is approved. Employee Performance at the Central Bureau of Statistics of Deli Serdang Regency is significantly influenced by work attitude, organizational climate, and training.

3. Discussion

The purpose of this study is to ascertain whether workplace attitudes, workplace loyalty, and workplace discipline have an impact on employee performance. In this study, 86 KPP Pratama Medan performance personnel served as the population, and the authors used quantitative data analysis with this population.

a. Work Attitudes' Effects on Employee Performance at KPP Pratama Medan

The effect of attitudes on employee performance obtained a tcount of 6.100 > ttable 1.663 with a significant level of 0.000 0.05 based on the partial test (t test) results. Thus, the first hypothesis (H1) is supported since the product variable has a positive and significant impact on employee performance. This demonstrates how workplace attitudes impact worker performance. According to Debby Endayani Safitri's research from 2019, this is the case.

b. The Effect of Employee Loyalty on Employee Productivity

The ability of an employee to comply and carry out a directive with full knowledge and accountability is referred to as loyalty. Employee loyalty, as defined by Purnami (in Maeni and Lita, 2018), "will lead to a favorable attitude of employees towards their work which is indicated by their excitement and discipline at work, thereby having an impact on enhancing individual work productivity."

Based on the partial test (t test) results, it can be concluded that the employee loyalty variable has a positive and significant impact on employee productivity, proving the third hypothesis (Ha3). The tcount for the effect of employee loyalty on employee productivity was 4.030> 1.663 with a significant level of 0.000 0.05. At KPP Pratama Medan, staff loyalty has an impact on performance.

According to Marko Luki, Stephanie, and Hendra Nazmi's research from 2021, "The Influence of Work Competence, Job Satisfaction, and Employee Loyalty on Employee Work Productivity at PT. Horas Bangun Persada," employee loyalty has a partial, simultaneous, and significant impact on employee work productivity.

c. Effect of Work Discipline on Employee Productivity

Discipline is one factor that impacts employee productivity. It is undeniable that discipline frequently causes problems of its own for organizations as a whole. Work A series of actions that demonstrate the values of obedience, obedience, loyalty, order, and order at work can be referred to as discipline. Employee discipline has a significant impact on organizations, according to Singodimodjo (in Sutrisno, 2019: 86). "Discipline is an attitude of willingness and willingness of a person to obey and comply with the standards that apply around him." "Having good work discipline is one approach to boost employee productivity," says Nadeak (2020: 181).

The independent variable, assessed by Work Discipline (X1), has a positive and significant effect on Employee Productivity with a t-value of 4.742 > 1.663 and a significant level of 0.001 0.05, according to the findings of evaluating the research variables partially. The first hypothesis (Ha1) is therefore supported by the finding that the Work Discipline variable has a positive and significant impact on Employee Productivity. This implies that staff productivity at KPP Pratama Medan will rise in direct proportion to the quality of work discipline.

The study "The Influence of Work Discipline on Employee Productivity at PT. The People of South Sulawesi" by Ayu Puspitawati, Moh. Aris, and Muh. Nur (2018) supports this. According to the study's findings, the Work Discipline variable at PT. People of South Sulawesi has a substantial impact on employee work productivity.

4. CONCLUSION

The partial test (t test) results showed that the effect of attitudes on employee performance had a tcount of 6.100 > ttable 1.663 and a significant level of 0.000 0.05. Thus, the first hypothesis (H1) is supported since the product variable has a positive and significant impact on employee performance. This demonstrates how workplace attitudes impact worker performance. According to Debby Endayani Safitri's research from 2019, this is the case.

b. The third hypothesis (Ha3) is proven based on the partial test findings for the influence of employee loyalty on employee productivity, which showed that it has a positive and significant impact on employee productivity with a tcount of 4.030> 1.663 and a significant level of 0.000 0.05. At KPP Pratama Medan, staff loyalty has an impact on performance.

The independent variable, assessed by Work Discipline (X1), has a positive and significant effect on Employee Productivity with a t-value of 4.742 > 1.663 and a significant level of 0.001 0.05, according to the findings of evaluating the research variables partially. The first hypothesis (Ha1) is therefore supported by the finding that the Work Discipline variable has a positive and significant impact on Employee Productivity. This implies that staff productivity will rise with improved work discipline at KPP Pratama Medan.

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