

PERSONALITY TYPE AND WORK DISCIPLINE ON EMPLOYEE PERFORMANCE AT PT. BALI REGIONAL DEVELOPMENT BANK, BADUNG BRANCH

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Abstract

In achieving the main goals of a company, competent HR plays an important role in it, but considering that every HR owned by the company has a different personality and level of discipline, of course, this difference will greatly affect the performance of the employees themselves which will result in achieving or whether or not a company goal. PT. The Regional Development Bank of Bali Badung Branch always tries to provide satisfaction to its customers by providing the best service and in accordance with what customers want and providing very high quality service products. Personality Type and Employee Work Discipline are very influential on Employee Performance to achieve the company's goals PT. Regional Development Bank Bali Badung Branch, but there are several problems related to the many types of personalities and lack of discipline of employees when carrying out their work which affects employee performance such as employees who have difficulty communicating with co-workers and leaders, bringing down fellow co-workers and being less open to things. -new things are also delays and violations committed. So to improve employee performance, HR Manager is expected to be able to take appropriate action so that the company's performance continues well.

Keywords: Employee Performance, Personality Type, Work Discipline.

INTRODUCTION

A company can compete because it has supporting factors, namely qualified and disciplined Human Resources (HR). Where the challenges of the globalization era, as now, mostly rely on digitalization in their operations, requiring human resources in companies to continue to improve their quality with discipline to achieve the main goals of the company itself. In an effort to achieve the company's goals, the personality of the HR in the company itself is very influential in it, considering that every person (HR) has a different personality from one another.

McCrae and Costa (2003: 21) define personality as a trait or trait. Traits are dimensions of individual differences in tendencies to show consistent patterns of thoughts, feelings and actions. In a company or organization, each HR (human resource) certainly has a different personality. According to Nelson and Quick (2000: 80) that an organization consists of different individuals, each individual shows uniqueness in terminology, abilities, skills, personality, perceptions, actions, values and ethics. This uniqueness and difference is a challenge for

companies, especially managers, to make the right decisions to support the smooth running of company goals. Personality or personality itself can be interpreted as an individual or someone's way of interacting in the surrounding environment.

The personality of the HR (human resources) which is different from one another is related to the discipline of the HR (human resources) itself. Employee discipline plays a very vital role in the success of the company's ultimate goal. Without good Discipline in every employee in the company, it is difficult for the Company to realize its ultimate goal. According to Hasibuan (2016), work discipline is defined when employees always come and go home on time, do all the work well, comply with all company regulations and applicable social norms. Whether the company's work disciplinary system is good or bad affects the good or bad work discipline of company employees. If good work discipline is owned by company employees, it is hoped that they will be able to work effectively and efficiently so that they can support the realization of the company's final goals. The personality of the HR (human resources) which is different from one another is related to the discipline of the HR (human resources) itself. Employee discipline plays a very vital role in the success of the company's ultimate goal. Without good Discipline in every employee in the company, it is difficult for the Company to realize its ultimate goal. According to Hasibuan (2016), work discipline is defined when employees always come and go home on time, do all the work well, comply with all company regulations and applicable social norms. Whether the company's work disciplinary system is good or bad affects the good or bad work discipline of company employees. If good work discipline is owned by company employees, it is hoped that they will be able to work effectively and efficiently so that they can support the realization of the company's final goals.

PT. Bali Regional Development Bank. Bank BPD Bali is a regional development bank in the form of a provincial-owned business entity. Bali Regional Development Bank was established on June 5, 1962. It has 1 head office, 14 branch offices, 38 sub-branch offices, 51 cash offices, 46 cash service activities. One of its branches is the Badung Branch of BPD Bali which is expected to be able to support and play an active role in driving the regional economy of Bali. Where bank operational activities include raising funds in rupiah products through offering demand deposits, time deposits and savings, channeling funds to the public by offering consumer credit and offering services. Therefore work discipline is a benchmark for improving employee performance. Many things become obstacles to improving employee performance, including problems related to employee personality and discipline. Such as employees who find it difficult to communicate with co-workers and leaders, bring down fellow co-workers and are less open to new things as well as delays and violations committed. Given these problems, in this field work practice activity report, the author is interested in taking the title "The Influence of Personality Type and Work Discipline on Employee Performance at PT. Bali Regional Development Bank Badung Branch"

IMPLEMENTATION METHOD

Seeing the problems that exist in the company, the authors decided to collect data using descriptive qualitative methods, through articles and the website of Bank BPD Bali and direct observation of carrying out field work practices at Bank BPD Bali Badung Branch. During the implementation of Field Work Practices and making observations there were several solutions related to problems within the company concerning Personality Types and Work Discipline on

Employee Performance at PT. Bali Regional Development Bank Badung Branch including:

- HR managers are expected to place their employees in different parts of the company according to their psychological tests, because it is proven that both extroverted and introverted personality types have an effect on performance fluctuations. It just needs to be noted that each personality type has its own advantages and disadvantages. So it must be observant in the placement of employees in order to maximize each employee's potential.
- Holding intimacy events between employees that aim to further tie the knot and know and learn and also understand the character of one employee with another which will affect emotional ties and establish harmonious relationships between employees later in carrying out performance at Bank BPD Bali Branch Badung.
- Provide sanctions that can have a deterrent effect on BPD Bali Badung employees who violate work SOPs and arrive late to the office, for example salary deductions or not getting food allowance every time they commit a violation and if it is continued several times then the deductions can be multiplied according to the violation committed.
- Not only that, BPD Bali Badung Branch can also provide rewards or rewards to employees who have high discipline in order to improve employee performance and as a trigger for enthusiasm for other employees. For example, there is an exemplary employee category for each month.

RESULTS AND DISCUSSION

During the implementation of the Field Work Practice which lasted for 2 months, several problem phenomena were found related to factors that affect the performance of employees of PT. Bali Regional Development Bank Badung Branch, namely Personality Types and Employee Work Discipline related to employee performance productivity in carrying out their duties.

A person's personality affects the way individuals react, think, feel, interact, and adapt to other people, including aggressive behavior according to Larsen & Buss (2005) in Lia Melawati (2014). According to Gordon in Koeswara (1986:11) "Personality as "something" contained within the individual that guides and gives direction to all the behavior of the individual concerned". Personality has both common and unique characteristics, although individually different. By having this general trait, personality can be developed in the desired positive direction, both individually and in groups. By developing a good personality towards its employees, the company will be able to benefit. These benefits can be obtained if the company is able to develop the personality of its employees which leads to positive work behavior.

According to Heru Kusmaryono (2009) there are 9 personality types, including: The Improver (Increase), The Advisor (Advisor), The Superstar (Superstar), The artist (Artist), The Visionary (Visionary), The Analyst (Analyst), The Fireball, The hero, The Healer.

Traits in the domains of the Big Five Personality according to McCrae (2002) are as follows:

- Openness to Experience
- Agreeableness
- Extraversion
- Conscientiousness

- Neuroticism

Life in a company will really require obedience from its members to the rules and regulations that apply to the company. In other words, work discipline in employees is needed, because what is the company's goals will be difficult to achieve if there is no work discipline. Work discipline can be interpreted when employees always come and go home on time, do all their work well, comply with all company regulations and applicable social norms. According to Malayu, S.P. Hasibuan (2007:193) argues that Discipline is a person's awareness and willingness to obey all company regulations and applicable social norms. Discipline must be upheld in a company organization. Without the support of good employee discipline, it is difficult for companies to realize their goals. So, discipline is the key to the success of a company in achieving its goals. Mangkunegara, (2013) states, there are two forms of work discipline; 1) Preventive Discipline is an effort to move employees to follow and comply with work guidelines, rules set by the company; 2) Corrective Discipline, is an effort to move employees to unite a rule and direct them to comply with the rules in accordance with the guidelines that apply to the company.

According to Sutrisno, (2019), indicators regarding work discipline include:

- Regulation of entry, return and rest hours.
- Basic rules regarding dress, and conduct at work.
- Regulations on how to do work and relate to other work units.
- Regulations about what employees may and may not do while in the organization and so on.

The non-physical work environment consists of several indicators, namely:

- Peer-level relationships
- Supervisor-employee relationship
- Collaboration among employees

Performance is a general term used for some or all of the actions or activities of an organization in a period with reference to a number of standards such as past or projected costs on the basis of efficiency, accountability or management accountability and the like. Employee performance is one of the most important aspects of an organization or company to achieve a company goal. According to Robbins (2006) defines that performance is a result achieved by employees in their work according to certain criteria that apply to a job. Performance according to Mangkunegara (2009: 9) 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. Performance according to Rivai (2006: 309) is a result of concrete work that can be observed and can be measured. It can be concluded that Employee Performance is a result achieved by employees in their work to achieve company goals in companies based on the criteria that apply in certain jobs. If employee performance goes well, of course the company will be able to achieve company goals.

Performance indicators are tools for measuring the extent to which employee performance is achieved according to Robbins (2016: 260). Here are some indicators to measure employee performance:

- Quality of employee work
- Quantity
- Punctuality
- Effectiveness
- Independence

Employee Personality Type and Work Discipline are very influential on the performance of Employees at PT. Bali Regional Development Bank Badung Branch in the sustainability of the company and the achievement of company goals.

CONCLUSION

It can be concluded based on the implementation of Field Work Practice activities carried out for 2 months at PT. Bali Regional Development Bank Badung Branch Employee performance can be influenced by several factors including Personality Type and Work Discipline, with employees having good performance this will greatly help encourage PT Bank BPD Bali Badung Branch in achieving company goals and of course in the future development of the company.

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