

Work Discipline of Staff in Information Technology and Data Base Units

by Turnitin Llc

Submission date: 22-Jun-2024 04:38AM (UTC-0700)

Submission ID: 2406684312

File name: TEMPLATE_IJSSB_Ahmad_Yani.docx (1.15M)

Word count: 3855

Character count: 22287



Work Discipline of Staff in Information Technology and Data Base Units

Ahmad Yani^{1*}, Muhammad Munawir Pohan², Yogi Ahmad Yani³, Ade Putra Hayat⁴ 

^{1,2,3,4}Kerinci State Islamic Institute of Religion, Jambi, Indonesia

ARTICLE INFO

Article history:

Received
 Revised
 Accepted
 Available online

Kata Kunci:

Disiplin Kerja, Disiplin Waktu, Hasil Kerja, Staf

Keywords:

Work Discipline, Time Discipline, Job Outputs, Staff



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ABSTRAK

Penelitian ini bertujuan untuk mengungkap bagaimana disiplin kerja staf pada unit teknologi informasi dan pangkalan data berbasis output pekerjaan. Penelitian ini dilakukan dengan menggunakan metode kualitatif dengan pendekatan studi kasus. Informan pada penelitian ini adalah staf unit teknologi informasi dan pangkalan data yang berjumlah ¹ orang. Instrumen yang digunakan terdiri dari observasi dan wawancara. Teknik analisis data dalam penelitian ini menggunakan bantuan software Nvivo Plus versi 11 meliputi input data, coding, eksplorasi, visualisasi dan penyajian. Penelitian ini menemukan bahwa disiplin kerja staf sangat baik dibuktikan dengan presensi online jam masuk dan jam pulang tepat waktu. Ketepatan waktu dalam penyelesaian pelaporan data bisa dilaksanakan tepat waktu bila seluruh data yang tersedia di aplikasi Siakad sudah fix dan lengkap. Target pencapaian output kerja berupa pelaporan data pddikti masih berada pada persentase 80 %. Masih banyak hambatan dan permasalahan yang terjadi dalam pelaporan data. Upaya perbaikan dan evaluasi pada output pekerjaan berupa pelaporan data Pddikti sudah dilakukan oleh semua pihak.

ABSTRACT

This study aims to reveal how the work discipline of staff in the information technology unit and a database based on work output. This research was conducted using a qualitative method with a case study approach. The informants in this study were staff of the information technology unit and database, totaling three people. The instrument used consisted of observation and interviews. Data analysis techniques in this study using Nvivo Plus version 11 software include data input, coding, exploration, visualization, and presentation. This study found that staff work discipline was perfect, as evidenced by the online presence of incoming and outgoing hours on time. Timeliness in data reporting can be completed on time if all the data available in the Siakad application is fixed and complete. The target of achieving work output from Pddikti data reporting is still at 80%. There are still many obstacles and problems that occur in data reporting. Efforts to improve and evaluate work output in the form of Pddikti data reporting have been carried out by all parties.

1. INTRODUCTION

Everyone must possess the attitude of discipline to accomplish their goals. Disciplined people have completed internalizing the rules in a specific organization and have accepted these rules to determine the organization's aims. Self-respect and dignity are prerequisites for discipline. A high level of dignity is associated with satisfaction in an organization (Bugdol, 2018). Staff in an organization must exercise rigorous work discipline to provide satisfactory results. Administrative support must be pleasant and effective for staff performance. Administrative support in an organization includes tasks such as organizing and delivering employee stationery, coordinating meetings, and other related duties (Mukhathi et al., 2022). Every firm has a culture and work discipline intended to contribute to improving employee performance (Calen et al., 2022). Workplace discipline is one of the keys to success. Workplace discipline is a prerequisite for achievement. Discipline maintains order in the universe. Establishing a work pattern is simple if everything is in order. Discipline is essential for everyone. Everyone from students to employees to entrepreneurs, managers to homemakers must be disciplined to reach their goals. Notably, discipline in the

*Corresponding author.

E-mail: ay0946404@gmail.com (Ahmad Yani)

workplace If we are disciplined at work, all our work outputs will agree with our expectations or even exceed them. Therefore, total discipline is crucial to every type of organization, whether large or small (Abdullah, 2015).

Discipline is primarily the capacity to exercise self-control by refraining from acting up and opposed to what has been determined and acting in a manner that supports and defends what has been selected. It is known as self-discipline, learning discipline, and job discipline in everyday life. Work discipline is the capacity of an individual to be consistently and persistently diligent and to work following applicable regulations without infringing those norms (Arjunaita et al., 2020). A person's discipline will enable them to comply with applicable rules and regulations. The enforcement of this discipline is crucial for achieving effective and efficient work (Utama et al., 2020). Good work discipline will expedite agency goals, whereas deteriorating discipline would hinder and slow the achievement of agency goals (Pratiwi, 2017). Leaders use work discipline to communicate with employees, so they are willing to adjust their conduct to follow the game's rules (Iskamto, 2019). Work discipline is an employee's conscious and helpful attitude to willingly comply with a company's written and unwritten laws and social standards (Faradina & Sojanah, 2018). Work discipline must be enhanced, so that employee expectations are met and job happiness is produced (Pratama et al., 2020). An employee's discipline reflects their sense of responsibility for the tasks allocated to them; this fosters work passion, work enthusiasm, and the achievement of corporate goals, employees, and society as a whole (Alwi & Suhendra, 2019). Organizational growth requires discipline to push employees to be self-disciplined in their individual and group work. In addition, discipline is essential for teaching employees to comply with and appreciate current regulations, procedures, and policies so that they can create quality work (Damanik, 2019).

This study highlights and reveals how to work discipline is based on work output in the information technology unit and database at one of the state Islamic religious universities in Kerinci district, Jambi province. Many studies have been carried out relating to work disciplines, but relatively few link work-based disciplines with the work output. Among them is research conducted by (Pranitasari & Khotimah, 2021), (Arijanto & Wulandari, 2019), (Shames, 2019), and (Sabirin & Ilham, 2020). The four researchers have not linked work disciplines based on work output. In the initial observation, the researcher observed the recapitulation of the Pddikti data reporting that for each study program, the data had not yet reached 100% from 2017 to 2020. As shown in the following figure:

No	Kode	Program Studi	Status	Semester Awal	2018	2019	2020	2021	2022	2018	2019	2020	2021	2022
					1	2	1	2	1	2	1	2	1	2
1	7423	Hubung Masyarakat (S1)	A	2018	-	-	-	-	-	-	-	-	-	-
2	8068	Psikologi (S1)	A	2017	-	-	-	-	-	100	100	100	100	100
3	7022	Manajemen dan Administrasi (S1)	A	2017	-	-	-	-	-	94	97	97	98	98
4	8032	Ekonomi Syariah (S1)	A	2017	-	-	-	-	-	99	100	100	97	100
5	7424	Hubung Masyarakat (S1)	A	2017	-	-	-	-	-	97	98	98	98	98
6	7428	Hubung Masyarakat (S1)	A	2017	-	-	-	-	-	97	97	98	98	98
7	7021	Manajemen (S1)	A	2017	-	-	-	-	-	99	97	98	98	98

Figure 1. Recapitulation of Pddikti Data Reporting in 2022

Pddikti data reporting should be able to reach 100% every semester. Of course, this will affect campus rankings, especially regarding the completeness of Pddikti data. In 2021 in November, the campus ranking was still in the top thirty out of fifty-eight campuses in all state Islamic religious universities throughout Indonesia. Based on this problem, the researcher applies time discipline and work output in anticipation of increasing the percentage and completeness of Pddikti data reporting, which is not entirely 100%. The research problem formulation is as follows: How is the time discipline applied by the information technology and database unit staff? What is the target for the completion of data reporting? What are the job outputs for the information technology and database units? What improvements were made to increase the percentage and completeness of data reporting?

2. METHODS

This form of research is categorized as qualitative with a case study methodology because it prioritizes the analysis of events or processes, as well as the state of natural objects, to derive profound meaning from the essence of the process, where the researcher is the central instrument (Creswell, 2016). So that it may be determined in detail what challenges the staff of the information technology unit and databases, particularly those focusing on work output, face. This study was conducted in the information technology unit and base of one of the state Islamic religious colleges in Sungai Penuh, Jambi Province. Three employees of the information technology section and database were interviewed for this study. Purposive sampling was utilized in the selection of informants. Purposive sampling is a method of sampling for specific purposes (Mahdiyah, 2014). With the use of purposive sampling in this study, it is hoped that the informants will be able to provide accurate information following the facts on the ground and have a thorough understanding of the research issue, making it easier for researchers to collect the required data.

The gathering of data occurred in August 2022. Observation and interviews were employed for data gathering in this study. Observations are carried out by directly involving researchers in the daily lives of informants to collect data for research. Structured interviews were done by posing problems and questions linked to the informants' experience or behavior. Input, coding, exploration, visualization, and presentation are the data analysis strategies utilized in this study utilizing Nvivo Plus 11 software. Nvivo Plus 11 software can evaluate the vast quantity of qualitative data collected from various sources using diverse data gathering methods. (Bandur, 2016) suggests that researchers utilize a digital recorder so that data can be readily evaluated using Nvivo Plus version 11 software.

3. RESULTS AND DISCUSSIONS

Results

Based on the analysis conducted using version 11 of the Nvivo Plus program, it is evident that the nodes have been constructed so that the pattern of relationship between each generated theme or concept can be observed. This study's nodes technique was developed deductively and inductively, as depicted in the picture below:

Name	Source	Instances	Created On	Contact	Modified On	Modified By
Work Discipline	0	0	20/08/2022 11:20	WWW	20/08/2022 11:20	WWW
Output of Work	0	0	20/08/2022 11:20	WWW	20/08/2022 11:20	WWW
Achievement Target	3	3	20/08/2022 11:20	WWW	20/08/2022 11:42	WWW
Improvement	0	0	20/08/2022 11:20	WWW	20/08/2022 11:40	WWW
Obstacles and Problems	3	12	20/08/2022 11:20	WWW	20/08/2022 11:42	WWW
Output Type	3	9	20/08/2022 11:20	WWW	20/08/2022 11:41	WWW
Time Discipline	0	0	20/08/2022 11:20	WWW	20/08/2022 11:20	WWW
Check-in Time	3	3	20/08/2022 11:20	WWW	20/08/2022 11:42	WWW
Completion of Report	3	3	20/08/2022 11:20	WWW	20/08/2022 11:42	WWW
Home Time	3	4	20/08/2022 11:20	WWW	20/08/2022 11:40	WWW

Figure 2. Nodes on Nvivo Plus Version 11

From the picture above, the researcher makes work discipline nodes, the issues to be studied. Then the researcher divides the sub-nodes into two parts: time discipline and work output. From the time discipline sub-nodes, the researcher divides them into three sub-nodes: the time of admission, the time of leaving, and the accuracy of the report's completion. Then, from the output sub-nodes, the researcher divides the work into four sub-nodes: the type of output, obstacles and problems, target achievement, and improvement. Then, after the nodes and sub-nodes have been compiled, the researcher inputs the results of interviews from all informants into all these nodes. After the node has been created, the researcher presents the data through the project map. The project map was made referring to the coding results that can be used to explore and give data connections, as shown in the following figure:



Figure 3. Work Discipline Project Map

From the picture above, it can be seen that each informant highlights all nodes with the same portion. This shows that the time discipline variable supports the work output and reporting data, including Pddikti data and PIN reservation. The project map can be visualized in the form of a hierarchical diagram. The hierarchical chart is best scaled according to the available space so that the rectangles' size is considered concerning each other. The most expansive area is shown at the top left of the graph, as shown in the following figure:

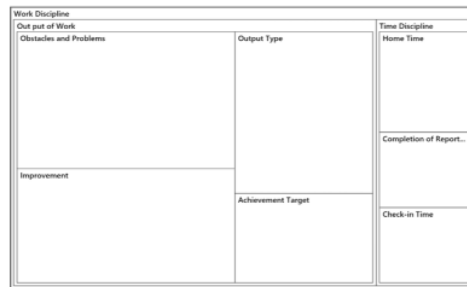


Figure 4. Work Discipline Hierarchy Diagram

In the hierarchical diagram, two dominant nodes are seen: obstacles, problems, and improvements. This indicates that the informants perceive many challenges and difficulties in reporting Pddikti data and PIN reservations. In addition, improvement efforts are needed to reduce delays and the low percentage of Pddikti data reporting every semester.

Then, in Figure 5. the word cloud shows several piles of thirty words. Two words indicate dominance which is the core of the problem in this study related to the output of work in the information technology and database units. The two words are data and reporting, as shown in the following figure:



Figure 5. Word Cloud Work Discipline

To understand the use of the words above from the results of interviewing informants, researchers need to look at the word tree features of the data, which are the most dominant words. The results of the word tree analysis are presented in the image below:

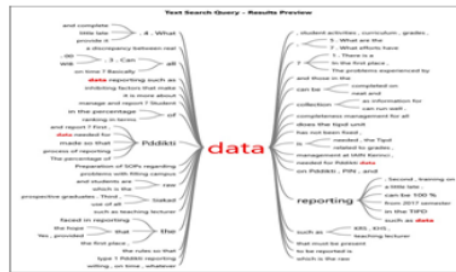


Figure 6. Word Tree About Data

Based on the picture above, information is obtained that the data becomes a gap. The work output in the data cannot be 100% reported to Pddikti because several inhibiting factors exist. Such as student delays in paying tuition fees, KRS contracts, and KHS printing. In addition, another factor that hinders Pddikti data reporting is that the curriculum used is different every year, making it difficult for information technology staff and databases to report Pddikti data. Then, some lecturers are still late in inputting grades into the Siakad application. All these inhibiting factors undoubtedly affect the achievement target of Pddikti data reporting, which cannot reach 100%. Therefore, there needs to be a binding rule from the campus leadership to control all delays made by several students and lecturers so that data reporting can reach 100% every semester.

In addition, the researcher also looked at the word tree about reporting, which is the second most dominant word. The results of the word tree analysis on reporting can be presented in the following figure:

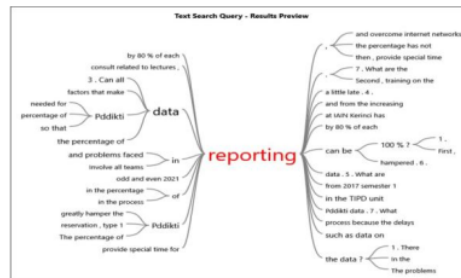


Figure 7. Word Tree About Reporting

Based on the picture above, it can be seen that several informants said that currently, campus Pddikti data reporting has only reached the target of 80%. Of course, this is a concern for campus leaders because reporting has not been able to get the 100% reporting target per semester. Of course, the campus instructed that the information technology unit and database should provide a lot of training to new lecturers and students who have problems using the campus Siakad application.

Time Discipline

From the interviews with several informants, the time discipline of information technology staff and databases is excellent, starting from the hours of entry and hours of work for employees. Furthermore, the accuracy of reporting completion can be achieved if the raw data is good and complete and there are no delays from lecturers and students. The working days of all lecturers and staff on campus are five days per week. For Monday to Friday, the maximum entry time is 08.00 am. For hours of return from Monday to Thursday, lecturers and staff start returning from work after 16.30 WIB. Then specifically on Friday, all lecturers and staff began to go home from work after 17.00 WIB.

Time discipline requires dedication, which is viewed as a motivational notion that adds to the behavior of frontline employees since it indicates their willingness to spend the actual effort to achieve the organization's goals or achievements (Sadeghi & Terum, 2022).

Work Output

The output of the work here is complete Pddikti data reporting, e-SMS, PIN reservation, and others. Many data want to be reported, but the raw data are fixed and complete from Siakad. Then, obstacles and problems in reporting can undoubtedly reduce the percentage of recapitulation of campus Pddikti data reporting. In addition, the disrupted internet network also significantly affects data reporting. The delay, initially caused by several students using Siakad, certainly made the information technology unit room and a database full of services to students, so the focus of information technology staff and databases became divided between service and data reporting.

Next, the target for achieving campus Pddikti data reporting is an increase in reporting percentage. Due to several inhibiting factors and problems, the campus Pddikti data reporting cannot be 100% every semester. Various improvement efforts have been made by the campus leadership and all information technology staff and databases as well as related elements so that Pddikti data reporting can be smooth and the percentage of data reporting can reach 100%. Of course, the various problems in data reporting should not be an obstacle to the smooth reporting of Pddikti data.

Discussion

This study investigates the work discipline of staff in the information technology and database units. The work discipline of the staff here focuses on the work output, namely the reporting of Pddikti data. One indicator of work discipline is satisfactory work output. Work discipline is crucial; a person is disciplined at work if he can finish and present work output following standard operating procedures (Azan et al., 2021). According to research findings, staff work discipline on indications of time discipline tends to be excellent. All personnel in information technology and database management arrived and departed on time. In addition, data reporting may be completed accurately and on time if the raw data from the Siakad application is accurate and comprehensive. The results of the subsequent analysis indicate that the output of work in this instance in data reporting on Pddikti remained at 80 percent during the previous academic year. This is a significant issue, as the campus administration desires 100 percent Pddikti data reporting per semester.

Discipline is an attitude, behavior, and action in compliance with published or unwritten organizational norms. A person's awareness and willingness to comply with all laws and societal norms also constitute discipline. The obligations, attitudes, behaviors, and actions of an employee in complying with all sorts of regulations while at work indicate employee discipline. Good leadership will result in employee motivation, and highly motivated employees will have strong discipline, ultimately affecting employee performance (Yadewani & Wijaya, 2019). A person's awareness and readiness to discipline someone to observe all applicable laws and social norms reflects their feeling of duty to perform their duties as effectively as possible. Discipline will improve individual performance since it increases a person's concern for reaching organizational goals and enhances work efficiency and productivity (Suyanto, 2018). Work discipline is an attitude that is either innate or developed in humans to respect, appreciate, obey, and obey applicable regulations and is willing to accept punishments if they are infringed (Logor et al., 2015).

Work discipline based on work output in the information technology and database departments is not yet flawless, as seen by the 80 percent reporting rate. This investigation reveals a plethora of impeding variables and issues that cause data reporting to be slightly delayed. This research contributes to the university by enhancing the reporting of Pddikti data. Then, the campus administration, personnel of the information technology unit and database, and all elements associated with reporting Pddikti data made numerous efforts and enhancements. In addition, a strong work team will be assembled, beginning with the leadership, to ensure that all submitted data are accurate and complete. As a result, the ranking of campuses in the upcoming semester will improve regarding data reporting from all existing state Islamic religious universities. Therefore, the readiness of human resources in discipline, equipment, and other supporting facilities is essential if work produced in the form of Pddikti data reporting is to reach 100 percent and future lateness is to be avoided.

4. CONCLUSION

This study shows that the time discipline of all information technology and database staff units is excellent regarding the attendance of incoming and outgoing hours on time. On-time according to the timely completion of data when the data available in the Siakad application is fixed and complete. The work output

from the information technology unit and database in the form of Pddikti reporting data is still at 80%. Then, there are still many obstacles in reporting data in the form of incomplete raw data, internet networks that often have problems, different course codes, and yearly curriculum types. When reporting runs, the information technology unit staff and databases concentration is split between reporting and service. Finally, improvement and evaluation efforts have been made by all parties so that there are no more delays in reporting Pddikti data and all problems that occur when reporting can be resolved.

This study recommends that the campus seriously handle and prepare everything needed to report Pddikti data. So that the goal of 100% Pddikti reporting data can be realized, this research has limited research time, which is relatively short. Thus, suggestions for further researchers are to study and dig deeper into the disciplined research of technology unit staff and databases so that further research can complement the results and findings that have not been obtained in this study.

5. ACKNOWLEDGE

We appreciate the willingness of the head of the information technology and database unit's staff to provide the author with assistance and information.

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