

## Abstrak

### **PENGARUH KEDISIPLINAN DAN BEBAN KERJA TERHADAP KINERJA TEKNISI ASSURANCE PT. TELKOM AKSES REGIONAL JAKARTA**

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Penurunan kualitas Layanan Gangguan PT. Telkom Akses Diidentifikasi dikarenakan Teknisi *Assurance* mengalami penurunan Kinerja Karyawan ( Y ) , dari hasil identifikasi yang dilakukan penurunan kualitas tersebut dipengaruhi beberapa variable yang paling terlihat adalah rendahnya tingkat Kedisiplinan (X1) karyawan dinilai sering lalai datang tepat waktu . variable Beban Kerja (X2) karena jumlah tiket gangguan yang banyak tentunya hal tersebut akan membuat frekuensi bekerja semakin meningkat dan t beban pekerjaan juga semakin banyak hal tersebut mempengaruhi kualitas Kinerja Karyawan (Y), Dari permasalahan tersebut dilakukan penelitian untuk mengetahui keadaan dan pengaruh Kedisiplinan (X1) dan Beban Kerja Terhadap Kinerja secara *parsial* dan *simultan* Teknisi . Penelitian dilakukan pendekatan *kuantitatif*. Populasi dari penelitian ini berjumlah 262 orang berasal dari Teknisi *Assurance* , menggunakan *simple random sampling* yang jumlah sampelnya ditentukan berdasarkan hasil perhitungan rumus *slovin*. sampel dipilih sesuai kebutuhan penelitian 161 orang. Berdasarkan hasil penyebaran kuesioner , diperoleh Kedisiplinan ( X1) berada pada kategori Rendah , Beban Kerja (X2) berada pada kategori Cukup tinggi dan Kinerja ( Y ) berada pada kategori kurang baik. Dan berdasarkan uji *koefisien determinasi* didapatkan hasil bahwa Variabel Kedisiplinan (X1) berpengaruh sebesar 54,7% terhadap Kinerja karyawan ( Y ) , Variabel Beban Kerja ( X2) berpengaruh sebesar 21,8% terhadap Kinerja Karyawan ( Y) dan secara *simultan* dihasilkan bahwa variabel Kedisiplinan (X1) dan Beban Kerja (X2) berpengaruh 76,6% terhadap Kinerja Karyawan (Y), sisanya sebesar 23,4 % dipengaruhi oleh variabel lainnya yang tidak diteliti pada penelitian ini

**Kata Kunci: Kedisiplinan Kerja, Beban Kerja , Kinerja Karyawan, Teknisi Assurance**

## ***Abstract***

### ***THE INFLUENCE OF DISCIPLINE AND WORKLOAD ON THE PERFORMANCE OF ASSURANCE TECHNICIANS AT PT. TELKOM ACCESS REGIONAL JAKARTA***

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Decline in the quality of Interruption Service PT. Telkom Akses Identified because the Assurance Technician experienced a decrease in Employee Performance (Y), from the results of the identification carried out the quality reduction was influenced by several variables, the most visible being the low level of Discipline (X1). Employees were considered to be often negligent in arriving on time. Furthermore, the Workload variable (X2) where due to the large number of interruption tickets, of course this will make the frequency of work increase and the workload will also increase, this will affect the quality of Employee Performance (Y). From these problems, research was carried out to determine the conditions and influences Discipline (X1) and Workload on Technician Partial and Simultaneous Performance. The research was carried out with a quantitative approach. The population of this study was 262 people from Assurance Technicians, using simple random sampling where the number of samples was determined based on the calculation results of the slovin formula. the sample was selected according to the research needs of 161 people. Based on the results of distributing the questionnaires, it was obtained that Discipline (X1) was in the Low category, Workload (X2) was in the High enough category and Performance (Y) was in the poor category. And based on the test of the coefficient of determination, the results show that the Discipline Variable (X1) has an effect of 54.7% on employee performance (Y), Workload Variable (X2) has an effect of 21.8% on Employee Performance (Y) and simultaneously it is produced that the variable Discipline (X1) and Workload (X2) have an effect of 76.6% on Employee Performance (Y), the remaining 23.4% is influenced by other variables not examined in this study

**Keywords: Work Discipline, Workload, Employee Performance, Assurance Technician**