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## The Effect of Work Experience and Work Discipline on Employee Performance at PT. BCA Tbk Pamulang Branch

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### **ABSTRACT**

*This study aims to determine the Effect of Work Experience and Work Discipline on Employee Performance at PT BCA Tbk Pamulang Branch. The research methodology used uses the quantitative method. The population in this study was all employees who worked at PT BCA Tbk Pamulang Branch as many as 51 people. The sample used was 51 respondents using saturated sampling techniques. The data analysis method uses a simple linear regression test, multiple linear regression, correlation coefficient, coefficient of determination, partial t-test and simultaneous F test. The results showed that: (1) There was a positive and significant influence between work experience on employee performance at PT BCA Tbk Pamulang Branch, this can be proven from the tcount of 7.692 > ttable 2.009 with a significant level of 0.000 < 0.05. (2) There is a positive and significant influence between work discipline on employee performance at PT BCA Tbk Pamulang Branch, this can be proven from the tcount of 6.126 > ttable 2.009 with a significant level of 0.000 < 0.05. (3) Simultaneously there is a positive and significant influence between work experience and work discipline on employee performance at PT BCA Tbk Pamulang Branch, this can be proven from the value of Fcount 36.760 > Ftable 4.04 with a significant level of 0.000 < 0.05.*

*Keywords: Work Experience, Work Discipline, Employee Performance*

### **INTRODUCTION**

Human resources which are the human element in an organization are useful for improving performance both in quality and quantity (Gelbard et al., 2018). The quality of Human Resources is the hope for scoring a company's competitive advantage (Luthans & Youssef, 2004). Human resources are a very valuable company asset with all the potential they have. A company can run well if the human resources in the company are able to work effectively and efficiently.

The existence of human resources in a company certainly has a very important role (Huzain, 2021; Tung, 2007). Labor has great potential in carrying out company activities. The potential of human resources in a company must be utilized as well as possible in order to provide optimal output for the company. Resources or management elements owned by companies can be categorized into six types of resources (6M), namely: Human (Man), Money (Money), Physical (Material), Technology (Machine), Method (Method), Market (Market) (Aditama et al., 2020; Sedarmayanti, 2011).

PT BCA Tbk. is a company engaged in financial services. This company, of course, must be able to provide quality banking services to customers. Employees are expected to be able to play a role in overcoming all problems related to service quality. With the high level of competition, every company must be able to compete (Hintoro & Wijaya, 2021). This is where the role of employees to hone their skills in all things.

According to (Hasibuan & Hasibuan, 2016) experienced people are prospective employees who are ready to use. Employee work experience should receive primary consideration in the selection process (Sembiring & Normi, 2021; Suwanto et al., 2022). Work experience is a basis or reference for an employee to be able to place himself in the right conditions, dare to take risks, be able to face challenges with full responsibility and be able to communicate well with various parties to maintain performance and produce individuals who are competent in their fields.

The problems that occur with employees of PT BCA Tbk Pamulang Branch are related to

work experience such as the length of service of employees who have not been too long ranging from 2 to 6 years due to employee turnover which is carried out because their contract period has ended, which is only 3 years, so there will be employees new contracts with new contracts where this makes employees have experience that is not optimal in the level of knowledge and job skills possessed by employees, all of this causes a lack of mastery of the work used in a field of work that affects work results. The longer the working period, the better the quality of the employee's work because the time taken by an employee at work can make the employee understand the tasks of the job and will carry them out properly (Pitriyani & Halim, 2020).

In addition to the problem of existing work experience, one of the factors related to not optimal employee performance is work discipline, if employees can understand or understand what they are doing and according to their abilities the work process will be good and there will also be fairness by superiors given to employees regarding the work performed.

Problems of work discipline that occur in employees at PT BCA Tbk Pamulang Branch. Based on the results of observations made by the author, pay attention to the performance of existing employees who are not optimal and are not running well, such as the discipline of employees to work. For example there are still some employees who come at tight or late hours, there are some who often get permission. As for work discipline, there are still employees who do not comply with company regulations, such as weak time discipline because there is no punishment (Gautama & Trimiyati, 2021). However, for employees who often permit there will be a reduction in the value of the work appraisal at the end of the month which affects the employee's performance appraisal.

The problem faced in business activities, especially at PT BCA Tbk Pamulang Branch, is the problem of low employee performance, which makes the results for the company not optimal. (Paradi & Zhu, 2013; Supatmi et al., 2013) state that where the most dominant problem is how employees manage timeliness in work processes, both providing services to

accuracy in achieving branch business credit targets. Company performance is reflected by employee performance. According to Priansa (2017: 48), "performance is the level of success of employees in completing their work". Employee performance is a work result that is achieved by someone in carrying out the tasks assigned to him based on skills, experience and sincerity as well as time.

"Based on the research background described above, the researcher is interested in conducting research with the title, The Influence of Work Experience and Work Discipline on Employee Performance at PT BCA Tbk Pamulang Branch.

## **METHODS**

The research location was at PT BCA Tbk Pamulang Branch which is located at Jl Raya Siliwangi Blok SH 15 No 7 Pamulang Barat, Pamulang, South Tangerang City. Zip code 15417.

This research is a type of quantitative research and uses a quantitative descriptive method. Quantitative research quoted from Sugiyono (2019:17) Quantitative research is defined as a research method based on the philosophy of positivism, used to research on certain populations or samples, collecting data using research instruments, data analysis is quantitative / statistical, data that is the object of This research is data in the form of numbers generated from a Likert scale.

In this study the population is all employees at PT BCA Tbk. The Pamulang Branch Office is located at Jl Siliwangi Raya Blok SH 7 Pamulang, South Tangerang City. The sampling technique in this study used a saturated sampling technique. So the number of samples used in this research is 51 respondents.

Data collection was carried out by means of documentation, interviews and questionnaires. The data analysis technique uses multiple linear regression, partial hypothesis testing and simultaneous hypothesis testing.

## **RESULTS and DICUSSION**

The history of Bank Central Asia (BCA) began in 1955, the NV Company Dagang and

Industrie Semarang Knitting Factory was established as the forerunner of Bank Central Asia (BCA). Then on February 21, 1957, BCA began operating with a head office in Jakarta, which is now headquartered at Menara BCA, Grand Indonesia JL MH Thamrin No 1. Furthermore, in the 1970s, the official name of the bank was PT Bank Central Asia (BCA) Tbk and succeeded in strengthening the branch network which currently has around 1,241 branch offices throughout Indonesia and has developed into a Foreign Exchange Bank.

In 1980, BCA began developing various service products as well as developing information technology, by implementing an online system for its branch office network, and launching BCA Hari Depan Savings (Tahapan). In the 1990s, BCA started an ATM (Automatic Teller Machine) service. In the 2000s, BCA strengthened and developed products and services with various innovations. BCA always tries to provide the best financial services to all customers with friendly Indonesian service and work standards set by BCA for all of its employees, namely SMART Solution, which always provides the best solutions for financial handling for customers throughout Indonesia. BCA has also been a pioneer in offering fixed-rate mortgage products and launched a prepaid card, the Flazz Card. In 2008-2009 BCA also completed the construction of an IT mirroring system to strengthen business continuity and minimize operational risk. Going forward, BCA will continue to innovate by utilizing a variety of digital technology tools to strengthen the Customer Experience and improve operational efficiency at branch offices.

## 1. Partial Influence

### a. Effect of Work Experience on Employee Performance

There is a positive and significant influence between work experience on employee performance at PT BCA Tbk Pamulang Branch. This can be proven from the simple linear regression equation  $Y = 12.324 + 0.853X_1$ , meaning that the value is (a) or a constant of 12.324. This value

indicates that when work experience ( $X_1$ ) is zero or does not increase, then the employee's performance ( $Y$ ) will still be worth 12.324. The value regression coefficient ( $b$ ) is 0.853 (positive) which shows a unidirectional effect, which means that every increase in work experience by one unit will increase employee performance by 0.853 units. The correlation value of the work experience variable ( $X_1$ ) is 0.740 meaning that the level of relationship between the work experience variable ( $X_1$ ) and employee performance ( $Y$ ) has a strong level of relationship. The coefficient of determination R Square is 0.547, which means that the work experience variable ( $X_1$ ) contributes to the employee performance variable ( $Y$ ) of 54.7%, while the remaining 45.3% is caused by other variables not examined in this study. The tcount value is 7.692 > ttable 2.009 with a significant level of  $0.000 < 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted indicating that there is a positive and significant influence between work experience on employee performance at PT BCA Tbk Pamulang Branch.

Work experience refers to how long a person has worked, how many types of work he has done, and how many periods he has worked for each of these jobs or positions. With more work experience, a person is better able to master his work, so he will be able to work with higher work performance, and be able to use time more effectively and efficiently, without having to linger any longer. With that all the performance produced by employees will increase.

This research is supported by previous research conducted by Tarigan et al (2021), There is a positive and significant effect of work experience on employee performance. Research conducted by Suyanto & Silvianita (2020), there is a positive and significant

effect of work experience on employee performance. As well as the research of Kurniawan & Susanto (2021), there is a positive and significant effect of work experience on employee performance.

#### **b. The Effect of Work Discipline on Employee Performance**

There is a positive and significant influence between work discipline on employee performance at PT BCA Tbk Pamulang Branch, this can be proven from the simple linear regression equation  $Y = 11.783 + 0.423X_2$ . This means that the value (a) or a constant of 11.783 this value indicates that when work discipline ( $X_2$ ) is zero or does not increase, the employee's performance (Y) will still be worth 11.783. The value regression coefficient (b) is 0.423 (positive) which shows a unidirectional effect, which means that every increase in work discipline by one unit will increase employee performance by 0.423 units. The correlation value of the work discipline variable ( $X_2$ ) is 0.659 meaning that the level of relationship between the work discipline variable ( $X_2$ ) on employee performance (Y) has a strong level of relationship. R Square determination coefficient value of 0,434, which means that the work discipline variable ( $X_2$ ) contributes to the employee performance variable (Y) of 43.4%, while the remaining 56.6% is caused by other variables not examined in this study. The tcount value is 6.126 > ttable 2.009 with a significant level of 0.000 < 0.05, then  $H_0$  is rejected and  $H_a$  is accepted indicating that there is a positive and significant influence between work discipline on employee performance at PT BCA Tbk Pamulang Branch.

Discipline is a management action to encourage employees to comply with the demands of these various provisions, in other words,

employee discipline is a form of training that seeks to improve and shape knowledge of the attitudes and behavior of employees so that the employee voluntarily cooperates with other employees to improve work performance. Discipline is defined as a system that contains regulatory policies, procedures that govern behavior both individually and in groups within an organizational system.

The results of this study are supported by previous research conducted by Nurcahya & Sary (2018), there is a positive and significant influence of work discipline on employee performance, research conducted by Syamsudin et al (2019), there is a positive and significant effect of work discipline on employee performance, research Halik (2021), partially has a positive and significant effect of work discipline on employee performance.

#### **2. The Effect of Work Experience and Work Discipline Simultaneously on Employee Performance**

Simultaneously there is a positive and significant influence between work experience and work discipline on employee performance at PT BCA Tbk Pamulang Branch, this can be proven from the multiple linear regression equation  $Y = 6.361 + 0.622X_1 + 0.202X_2$ . The coefficient of determination R Square is 0.605, which means that simultaneously the variable work experience ( $X_1$ ) and work discipline ( $X_2$ ) contributes to the employee performance variable (Y) by 60.5%, while the remaining 39.5% is caused by other variables that not examined in this study. The Fcount value is 36.760 > 4.04 with a significant level of 0.000 < 0.05 thus  $H_0$  is rejected and  $H_a$  is accepted, meaning that simultaneously there is a positive and significant influence between work experience and work discipline on employee performance at PT BCA Tbk Pamulang Branch.

An employee who has good dedication tends to carry out assigned tasks in a timely manner with optimal results. So from here we can see that the performance of an employee is influenced by disciplinary factors. In addition to employee work discipline, work experience is no less important in achieving employee performance, with more work experience, a person is more able to master his work, so he will be able to work with higher work performance. Work discipline and work experience are important aspects in a company or organization. Work discipline and work experience are the main capital in a company to achieve success and success.

The results of this study are supported by previous research conducted by Hayati (2021), simultaneously there is a positive and significant effect of work experience and work discipline on employee performance. Research by Tarigan, et al (2021), simultaneously work experience and work discipline have a positive and significant effect of work experience and work discipline on employee performance. Halik's research (2021), simultaneously work experience and work discipline have a positive and significant effect of work experience and work discipline on employee performance.

### CONCLUSION

Based on the results of research at PT BCA Tbk Pamulang Branch, the following conclusions can be drawn:

1. There is a positive and significant influence between work experience on employee performance at PT BCA Tbk Pamulang Branch. This can be proven from the tcount  $7.692 > t_{table} 2.009$  with a significant level of  $0.000 < 0.05$  then  $H_0$  is rejected and  $H_a$  is accepted indicating that there is a positive and significant influence between work experience on employee performance at PT BCA Tbk Pamulang Branch.
2. There is a positive and significant influence between work discipline on employee

performance at PT BCA Tbk Pamulang Branch. This can be proven by the tcount  $6.126 > t_{table} 2.009$  with a significant level of  $0.000 < 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted indicating that there is a positive and significant influence between work discipline on employee performance at PT BCA Tbk Pamulang Branch.

3. Simultaneously there is a positive and significant influence between work experience and work discipline on employee performance at PT BCA Tbk Pamulang Branch. This can be proven from the value of Fcount  $36.760 > F_{table} 4.04$  with a significant level of  $0.000 < 0.05$  thus  $H_0$  is rejected and  $H_a$  is accepted, meaning that simultaneously there is a positive and significant influence between work experience and work discipline on employee performance at PT BCA Tbk Pamulang Branch.

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