

PENGARUH DISIPLIN KERJA DAN KONFLIK KERJA TERHADAP KINERJA PEGAWAI DI DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KOTA MALANG

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ABSTRAK

Tujuan penelitian ini untuk mengetahui pengaruh disiplin kerja dan konflik kerja terhadap kinerja pegawai pada Dinas Kependudukan dan Pencatatan Sipil Kota Malang, baik secara parsial maupun simultan. Desain penelitian kuantitatif. Populasi dalam penelitian ini yaitu seluruh pegawai pada Dinas Kependudukan dan Pencatatan Sipil Kota Malang sebanyak 136 orang. Teknik penentuan sampel menggunakan *sampling simple random sampling* sehingga diperoleh 58 orang. Instrumen penelitian menggunakan kuesioner. Analisis data menggunakan regresi linier berganda, sedangkan pengujian hipotesis menggunakan uji t dan uji F. Hasil regresi linier berganda didapatkan kedua variabel bebas memiliki nilai koefisien regresi positif, keseluruhan memiliki nilai *R Square* (R^2) sebesar 0,814 (kontribusi pengaruh variabel bebas terhadap variabel terikat sebesar 81,4%). Hasil pengujian hipotesis uji t (parsial) didapatkan kedua variabel bebas memiliki nilai $t_{hitung} > t_{tabel}$, dengan nilai signifikan $< 0,05$. Hasil pengujian hipotesis uji F (simultan) didapatkan nilai $F_{hitung} > F_{tabel}$, dengan signifikan $< 0,05$. Sehingga disimpulkan bahwa disiplin kerja dan konflik kerja berpengaruh signifikan terhadap kinerja pegawai pada Dinas Kependudukan dan Pencatatan Sipil Kota Malang, baik secara parsial maupun simultan. Berdasarkan hasil penelitian tersebut, pimpinan disarankan untuk meningkatkan disiplin kerja melalui penegakan aturan yang tegas serta pengawasan yang konsisten, dan mengelola konflik kerja secara efektif agar tidak berdampak negatif terhadap kinerja pegawai. Integrasi antara disiplin kerja yang tinggi dan pengelolaan konflik yang baik diharapkan dapat meningkatkan kinerja pegawai secara optimal.

Kata Kunci: Disiplin Kerja, Konflik Kerja, Kinerja Pegawai.

**THE INFLUENCE OF WORK DISCIPLINE AND WORK CONFLICT ON
EMPLOYEE PERFORMANCE AT THE POPULATION AND CIVIL
REGISTRY OFFICE OF MALANG CITY**

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ABSTRACT

The aim of this study is to determine the influence of work discipline and work conflict on employee performance at the Population and Civil Registry Office of Malang City, both partially and simultaneously. The research design is quantitative. The population in this study is all employees at the Population and Civil Registry Office of Malang City, totaling 136 people. The sampling technique used was simple random sampling, resulting in 58 people. The research instrument used a questionnaire. Data analysis used multiple linear regression, while hypothesis testing used the t-test and F-test. The multiple linear regression results showed that both independent variables have positive regression coefficient values, with an overall R Square (R²) value of 0.814 (the contribution of the influence of independent variables to the dependent variable is 81.4%). The results of the t-test (partial) hypothesis testing showed that both independent variables have a t-count > t-table value, with a significance value < 0.05. The results of the F-test (simultaneous) hypothesis testing showed an F-count > F-table value, with a significance < 0.05. Therefore, it is concluded that work discipline and work conflict have a significant influence on employee performance at the Population and Civil Registry Office of Malang City, both partially and simultaneously. Based on these research results, leaders are advised to improve work discipline through strict rule enforcement and consistent supervision, and to manage work conflict effectively so that it does not negatively impact employee performance. The integration of high work discipline and good conflict management is expected to optimally improve employee performance.

Keywords: Work Discipline, Work Conflict, Employee Performance