

**PENGARUH KOMPETENSI DAN TINGKAT DISIPLIN TERHADAP  
KINERJA KARYAWAN PT. GAPURA ANGKASA (JOUMPA) DI  
BANDAR UDARA I GUSTI NGURAH RAI DENPASAR**

**ABSTRAK**

JOUMPA merupakan produk bisnis tambahan (ancillary business) dari PT. Gapura Angkasa yang bergerak khusus pada bidang pelayanan jasa (Airport Assistance), terdapat banyak keunggulan yang dimiliki JOUMPA, namun ditemukan beberapa masalah pada kegiatan kinerja karyawan di PT. Gapura Angkasa (JOUMPA) di Bandar Udara I Gusti Ngurah Rai Denpasar, di antaranya yaitu tingkat disiplin pada karyawan terkadang mengalami penurunan dalam melakukan pelayanan terhadap customer atau pelanggan kemudian dikaitkan dengan kompetensi yang dimiliki karyawan. Penelitian ini bertujuan untuk mengetahui pengaruh baik secara parsial maupun simultan serta besarnya pengaruh kompetensi dan tingkat disiplin terhadap kinerja karyawan PT. Gapura Angkasa (JOUMPA) di Bandar Udara I Gusti Ngurah Rai Denpasar.

Penelitian ini termasuk penelitian asosiatif kausal dengan pendekatan kuantitatif. Dilakukan pada tanggal 16-30 November 2020 di PT. Gapura Angkasa (JOUMPA) Bandara I Gusti Ngurah Rai Denpasar dengan populasi seluruh karyawan PT. Gapura Angkasa (JOUMPA) di Bandar Udara I Gusti Ngurah Rai Denpasar berjumlah 8 orang. Data dikumpulkan melalui kuesioner yang sudah dilakukan uji validitas dan reliabilitas, interview, serta observasi langsung. Teknik analisis data menggunakan analisis deskriptif dan regresi linear berganda.

Hasil penelitian menunjukkan: (1) Tidak terdapat pengaruh positif dan signifikan secara parsial antara kompetensi terhadap kinerja karyawan PT. Gapura Angkasa (JOUMPA) di Bandar Udara I Gusti Ngurah Rai Denpasar (nilai sig.  $0,507 > 0,05$  dan nilai  $t_{hitung} 0,715 < t_{tabel} 2,571$ ). Tidak terdapat pengaruh positif dan signifikan secara parsial antara tingkat disiplin terhadap kinerja karyawan PT. Gapura Angkasa (JOUMPA) di Bandar Udara I Gusti Ngurah Rai Denpasar (nilai sig.  $0,457 > 0,05$  dan nilai  $t_{hitung} 0,805 < t_{tabel} 2,571$ ). Terdapat pengaruh positif dan signifikan kompetensi dan tingkat disiplin secara simultan terhadap kinerja karyawan PT. Gapura Angkasa (JOUMPA) di Bandar Udara I Gusti Ngurah Rai Denpasar (nilai sig.  $0,001 < 0,05$  dan nilai  $F_{hitung} 36,589 > F_{tabel} 4,737$ ). Dan (2) Pengaruh kompetensi dan tingkat disiplin terhadap kinerja karyawan PT. Gapura Angkasa (JOUMPA) di Bandar Udara I Gusti Ngurah Rai Denpasar berkontribusi sebesar 91%.

**Kata Kunci: Kompetensi, Tingkat Disiplin, Kinerja Karyawan.**

# **THE INFLUENCE OF COMPETENCY AND DISCIPLINE LEVEL ON EMPLOYEE PERFORMANCE OF PT. GAPURA ANGKASA (JOUMPA) AT I GUSTI NGURAH RAI DENPASAR AIRPORT**

## **ABSTRACT**

JOUMPA is an additional business product (ancillary business) from PT. Gapura Angkasa which is engaged specifically in the service sector (Airport Assistance), there are many advantages possessed by JOUMPA, but found several problems in the performance activities of employees at PT. Gapura Angkasa (JOUMPA) at I Gusti Ngurah Rai Airport, Denpasar, among others, the level of discipline in employees sometimes decreases in providing services to customers or customers, which is then linked to the competencies of employees. This study aims to determine the effect both partially and simultaneously as well as the magnitude of the influence of competence and level of discipline on the performance of employees of PT. Gapura Angkasa (JOUMPA) at I Gusti Ngurah Rai Airport Denpasar.

This research is a causal associative research with a quantitative approach. Conducted on 16-30 November 2020 at PT. Gapura Angkasa (JOUMPA) I Gusti Ngurah Rai Airport Denpasar with a population of all employees of PT. Gapura Angkasa (JOUMPA) at I Gusti Ngurah Rai Airport, Denpasar, totaling 8 people. The data were collected through a questionnaire that had been tested for validity and reliability, interviews, and direct observation. The data analysis technique used descriptive analysis and multiple linear regression.

The results showed: (1) a) There was no partially positive and significant influence between competence on employee performance at PT. Gapura Angkasa (JOUMPA) at I Gusti Ngurah Rai Airport Denpasar (sig. 0.507 > 0.05 and t count value 0.715 < t table 2.571). b) There is no positive and partially significant influence between the level of discipline on the performance of the employees of PT. Gapura Angkasa (JOUMPA) at I Gusti Ngurah Rai Airport Denpasar (sig. 0.457 > 0.05 and t count value 0.805 < t table 2.571). c) There is a positive and significant influence of competence and level of discipline simultaneously on the performance of employees of PT. Gapura Angkasa (JOUMPA) at I Gusti Ngurah Rai Airport Denpasar (sig. 0.001 < 0.05 and calculated F value 36.589 > F table 4.737). And (2) The influence of competence and level of discipline on the performance of employees of PT. Gapura Angkasa (JOUMPA) at I Gusti Ngurah Rai Airport in Denpasar contributed 91%.

**Keywords: Competence, Level of Discipline, Employee Performance.**