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The Influence of Teamwork and Work Discipline on the Performance of Alfamart Employees in the City of Medan

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Abstract

This study aims to analyze the effect of teamwork and work discipline on employee performance at Alfamart in Medan City. The background of this research stems from the phenomenon of declining employee productivity caused by lack of collaboration between employees and inconsistent work discipline, especially in the modern retail sector. This research uses a quantitative approach with an associative research design. The population of this study is all Alfamart employees in Medan City, and the sample was taken using purposive sampling technique with a total of 100 respondents. Data collection used a questionnaire with a Likert scale that had previously been tested for validity and reliability. The analysis technique used is multiple linear regression analysis, coefficient of determination test (R^2), and hypothesis testing (t-test and F-test) with the help of SPSS version 26. The results of this study indicate that: (1) teamwork has a positive and significant effect on employee performance with a t-value of 4.872 and a significance of 0.000; (2) work discipline has a positive and significant effect on employee performance with a t-value of 5.341 and a significance of 0.000; and (3) teamwork and work discipline simultaneously have a positive and significant effect on employee performance with an F-value of 48.763 and a significance of 0.000. The coefficient of determination (R^2) value is 0.608, meaning that 60.8% of the variance in employee performance is explained by teamwork and work discipline variables, while the remaining 39.2% is influenced by other variables not included in this study. It is recommended that Alfamart management pay more attention to building effective teamwork and enforcing consistent work discipline as a strategic step to improve overall employee performance.

Keywords: *Teamwork 1, Work Discipline 2, Employee Performance 3, Alfamart,4, Medan 5*

INTRODUCTION

The retail business in Indonesia has experienced rapid growth over the past few decades. Increasingly fierce competition in this sector drives every company to continuously improve the quality of its human resources as a key factor in organizational success. Alfamart is one of the largest retail companies in Indonesia, operating in various cities, including Medan. As a modern retail company with thousands of outlets throughout Indonesia, Alfamart is required to have high-performing employees to meet established service and operational standards.

Employee performance is a crucial aspect that determines a company's sustainability and

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competitiveness. Good performance not only impacts individual productivity but also the achievement of overall organizational goals. However, in reality, many companies face issues related to employee performance, ranging from low motivation, lack of teamwork, to weak work discipline. This phenomenon was also found at several Alfamart outlets in Medan City, where initial observations indicated a lack of coordination between employees in carrying out daily operational tasks, as well as several disciplinary violations such as late arrivals, failure to follow work procedures according to SOPs, and low employee initiative in completing work.

Teamwork is a key factor in determining employee performance. Good teamwork creates positive synergy among team members, fostering effective communication, mutual support, and the sharing of knowledge and skills. According to Robbins and Judge (2017), highly cohesive workgroups tend to perform better than individuals working alone. In the context of Alfamart, which implements a team-based work system in each of its stores, employees' ability to collaborate significantly determines operational smoothness and the quality of customer service.

Besides teamwork, work discipline is also a crucial factor influencing employee performance. Work discipline is the attitude and behavior of employees that demonstrates adherence to company regulations, policies, and procedures. Hasibuan (2019) states that work discipline is a person's awareness and willingness to comply with all company regulations and applicable social norms. Employees with high work discipline are able to complete work on time, adhere to established operational standards, and minimize errors. In Alfamart's work environment, which demands precision and speed of service, work discipline is a crucial foundation for achieving optimal performance.

Based on the background description, this study aims to: (1) determine and analyze the influence of teamwork on the performance of Alfamart employees in Medan City; (2) determine and analyze the influence of work discipline on the performance of Alfamart employees in Medan City; and (3) determine and analyze the influence of teamwork and work discipline simultaneously on the performance of Alfamart employees in Medan City. The results of this study are expected to provide scientific and practical contributions to the development of human resource management, especially in the modern retail company environment.

METHOD

1.1 Type and Design of Research

This research uses a quantitative approach with a research design. Causal associative research, namely research that aims to determine the causal relationship between two or more variables (Sugiyono, 2020). A quantitative approach was chosen because the data collected is numerical and can be analyzed statistically to test the formulated hypotheses.

1.2 Population and Sample

The population in this study is all Alfamart employees who work at Alfamart outlets in Medan City. Based on data from Alfamart Medan regional management, the number of registered employees is 350 people spread across 70 outlets. The sampling technique used was purposive sampling with the following criteria: (1) employees who have worked for at least 1 year; (2) employees with permanent or contract employee status; and (3) employees who are willing to be respondents. Based on the Slovin formula with a 5% error rate, a sample of 100 respondents was obtained.

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1.3 Data Collection Techniques

Primary data was collected through questionnaires distributed directly to Respondents. The questionnaire was compiled using a Likert scale with 5-point answers, ranging from strongly disagree (1) to strongly agree (5). The research instrument consisted of 10 statements for the teamwork variable, 10 statements for the work discipline variable, and 10 statements for the employee performance variable. Secondary data were obtained from internal company documents, scientific journals, and relevant reference books.

1.4 Instrument Testing

Before being used in actual research, the instrument is first tested. validity and reliability to 30 respondents outside the sample. The validity test was conducted by comparing the calculated r value with the table r (n = 30, α = 5%, table r = 0.361). A statement item is declared valid if the calculated r > table r. The validity test results show that all statement items have a calculated r value greater than the table r, so all items are declared valid. The reliability test uses the Cronbach Alpha method, where the instrument is declared reliable if the Cronbach Alpha value ≥ 0.70. The reliability test results show that the Cronbach Alpha value for the teamwork variable is 0.841, work discipline is 0.823, and employee performance is 0.857, so all instruments are declared reliable.

1.5 Data Analysis Techniques

Data analysis was carried out using multiple linear regression analysis techniques. with the equation: Y = a + b1X1 + b2X2 + e, where Y is employee performance, X1 is teamwork, X2 is work discipline, a is a constant, b1 and b2 are regression coefficients, and e is the error term. Before conducting the regression analysis, a classical assumption test was conducted which included the normality test (Kolmogorov-Smirnov), multicollinearity test (Tolerance and VIF), and heteroscedasticity test (Scatterplot and Glejser). Next, the determination coefficient test (R^2), partial test (t test), and simultaneous test (F test) were conducted. The entire analysis process was carried out with the help of SPSS version 26 software.

RESULTS AND DISCUSSION

1.1 Descriptive Statistics

Before Based on questionnaire data successfully collected from 100 respondents, The following is a description of the characteristics of the respondents. The majority of respondents were female (62 people), while 38 respondents were male (38%). Based on age, the majority of respondents were in the 21-30 year age range (58 people), followed by the 31- 40 year age range (31 people), and over 40 years (11 people). In terms of work period, respondents who had worked for 1-3 years were 45 people (45%), 3-5 years were 38 people (38%), and more than 5 years were 17 people (17%). In terms of education level, the majority of respondents had a high school/vocational high school education (61 people) , followed by a diploma (24 people), and a bachelor's degree (15 people).

1.2 Classical Assumption Test

The results of the normality test using Kolmogorov-Smirnov show Asymp. Sig. (2-tailed) value of 0.142 > 0.05, so it can be concluded that the data is normally distributed. The results of the multicollinearity test show that the Tolerance value for the teamwork variable is 0.683 and work discipline is 0.683, and the VIF value for both variables is 1.464, which means there is no multicollinearity problem because the Tolerance value is > 0.10 and VIF < 10. The results of the heteroscedasticity test using the Glejser test show a significance value for teamwork of 0.218 and work discipline of 0.156, both > 0.05, so there is no heteroscedasticity. Thus, all classical

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assumptions are met and the regression model is suitable for use.

1.3 Multiple Linear Regression Analysis

The results of the multiple linear regression analysis are presented in the following table:

Table 1. Multiple Linear Regression Analysis

Variables	B	Std. Error	t-count	Sig.
Constant	3,214	1,425	2,255	0,026
Team Work (X1)	0,412	0,085	4,872	0,000
Work Discipline (X2)	0,487	0,091	5,341	0,000

(source: Processed secondary data, 2025)

Based on the table above, the multiple linear regression equation obtained is: Y = 3.214 + 0.412X1 + 0.487X2. The constant of 3.214 means that if teamwork and work discipline are zero, then employee performance is 3.214. The teamwork regression coefficient (b1) of 0.412 indicates that every one-unit increase in teamwork will increase employee performance by 0.412 units. The work discipline regression coefficient (b2) of 0.487 indicates that every one-unit increase in work discipline will increase employee performance by 0.487 units.

1.4 Test of the Coefficient of Determination (R^2)

The results of the coefficient of determination test show an R^2 value of 0.608 or 60.8%. This means that the teamwork and work discipline variables are able to explain 60.8% of the variance in Alfamart employee performance in Medan City, while the remaining 39.2% is explained by other variables not included in this study, such as work motivation, compensation, leadership style, work environment, and other relevant variables.

1.5 Hypothesis Testing

Simultaneous test (F test) was conducted to determine whether team work and discipline Teamwork and work discipline simultaneously have a significant effect on employee performance. The F-test results show a calculated F-value of 48.763 with a significance of 0.000 <0.05. Since the calculated F-value (48.763) > F-table (3.09) and a significance of <0.05, H3 is accepted, meaning that teamwork and work discipline simultaneously have a positive and significant effect on the performance of Alfamart employees in Medan City.

1.6 Discussion

The influence of teamwork on employee performance. The results of this study indicate The study found that teamwork has a positive and significant impact on the performance of Alfamart employees in Medan. This finding confirms that employees' ability to work together in teams directly contributes to improved performance. When employees communicate well, support each other, and share the workload, operational tasks at Alfamart stores become more effective and efficient. This finding is consistent with research by Pratiwi (2020) and Sari & Ramadhan (2021), which also found a positive influence of teamwork on employee performance in the retail sector.

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The influence of work discipline on employee performance. Work discipline has been shown to have a positive and significant effect on employee performance with a larger regression coefficient than teamwork (0.487 > 0.412), indicating that work discipline has a slightly more dominant contribution in influencing employee performance. This is understandable because in a retail work environment that demands consistency and accuracy of service, employee discipline in following SOPs, arriving on time, and complying with company regulations is the main foundation of good performance. This finding is in line with research by Yuliana (2019) and Gunawan & Wahyuningsih (2020) which found a significant positive effect of work discipline on employee performance.

The simultaneous influence of teamwork and work discipline on employee performance. Simultaneously, teamwork and work discipline have a positive and significant influence on employee performance at Alfamart in Medan. The R^2 value of 60.8% indicates that these two variables are quite strong predictors of employee performance. The managerial implication of this finding is that Alfamart management needs to integrate teamwork development programs and work discipline enforcement as an integrated strategy to improve employee performance. Team collaboration training programs, the development of a culture of discipline, and a consistent performance monitoring and evaluation system need to be strengthened to achieve optimal service standards.

CONCLUSION

Based on the research results and discussion outlined above, the following conclusions can be drawn. First, teamwork has a positive and significant effect on Alfamart employee performance in Medan, with a t-value of 4.872 and a significance level of 0.000. This means that the better the quality of teamwork implemented, the higher the performance achieved by employees.

Second, work discipline has a positive and significant effect on the performance of Alfamart employees in Medan City, with a t-value of 5.341 and a significance level of 0.000. Employees with a high level of work discipline tend to produce better performance than those with less discipline.

Third, teamwork and work discipline simultaneously have a positive and significant effect on Alfamart employee performance in Medan City, with an F-value of 48.763 and a significance level of 0.000. These two variables are able to explain 60.8% of the variance in employee performance.

Based on these conclusions, several suggestions that can be put forward are: (1) Alfamart Medan Management is advised to regularly hold training and team building programs to improve the quality of cooperation and communication between employees; (2) It is necessary to enforce work discipline more consistently through a digital attendance system, provide rewards for disciplined employees, and apply strict sanctions for violators of regulations; (3) For further researchers, it is recommended to explore other variables that influence employee performance, such as motivation, transformational leadership, compensation, and organizational culture.

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