

ABSTRACT

PT Infomedia Solusi Humanika or also known as ISH is a subsidiary of PT Infomedia Nusantara which was established in Jakarta on October 24, 2012, ISH is a company engaged in the field of Human Capital Services. ISH's business portfolio includes BPO HR Solution, HR Process, and HR Learning Solution. So expect that its employees have optimal performance. Performance can be influenced by various factors one of which is work discipline.

This study aims to determine the effect of work discipline on employee performance at PT Infomedia Solusi Humanika Bandung in the Inbound Call Center division. This research uses quantitative methods with collection techniques using a questionnaire distributed to 200 employees of PT. Infomedia Solusi Humanika. The analysis technique used is descriptive analysis, the classic assumption test and simple linear regression analysis.

The results showed that work discipline and employee performance at PT Infomedia Solusi Humanika Bandung in the Inbound Call Center division were in the high category. Work discipline has a significant effect on the positive direction of the performance of employees of PT Infomedia Solusi Humanika Bandung in the Inbound Call Center division 44.50% while the remaining 55.50% is influenced by other factors.

The results of the study are expected to be a reference for companies to improve discipline through socialization and supervision of employee discipline so that it will improve employee performance. For further researchers, it is expected to be able to consider and add other independent variables, expand the area of research objects, and use different analysis techniques.

Keywords: Work Discipline; Employees Perfomance