

Analysis Of Employee Work Regulation Policy In The Medtek Company

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Abstract

The purpose of this study is to analyze the employee work rules policy at Medtek Company and its impact on employee performance and welfare. The method used was a qualitative approach with a descriptive design involving observation and employee interviews to gain an in-depth understanding of the policy implementation. The results showed that the work rule policy was designed to improve productivity and welfare, but there were challenges in implementing it, such as adapting to changes in regulations and worker perceptions. The implemented policy was also found to have an impact on motivation and job satisfaction, thereby contributing to employee performance. These findings provide important emphasis for companies in optimizing HR policies to achieve a fair and productive work environment. It is hoped that this study can provide input for future research in the field of human resource management, particularly in the context of work regulation policies.

Keyword: Work rule policy; Medtek Company; Employee; Performance

1. Introduction

Analysis of Employee Work Policy at PT Medtek In today's competitive global marketplace, effective human resource management (HRM) is critical to the sustainability and growth of companies, especially in the medtech sector. Human resources are more than just labor; they are strategic assets that have a significant impact on an organization's productivity and competitiveness. It is therefore essential to optimize HRM through a comprehensive workforce development policy. Workplace regulations play a pivotal role in fostering a positive work environment and enhancing employee motivation and performance. Companies must balance operational needs with employee well-being and ensure that the regulatory framework is aligned with strategic objectives.

In Indonesia, labor policy is regulated by Law No. 13 of 2003 and Law No. 11 of 2020. While these laws aim to increase labor market flexibility and attract investment, they often elicit mixed reactions from employers and employees; a survey by (Khair, 2021) highlights workers' concerns about protections under the job creation law, and it is essential to analyze the impact of labor policies on employee welfare and productivity. It is imperative to analyze the impact of these policies on employee welfare and productivity. PT Medtek, a leading medical technology company, has introduced regulations aimed at improving productivity and employee welfare. However, challenges remain, such as dealing with regulatory changes and responding to employee feedback. observations at PT Medtek reveal a range of employee sentiment regarding the impact of work regulations on productivity and satisfaction. 32% strongly agree that these regulations benefit them. While a significant portion felt excluded from the policy-making process, and 40% expressed dissatisfaction.

This indicates the need for improved communication and greater employee participation in decision-making; previous studies such as (Mulyadi dkk., 2022) have emphasized the importance of effective employee assignment and transfer policies in improving job satisfaction and performance. This study aims to complement the existing literature by analyzing how PT Medtek's job rule policies affect employee satisfaction and retention. Low job satisfaction can damage a firm's reputation and increase operating costs. Therefore, PT Medtek must prioritize efforts to enhance employee well-being and create a supportive work environment. This article, titled "Analysis of Employee Work Rules Policies at PT Medtek," examines the workplace to ensure employee satisfaction and organizational success in a competitive environment by policies to ensure employee satisfaction and organizational success in a competitive environment.

2. Literature Review

2.1 Workplace Regulatory Policies

Workplace policies are guidelines established by a company to govern the behavior and speech of its employees and are intended to create a safe, productive, and fair work environment. These policies can be understood in both general and specific terms. In general, policies refer to a network of decisions and actions that provide direction and continuity. Specifically, they relate to means and ends, focusing on the selection of goals and methods to achieve desired results. Workplace regulatory policies consist of a set of rules designed to govern employee behavior and establish business and ethical standards that must be followed.

These policies ensure a fair and productive work environment while protecting the rights and obligations of both employees and the company; according to (Armstrong, 2010), such policies create a clear framework for employees, reduce potential conflicts, and enhance compliance with legal regulations.

Additionally, workplace policies serve as an essential management tool. They ensure that all employees understand their expectations and responsibilities and foster a positive organizational culture where individuals feel valued and treated fairly. These policies cover many aspects, including working hours, conduct at work, use of company facilities, and disciplinary procedures. By setting clear rules, companies can minimize ambiguity that often leads to conflict among employees. For example, absenteeism and tardiness policies provide clear boundaries and clarify what is expected of employees; as (Mathis dkk., 2017) point out, clear, transparent, and fair policies not only serve as a management tool but also create a workable environment for individual and organizational development Create.

Effective policies provide a framework for employees to understand their rights and obligations. They must be effectively communicated so that all employees are aware of and uniformly understand the relevant rules. Policies should not be viewed merely as constraints, but as guides to assist employees in aligning their behavior with organizational expectations. Regular review and updating is necessary to keep policies responsive to evolving workplace dynamics and employee needs. In addition, work rule policies protect companies from legal risks. By complying with applicable regulations, companies can avoid potential litigation arising from violations of employee rights. Good policies include mechanisms for reporting violations and addressing complaints so that employees feel comfortable raising concerns. In addition, these policies should be updated regularly to reflect changes in laws, technology, and market dynamics. Employee participation in the policy review process is critical, as employee feedback can provide valuable insight into the effectiveness of existing policies. In summary, workplace policies form the foundation of an organization's success. By providing a clear and fair framework, companies can increase employee productivity and satisfaction while building a strong reputation among the public and stakeholders.

2.2 Workplace Regulation Policy Implementation

According to Creswell and Poth (2016), policy implementation is not just an administrative step, but a structured and dynamic process that requires careful planning in line with established agreements. This process involves a series of actions designed to have a significant impact on the target community and environment. The outcome of this impact, whether the policy is continued or discontinued, depends largely on how well the policy is accepted and understood by the stakeholders. In the context of employment policies, implementation involves the application of rules and procedures established by the company.

The success or failure of this implementation depends to a large extent on effective communication. Good communication not only conveys information, but also ensures the active participation of employees in policy decisions and fosters their sense of ownership and involvement in decision-making. (Grindle, 2017) emphasizes that the task of policy implementation is to create effective relationships and linkages among the various policy elements in order to optimally achieve the set objectives. The success of this process depends not only on the quality of the policies developed, but also on the capacity and commitment of those involved. A skilled and committed staff facilitates smoother policy implementation.

Support from various stakeholders, including management, employees, and external parties, is critical in creating an environment conducive to policy implementation.

In addition, the surrounding environment, including regulations, organizational culture, and infrastructure, also plays an important role in facilitating this process. Therefore, policymakers must plan and implement appropriate strategies that include an in-depth analysis of the needs and expectations of all parties involved. In conclusion, the implementation of workplace regulation policies is a multifaceted and complex process. A comprehensive and collaborative approach is needed to ensure that policies are not only enacted on paper, but are put into practice in daily operations. The ultimate goal is to foster a productive and harmonious work environment that benefits all elements within the organization.

2.3 Employee Perceptions of Workplace Regulatory Policies

Employee perceptions are the complex and dynamic mental processes by which individuals within an organization observe, interpret, and assign meaning to various phenomena, including policies and regulations set by the company. According to (Judge & Robbins, 2017), perception is the interaction between the individual and the environment and is shaped by experience, cultural background, and personal values. In this context, employee perceptions act as a filter and influence how policies are understood and responded to. Perceptions are not static and evolve over time due to new experiences, policy changes, or interpersonal power dynamics in the workplace. Therefore, it is critical for management to understand not only existing policies, but also how employees perceive and interpret them. For example, a policy aimed at improving employee well-being may be viewed positively by some while being viewed as unfair or contradictory by others. Understanding the relationship between employee perceptions and workplace regulatory policies is critical, as they can have a significant impact on attitudes, motivation, and behavior in the workplace; (Saks, 2019) found that positive perceptions of company policies, such as leave policies and work arrangements, were associated with higher levels of engagement with the organization and suggests that it correlates with higher levels of commitment.

Employees who feel valued and recognized are more likely to contribute positively to organizational goals. Conversely, negative perceptions such as unfairness and inconsistent policy application lead to dissatisfaction, low motivation, and higher turnover. If employees believe that policies do not support their well-being, they will seek opportunities outside the organization, resulting in the loss of valuable human resources and increased recruitment and training costs. Therefore, it is imperative for management to proactively manage employee perceptions through effective communication, engagement, and feedback.

Positive employee perceptions of workplace regulatory policies can have a significant impact on overall organizational performance; according to (Allen & Meyer, 2018), employees who feel they are treated fairly and transparently are more productive and exhibit positive behaviors that contribute to organizational goals. They are more likely to collaborate with colleagues and effectively address organizational challenges. In contrast, negative perceptions lead to employee-management conflict, reduced productivity, and dissatisfaction, ultimately affecting the organization's reputation. Dissatisfied employees may engage in demotivating behaviors, reduce the quality of their work, and foster a negative work environment. Therefore, it is critical that organizations proactively identify and address issues that may affect employee

perceptions of existing policies. By doing so, organizations can foster a more positive workplace culture that enhances employee satisfaction and performance.

3. Material and Method

3.1 Design Study

This research uses a qualitative descriptive design because the research objective is to describe and analyze the work regulation policy of PT Medtek employees as a whole. According to (Rachman, A., 2016) Qualitative method is an in-depth and comprehensive research approach to understand and explain phenomena in their natural context.

In this study, researchers used the case study method. According to (Abdussamad & Sik, 2021) Case studies are in-depth investigations of individuals, groups or organizations at a point in time, which aim to obtain a complete and detailed description of the subject by generating data to be analyzed through data acquisition procedures such as interviews, observation and documentation. A case study is a process of evaluation and in-depth investigation of a particular event that has occurred. Based on the description above, the author focuses the research on analyzing employee work regulation policies at PT Medtek and conducts research design by collecting data from employees related to competence and policy implementation in the company.

3.2 Data Validity Technique

In this data validity test, researchers used triangulation techniques. According to (Hayoko, Bahartiar & Arwadi, 2020) this checking method is data from different sources in different ways and at different times. In this study, researchers used source triangulation and data collection triangulation as data validity checks.

Source triangulation is a testing process that tests the validity of data by checking the data obtained through several data sources. In this study, researchers obtained data sources provided by several employees in related sections to check the suitability and similarity of the data needed to support this research. In addition, the research used data collection triangulation techniques by conducting observations, interviews, and documentation related to the data needed for this research, as shown in the sketch below:



Figure 3.1 Data Validity Technique

3.3 Data Analysis

The data analysis technique used is a data analysis technique using the 4-stage dialog model by Miles and Huberman with the following image:

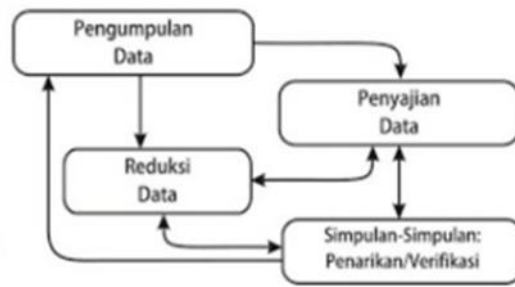


Figure 3.2 Components of Data Analysis

According to (Utomo, 2021) the components of data analysis consist of data collection, data reduction, data presentation, and conclusion drawing and verification. The stages of data analysis according to Miles and Huberman are the data collection stage, the data reduction stage, the data display stage and finally the conclusion or verification stage. The stages of data analysis activities in this study are described below:

1. Data Collection

According to (Wulandari & Fadilla, 2023) in qualitative research, the quality of research is highly dependent on the quality and completeness of the data produced. Data collection in qualitative research generally uses observation, interview, and documentation methods to obtain the required data.

2. Data Reduction

Reducing data which means summarizing, choosing the main things, focusing on the important things and looking for themes and patterns. According to (Sidiq, Choiri, & Mujahidin, 2019) the data that has been reduced provides a clearer picture and makes it easier for researchers to carry out further data collection. Data reduction is done by determining and categorizing data obtained from observations, interviews, and documentation which are then processed to make it more meaningful. The data that has been reduced can provide a clearer picture, making it easier for researchers to collect and retrieve further data as needed.

3. Data Presentation

In qualitative research, data presentation can be in the form of brief descriptions, charts, relationships between categories, etc. According to (Sidiq, Choiri, Mujahidin, 2019), narrative text is most often used in qualitative research to present data. Presenting data helps writers to understand the situation that has occurred and allows them to plan their next steps based on what they understand.

4. Conclusion Drawing and Verification

According to Miles and Huberman, the next stage in qualitative data analysis is conclusion drawing and validation. According to (Sidiq, Choiri, & Mujahidin, 2019) the conclusions put forward initially are still temporary and will change if strong evidence is found that supports the next stage of data collection. That way the author can understand what is needed in his writing.

4. Result

4.1 Data Description

This research uses a qualitative approach that aims to identify employee work regulation policies at PT Medtek. The company focuses on the distribution of medical equipment. Located in Central Jakarta, the company is a reference for many hospitals, clinics, and individuals who need quality medical equipment. The objective is to deeply analyze the work rules and its impact on their daily lives. The ultimate goal of this study is to provide suggestions for improvements to the existing work rules to make them more optimal and in line with employee needs and applicable regulations.

Table 4.1 Participant Data

No.	Participant	Gender	Position
1.	Participant A	Male	Human Resource Development
2.	Participant B	Female	Employee
3.	Participant C	Male	Employee
4.	Participant D	Female	Employee

4.2 Data Result

In order to gain a better understanding of the analysis of the work rule policy at PT Medtek, the researcher asked the four participants several questions related to the policy. The following are the participants' responses during the interview session:

1. Work Rules Policy

A work regulation policy is a set of rules designed to create an efficient and productive work environment for employees. Observations show that the policy has been implemented well, for example in terms of discipline in working hours and the application of rules of conduct in the workplace. However, there are still some aspects that need attention, such as the lack of socialization regarding employee rights and obligations and the lack of access to information about applicable rules. The interview results regarding the work regulation policy are in line with the participants' statements:

Participant A: "In implementing the work rule policy, this company informs all employees about working hours and discipline. All employees are expected to arrive and leave work on time. We also provide training on work ethics and responsibilities within our team."

Participant B: "The implementation of work rule policies in this office is done through regular coaching. All employees are required to attend monthly meetings where the applicable work rules are discussed. In addition, all employees are monitored to ensure they understand their rights and obligations. However, we still need to improve the socialization of this policy so that all employees can more easily access the information."

Participant C: "We strive to ensure the implementation of the work rule policy here. We regularly conduct employee performance appraisals and provide constructive feedback. Every employee is expected to actively participate in the training and workshops provided to enhance their skills and understanding of the applicable rules."

Participant D: "Regarding the work rule policy, all employees are encouraged to comply with the existing rules as it is very important in creating a productive work environment. We also monitor the implementation of the rules through weekly reports from each department."

However, there is still work to be done to ensure that employees, especially those who have just joined the company, understand the policy and implement it properly.”

2. Workplace Regulation Policy Implementation

The implementation of the work rules policy is implemented differently in various aspects of PT Medtek. The observation results show that the implementation of the policy can be seen from the socialization and training sessions that are carried out regularly, where each employee attends sessions organized by management. In addition, there is a feedback mechanism conducted monthly to assess employees' understanding of the applicable regulations. Interview findings regarding the implementation of work regulation policies are consistent with participants' statements:

Participant A: “The implementation of work rule policies here certainly requires regular socialization, such as reminding all employees of the importance of work time discipline and ethical behavior. We also hold monthly training sessions to ensure that all employees understand the rules and regulations.

Participant B: “Socialization of work rules and training schedules are usually done regularly. Every employee is expected to attend regular meetings where work rules and procedures are discussed. Monitoring sheets are used to record employee attendance and participation in the sessions. We also assess employees' understanding of the rules through quizzes and group discussions.”

Participant C: “Implementation of the work rule policy is done regularly, with evaluation sessions held quarterly. The evaluation ensures that employees understand the rules. To facilitate monitoring, there is an evaluation card that informs employees when the evaluation will take place. In addition, every employee is required to fill out an attendance list when attending the socialization of work rules.”

Participant D: “Regarding the implementation of the work rule policy, meetings are held every three months to evaluate and update the rules. Monitoring is done with an attendance list that shows who attended the socialization session. In addition, every two hours, all employees are checked for compliance with the rules and hygiene records are recorded on a monitoring sheet”.

3. Employee Perceptions of Workplace Regulatory Policies

Observations show that employees' perceptions of work rules are consistent with the results of interviews with participants. Barriers often relate to employees' lack of understanding of existing rules, such as disciplinary procedures and unclear enforcement of work rules. Interviews showed that management does not provide adequate training to new employees, so they do not have a good understanding of work rules and regulations, which means that these barriers cannot be overcome quickly enough. In situations like this, employees try to find information on their own, but when they are unsuccessful, it is difficult to get an explanation from management. Interview findings regarding employee perceptions of work regulation policies with participant statements:

Participant A: “The obstacle we face here is the lack of socialization of policies on work rules. Any violations or misunderstandings must first be explained to colleagues who understand it well.”

Participant B: “Obstacles in policy implementation usually arise because not all employees follow the existing training. When discipline or work ethic issues arise, not everyone knows

what to do, so action cannot be taken immediately. Usually we try to solve the problem internally, but if that doesn't work, we involve management to find a solution”.

Participant C: “Since this work rule policy applies to all employees, we often have no control over compliance with the rules. For example, in terms of overtime, we try to remind each other, but if someone violates, we find it difficult to take a firm stance without management support.

Participant D: “Another barrier is that we are not always ready to adapt when policies suddenly change. When new regulations are suddenly enacted, there is often no clear guidance and we have to find the information ourselves. So we don't feel confident in implementing our policies.”

5. Discussion

5.1 Work Rules Policy

The work regulation policy is a set of rules established by the company to govern employee behavior and set business and ethical standards that must be followed. This policy is intended to ensure a fair and productive work environment and protect the rights and obligations of employees and the company. The work rule policy is not only a guideline for employees, but also an important management tool for the company. With such policies in place, companies can ensure that all employees understand their expectations and responsibilities. This helps to create a positive company culture where each individual feels valued and treated fairly. According to (Armstrong, 2010) work rule policies help in creating a clear framework for employees, reducing potential conflicts, and improving compliance with legal regulations. The rules set by the company to control employee behavior and performance are known as work rule policies.

From the participant interviews, we know that the policy on work rules is implemented through various strategic measures, including clear communication on working hours and discipline, regular training on work ethics, and coaching through monthly meetings to discuss employee rights and obligations. Despite efforts to conduct regular performance reviews and constructive feedback, there are still challenges in ensuring that all employees, especially new hires, understand and implement the policy. Therefore, it is necessary to socialize and improve the accessibility of information provided to employees.

5.2 Workplace Regulation Policy Implementation

The implementation of work rule policy is the process of applying various regulations that govern the relationship between a company and its employees, including aspects such as working hours, wages, work safety, and the rights and obligations of each party. The aim is to protect employee rights, create a productive work environment and reduce conflict. The implementation phase includes policy socialization, training, monitoring and evaluation, and policy enforcement. However, challenges include employee resistance, lack of resources and regulatory changes. The role of stakeholders such as management, employees and labor unions is crucial in this process. Once implemented, an evaluation should be conducted to assess the impact of the policy and adjustments made, if necessary, to ensure that harmonious and productive working relationships can be achieved. According to (Creswell & Poth, 2016) policy implementation is not just an administrative step, but a structured and dynamic process that requires careful planning in accordance with the agreement set by the government. This process involves a series of actions designed to have a significant impact on the people and environment targeted by the policy.

From the results of the participant interviews we can know that the implementation of work rule policies at PT Medtek is carried out thoroughly through a series of activities, including socialization and training sessions held regularly to ensure that all employees understand the importance of time discipline and work ethics. In addition, evaluations are conducted to assess whether employees understand the regulations. While these efforts demonstrate the company's commitment to policy implementation, there are still challenges, especially in ensuring that all employees, especially new hires, understand and comply with the policy. Therefore, further improvements in socialization and monitoring methods are needed to ensure that awareness and compliance with work regulations are strongly maintained throughout the organization.

5.3 Employee Perceptions of Workplace Regulatory Policies

Employee perception is a complex and dynamic mental process, and individuals in an organization not only observe and feel, but also interpret and give meaning to various phenomena that occur in the work environment, such as policies and regulations set by the company. According to (Judge & Robbins, 2017) perception is the interaction between individuals and the surrounding environment. Perception is the result of interactions between individuals and their environment and is influenced by experience, cultural background, and values held by the individual. In this context, employee perceptions act as a filter that influences how they understand and respond to company policies. These perceptions are not fixed, but change over time as a result of new experiences, policy changes or inter-personal power relationships in the workplace. This underscores the importance for management to not only understand the policies in place, but also how they are perceived and interpreted by employees.

From the participant interviews we know that employee perceptions of the work rules policy reflect a series of significant constraints, with the lack of effective socialization of the policy resulting in many employees not understanding the rules properly. This is compounded by the fact that not all employees participate in training, and when any disciplinary or work ethics issues arise, the necessary actions are often not taken quickly and appropriately. In addition, since this policy applies to all employees, it is difficult to control compliance with the rules. This is especially true in situations such as overtime, where coworkers warn each other but it is difficult to take a firm stance without management support. Also, when new policies are introduced suddenly, there are often no clear guidelines to follow.

6. Conclusion, Implication, and Recommendation

6.1 Conclusion

This research analyzes PT Medtek employee work regulation policy using a qualitative approach. The conclusions that can be drawn from the results of this research are as follows:

1. The implementation of PT Medtek employee work regulation policy has been implemented with the aim of improving employee productivity and welfare. However, there are challenges in its implementation, such as adapting to changes in regulations and employee awareness of the policy.
2. The impact on performance and well-being of the policy has had a positive impact on employee performance and well-being. Most employees feel that the work rules contribute to increased productivity and job satisfaction, although some employees feel dissatisfied and others feel less involved in the policy-making process.
3. Employee perceptions of work rules are mixed. While many have a positive perception of the policy, there are also concerns about fairness and transparency in its

implementation. This shows the importance of effective communication and employee participation in the decision-making process.

4. Recommendations for improvement Further efforts are needed to improve communication and employee participation in policy development. Companies also need to regularly evaluate and update their policies to respond to employee needs and changes in the work environment.

6.2 Implication

The findings of this research on employee work regulation policies at PT Medtek strongly align with previous studies conducted by Wigati (2021) and Tuljannah (2020), which collectively emphasize that well-designed and effectively implemented company policies significantly enhance both employee performance and job satisfaction. This research reinforces the notion that policies must be adaptive, transparent, and fair to foster a positive work environment. By confirming these previous findings, this study offers valuable insights into the management of human resources across various organizations. It provides a framework for PT Medtek and similar companies to develop and implement more effective workplace policies that prioritize transparency and fairness, as well as actively involve employees in the policy-making process.

Such an approach not only boosts employee motivation and satisfaction but also facilitates better management of policy implementation. Furthermore, the policies developed based on these research findings can create improved channels for dialogue between management and employees, thereby building trust and strengthening the corporate image in the eyes of both employees and the broader community. Ultimately, this research highlights the crucial role that thoughtful and inclusive policy design plays in enhancing organizational culture, employee engagement, and overall business success.

6.3 Recommendation

To improve the outcome of future research on this topic, the researchers have compiled a set of recommendations for future researchers:

1. Improve Internal Communication

Companies are expected to improve communication channels between management and employees. This can be done through regular meetings, discussion forums, or digital communication platforms where employees can provide feedback on existing policies.

2. Employee Participation in Policy Development

To increase ownership and engagement, companies should involve employees in the policy development and revision process. Conducting consultations and surveys to get employees' views can help to understand their needs and expectations.

3. Training and Capacity Building

Providing training programs related to understanding work policies and regulations can help employees to better understand the policies being implemented. It can also improve employees' skills and knowledge and enable them to better adapt to changes.

4. Regular Policy Evaluation

Companies are advised to regularly evaluate their work rule policies. This is important to ensure that the policy remains relevant and effective in improving employee welfare and productivity.

5. Creating a Positive Work Environment

It is important to focus on creating a work environment that is inclusive and supportive of employee well-being. Companies need to consider aspects such as work-life balance, mental health support, and recognition of employee achievements.

6. Performance Monitoring and Evaluation

Implement an effective monitoring system to assess the impact of policies on employee performance and job satisfaction. The data obtained can be used as a basis for improvement and future policy development.

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