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## Employee Performance Improvement Strategy at Cahaya Abadi Motor Tangerang

### Abstract

This study aims to assess the employee performance at Cahaya Abadi Motor Tangerang. The research findings indicate that the improvement of employee performance at PT Cahaya Abadi Motor Tangerang is achieved through providing training and education to employees. The main factors influencing employee performance are the implementation of discipline and the provision of motivation. This research is a field study. In terms of data type, this research uses a qualitative research method. The data utilized consists of primary and secondary data. Primary data was obtained from observations and interviews, while secondary data was gathered from written sources, both online and in libraries. The research results show that employee discipline can be assessed through attendance, adherence to rules, responsibility for assigned tasks, attention to detail in work, and polite behavior in the workplace. Meanwhile, work motivation can be enhanced by increasing employee wages, providing recognition for employees, and offering comfortable facilities and a conducive work environment. Overall, the improvement of employee performance at PT Cahaya Abadi Motor Tangerang is quite satisfactory. The training and education programs, the implementation of discipline, and the provision of motivation in the form of rewards, along with a comfortable and conducive work environment, have proven effective in enhancing the performance of employees at PT Cahaya Abadi Motor Tangerang.

**Keywords:** Strategy, Performance, Employees

### 1. Introduction

Employee performance is a critical factor in efforts to enhance productivity. Performance serves as an indicator in determining the level of high productivity within a company. To create a company that demonstrates high performance and improves its effectiveness and productivity, a strategy is necessary. A strategy is a comprehensive and integrated framework that directs decisions that determine the form and direction of organizational activities toward achieving its goals.

Performance improvement strategy refers to the ways a company can enhance employee performance to achieve its objectives. To successfully implement a performance improvement

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strategy, the company must first understand the performance targets. These performance targets are typically set at an individual level and are specific to areas such as projects, processes, routine activities, and core responsibilities that employees will be accountable for. When performance targets are cultivated from within the employees themselves, it forms internal motivation, and if the work environment supports this, achieving performance goals becomes easier.

Effective development within any company is essential to support the provision and acquisition of high-quality human resources in this era of growth. One of the methods to achieve this is by developing the human resources within the company, as developing human resources is one of the most effective ways to improve company performance and productivity. In today's management development, companies are required to manage human resources as efficiently and effectively as possible. Through human resource development, it is expected that employees will enhance their technical skills and professional expertise. Islam provides guidance to every Muslim, encouraging them to work in any field with professionalism. From an Islamic perspective, professionalism is characterized by three aspects: *Kafa'ah* (competence and skill in the job performed), *Himmatul 'amal* (having a strong work ethic or enthusiasm), and *Amanah* (being trustworthy, responsible in carrying out tasks, and not betraying the position they hold).

Employees are essentially a key resource in a company, as they are the ones who carry out daily operations. Human resources are living entities that enable an organization or company to function and are crucial in management. Each individual has a unique personality, and employees with high motivation will positively influence the organization or company. Loyalty and enthusiasm for work can be seen in employees who enjoy their jobs.

Based on the above points, the author is interested in conducting a study on employee performance improvement strategies, which is outlined in the proposal titled "Employee Performance Improvement Strategy at Cahaya Abadi Motor Tangerang (An Analysis of Islamic Management)". Cahaya Abadi Motor Tangerang is an official Yamaha motorcycle dealership in the city of Tangerang.

## 2. Methods

The research method in these guidelines includes several sections, such as the type of research, research location and time, research focus, data types and sources, data collection techniques, and data analysis techniques.

### 2.1. Research Approach and Type

To manage and analyze the data in this study, the author uses a **qualitative** research method. This method is used for two main purposes:

- a. To facilitate the description of research findings in the form of a narrative or story, making it easier to understand.
- b. This approach is expected to gather as much in-depth data and information as possible for the research's needs.

Additionally, the approach aims to foster familiarity with the research subjects, allowing researchers to obtain factual data from the field. The researcher hopes that this research approach will answer the formulated research questions.

## 2.2. Types and Sources of Data

Data sources refer to all information obtained from respondents or documents, whether in statistical form or other types, for the purpose of this study. Generally, there are two types of data analyzed: primary and secondary data. The data sources used in this research are:

- a. Primary data is the information obtained directly from the source, observed, and recorded for the first time. In other words, the researcher collects the data firsthand from the research subjects, without intermediaries. In this research, primary data is gathered directly from the field through observations and interviews about the strategies for improving employee performance at Cahaya Abadi Motor Tangerang.
- b. Secondary Data refers to information obtained from official documents at Cahaya Abadi Motor Tangerang, previous research reports, diaries, and similar sources. In this study, secondary data is obtained from academic books, expert opinions, and documentation such as photos that depict the strategies for improving employee performance at Cahaya Abadi Motor Tangerang.

## 2.3. Data Collection and Processing Techniques

This technique involves conducting research directly in the field to gather concrete data related to the discussion. The specific methods used to gather technical data on-site include:

- a. Interviews are tools for collecting information through a question-and-answer process. The main feature of interviews is the direct, face-to-face interaction between the researcher and the information source. In this study, interviews are conducted with relevant stakeholders.
- b. Observation is a technique for collecting data through direct observation of the research site.
- c. Documentation this method involves collecting data through documents that provide a comprehensive view of the conditions related to the research topic.
- d. Data validity testing is conducted to verify whether the research is truly scientific and to assess the accuracy of the data obtained. In qualitative research, data validity tests include credibility, transferability, dependability, and confirmability.

## 2.4. Analysis Techniques

The techniques used to analyze the data generally include both **inductive** and **deductive** methods. The steps in the data analysis process are as follows:

- a. Data Analysis: This process involves analyzing, organizing, and sorting data to identify patterns, determine what is important based on the research needs, and decide what can be published.
- b. Data Reduction: Data collected from interviews with multiple sources, as well as field notes from documentation studies, are analyzed. This step aims to eliminate unnecessary data and categorize the essential issues related to the research focus, which is the strategy to improve employee performance at Cahaya Abadi Motor Tangerang.
- c. Data Presentation: Data is presented by combining information obtained from interviews with various sources and documentation studies. The presented data is in narrative form, where the phenomena observed or discussed are written as they are, with the researcher providing interpretation or analysis to make the data meaningful.
- d. Verification and Interpretation of Conclusions: This stage involves interpreting and applying meaning to the presented data through comparison and categorization. The presented data is then formulated into preliminary conclusions. These conclusions will

evolve as new data is collected and new understanding emerges from other data sources, leading to a final conclusion that accurately reflects the real situation.

### 3. Result and Discussion

#### 3.1. Strategies to Improve Employee Performance at Cahaya Abadi Motor Tangerang A Shariah Management Analysis

Strategic management is both an art and a science that involves formulating, implementing, and evaluating decisions. It focuses on the process of setting organizational goals, developing policies and plans to achieve these objectives, and allocating resources for policy implementation and goal achievement.

Implementation refers to the actions taken by individuals, officials, or groups—whether in government or private sectors that aim to achieve the objectives outlined in policy decisions. In simpler terms, implementation refers to the execution or application of these decisions.

Employees at Cahaya Abadi Motor Tangerang have expressed their views on employee performance. They mentioned that, overall, the employees perform well; however, within any organization, some employees excel while others require attention to improve their performance. One employee stated: "Overall, the employees perform well. Naturally, in any organization, there are some high performers and others who need attention to improve their work performance, as not all employees work the same."

Another employee shared: "In accordance with expectations, although this job doesn't make me rich, it allows me to make a living. Sometimes it's hard, but sometimes it's not. It depends on how much effort we put into our work. If we enjoy the tasks given to us, then, God willing, nothing will feel too burdensome."

According to Cahaya Abadi Motor Tangerang employees, the tasks and responsibilities assigned by the company may sometimes be difficult and sometimes not, depending on their efforts in performing the work. They enjoy the tasks assigned by the leadership, and some employees mentioned that the tasks and responsibilities were as expected. While these tasks may not lead to wealth, they provide a livelihood. Responsibility reflects how well employees are able to account for their work, the facilities used, and their work behavior.

The implementation of strategies to improve employee performance significantly affects the results achieved by employees, as they work based on targets that lead to rewards and punishments. Based on the statements from the employees above, it is clear that the application of strategies to improve employee performance has a strong impact on the employees' work outcomes. Employees work according to targets that result in rewards and punishments. The leadership stated that the rewards provided to employees are in the form of money, while the punishments are given in the form of a score deduction for approximately one month.

There are at least three key factors to consider in Shariah management, as outlined by Didin Hafidhudin and Hendri Tanjung. First, behavior related to faith and monotheism values. Second, the organizational structure. Third, the Shariah system implemented should ensure that behaviors align with the principles of good conduct.

These three aspects are present in Shariah management at Cahaya Abadi Motor Tangerang. First, the values of faith and monotheism are reflected in the rules applied in customer service. These rules include treating customers well and respectfully, regardless of their ethnicity or social status. The comfort of other customers is also a key factor, ensuring that everyone feels safe and comfortable when receiving services at Cahaya Abadi Motor Tangerang. This is in line with Islamic teachings that emphasize kindness and fairness toward others.

Second, the organizational structure is designed to ensure that each department follows its specific job descriptions. This structure is in place to avoid confusion and overlap of tasks among

employees. As Sayyidina Ali ra once said, "Unorganized truth can easily be defeated by organized falsehood."

Third, the management implemented at Cahaya Abadi Motor Tangerang is almost identical to Shariah management itself. This is demonstrated by the employees' behavior, which is aligned with Islamic ethics as exemplified by Prophet Muhammad, such as being just, honest, trustworthy, intelligent, and having a high spirit to do good. Furthermore, this Shariah system ensures the implementation of justice for both customers and employees working at the establishment.

### **3.2. Improving Employee Performance at Cahaya Abadi Motor Tangerang**

Evaluation is the final stage in strategic management, where it serves as an action or process to measure progress, support the development of plans, and improve or refine company plans. Evaluation is the activity or process used to assess progress and determine whether the company's goals have been effectively implemented. If the goals are intended to be achieved gradually, then evaluation helps to ensure these objectives are on track.

At Cahaya Abadi Motor Tangerang, the strategic planning process includes rules on discipline, such as punctuality in work hours, setting an example for all employees, fostering a family-like atmosphere among staff, improving employee welfare or salaries, and motivating employees through training programs. As the company and times evolve, it is essential for employees to update their skills to adapt to changes. Therefore, employees are regularly included in training programs, whether organized by the company or outside sources.

Based on the feedback from Cahaya Abadi Motor Tangerang employees, performance evaluation plays a significant role within the company. One employee shared, "Evaluating employee performance is crucial in the company; it serves not only as a tool for correction but also to inspire employees to constantly improve and evolve for the better."

As mentioned by employees at Cahaya Abadi Motor Tangerang, employee performance evaluation is an essential aspect, as it provides a basis for correction and also motivates employees to continuously improve. Enhancing employee performance ultimately benefits the company. One employee further explained, "The strategy for evaluating employee performance involves providing rewards to those who meet targets, offering compensation, conducting training, and motivating employees to stay enthusiastic about their work."

After evaluation, another employee shared, "Many employees at Cahaya Abadi Motor Tangerang have met their targets. The performance of each employee is rated as very good because they are placed in positions that align with their respective skills. Moreover, their work motivation is high due to the supportive work environment, including good relationships, facilities, and company policies."

In terms of performance improvement at Cahaya Abadi Motor Tangerang, it is clear that many employees have achieved their targets, and their performance is considered very good. This is because employees are assigned roles based on their skills, and the work environment is supportive, fostering positive relationships and providing adequate facilities.

The implementation and evaluation of strategies are crucial in any organization. To effectively execute this stage, company management needs to possess four essential skills:

- a. **Interpersonal Skills** The ability to interact and empathize with various behaviors and attitudes to achieve organizational goals.
- b. **Resource Allocation Skills** The ability to schedule tasks, manage budgets, time, and other resources efficiently.
- c. **Monitoring Skills** This includes using information effectively to address and resolve issues that arise during the implementation process.

- d. **Organizational Skills** The ability to create informal networks or organizations to adapt to potential challenges that may arise.

The presence of a well-planned management system significantly impacts the improvement of employee performance at Cahaya Abadi Motor Tangerang. This includes punctuality in work hours, setting a good example for fellow employees, fostering a family-like work environment, improving employee welfare or salaries, and providing motivation.

Strategic planning at Cahaya Abadi Motor Tangerang also aligns with Shariah management principles. In Surah al-Ashr, the importance of valuing time is highlighted. Additionally, in the context of improving employee performance, employees must serve as role models for others, setting a good example for their colleagues.

The strategy for improving employee performance also involves creating a conducive work environment based on mutual respect and collaboration among employees. The final part of the strategic planning process focuses on improving employee welfare, increasing salaries, and providing motivation. These actions are in line with Shariah management principles and contribute to the enhancement of employee performance at Cahaya Abadi Motor Tangerang.

As previously mentioned by the leadership, while most employees perform well, some still require attention to improve their performance.

### **3.3. Factors Affecting Employee Performance at Cahaya Abadi Motor Tangerang**

Strategic planning involves defining organizational goals, determining the strategies to achieve these goals, and developing a plan to integrate and coordinate their activities. Planning is closely related to end results (what) and objectives (how).

Planning is fundamentally a process that sets the outcomes the company aims to achieve in the future. There is an assumed time gap between planning activities and the desired outcomes. The longer the planning period, the greater the gap between planning and achieving the results, and the higher the uncertainty of achieving those outcomes. Conversely, the shorter the time gap between planning and the target outcomes, the lower the uncertainty of achievement.

Planning is often considered the primary function of management because it forms the foundation for all other activities managers undertake, including organizing, leading, and controlling. Planning involves two important aspects: goals and planning itself. Goals (or objectives) are the desired results or targets. These are decisions made by management and create criteria for measuring work performance. Therefore, goals are often referred to as the basis for planning. You need to know the target or desired result before you can establish a plan to achieve it. A plan is a document that outlines how these goals will be achieved, typically including resource allocation, schedules, and other necessary actions to meet the objectives. When managers plan, they develop both goals and the plan to reach them.

Strategy refers to a broad program designed to achieve the organization's goals, describing how to carry out the organization's mission. The word "program" in this definition reflects the active, conscious, and rational role managers play in formulating organizational strategies. A strategy sets the integrated direction for various objectives and guides the use of necessary resources to steer the organization towards these goals.

Strategic planning is the process an organization undergoes to determine strategies or directions and make decisions about resource allocation to achieve these strategies. Strategic planning is a management tool used to handle current conditions and make projections about future scenarios. Thus, strategic plans serve as a guide for organizations to move from their current state towards their goals over the next 5 to 10 years.

The achievement of a strategy set by an organization to maintain a competitive advantage requires that company leaders and operational managers work within the established strategic

planning system. To stay aligned with management goals, every leader must take responsibility for determining the direction the company is headed. One of a leader's responsibilities is to decide where they want their company to be and how to reach that point. In some organizations, especially small companies, planning is an informal process. In others, managers follow a well-defined planning framework.

A manager has four main reasons for engaging in planning. First, planning provides direction for both managers and non-managers. When employees understand what the organization or their department is trying to achieve and what they must contribute to reach those goals, they can coordinate their activities, work together, and do what is necessary to meet these objectives. Without planning, departments and individuals would work across purposes, preventing the organization from achieving its goals efficiently.

Second, planning helps reduce uncertainty by encouraging managers to look ahead, anticipate changes, consider the impact of changes, and develop appropriate responses. While planning cannot eliminate uncertainty, managers will still engage in planning so they can respond effectively.

Additionally, planning minimizes waste and inefficiency. When work activities are coordinated according to the plan, inefficiencies become apparent and can be addressed or eliminated.

### **3.4. Steps for Determining Performance Monitoring Standards Related to Organizational Goals**

The steps involved in determining performance monitoring standards related to organizational objectives include the following: establishing performance standards designed to achieve the organization's goals, measuring the actual performance that has been carried out, comparing actual performance with the established standards, and taking the necessary actions. This means that if actual performance is lower than the set standards, the relevant employees should be informed to improve their performance.

The role of leadership in enhancing employee performance is one of the key factors for the success of an organization. Therefore, there are several specific strategies to improve employee performance within the organization. As expressed by an employee from Cahaya Abadi Motor Tangerang in an interview:

“There are rules regarding discipline, such as being punctual for work, setting a good example for all employees, creating a conducive work environment full of family spirit among employees, improving employee welfare or salaries, and providing motivation through training.”

Cahaya Abadi Motor Tangerang employees mentioned that strategies which need to be applied in the company include enforcing discipline (punctuality for work). The best form of discipline is self-discipline. People tend to perform their duties and follow rules when they understand what is required of them. They are expected to perform their tasks effectively and efficiently with enthusiasm. Many people now realize that discipline helps in overcoming laziness and improving oneself. Discipline refers to a state where individuals within an organization comply with the regulations with a positive attitude. Work, on the other hand, involves all activities performed to achieve established objectives. To maintain a high level of work discipline, the company applies a disciplinary system as an effort to enforce rules. These rules are made to ensure that the company's operations remain focused on achieving its goals and to maintain order in the workplace.

Discipline can be defined as the attitude, behavior, and actions that align with the written or unwritten regulations of a company or institution. Therefore, every company establishes or formulates rules to ensure the proper functioning of the organization and to create an orderly work procedure to achieve organizational goals effectively.

Discipline is a process carried out to encourage employees to follow standards and rules, thereby preventing any deviations. The main goal is to foster self-discipline among employees. This way, employees maintain their self-discipline not because they are forced by management.

Generally, work discipline is reflected when employees arrive at work regularly and on time, dress appropriately in the workplace, use facilities carefully, and perform their tasks with high quality and quantity. Employees with good work discipline are disciplined with regard to time, work procedures, and the use of work resources. When employees are aware of their duties and responsibilities and follow the rules properly, it has a significant impact on their performance. The more conscious they are of their responsibilities and the more obedient they are to the rules, the greater their work enthusiasm, leading to improved performance.

### 3.5. Factors Affecting Discipline

- a. **Attendance:** This is a fundamental indicator for measuring discipline, and employees with low work discipline tend to be late for work.
- b. **Compliance with Work Regulations:** Employees who comply with work regulations will not neglect work procedures and will always follow the guidelines set by the company.
- c. **Adherence to Work Standards:** This can be observed through the level of responsibility employees demonstrate in fulfilling their assigned tasks.
- d. **High Awareness:** Employees who have high awareness will be more cautious, thorough, and careful in their work, and will always use resources effectively and efficiently.
- e. **Work Ethics:** Some employees may behave improperly toward customers or engage in inappropriate actions. This is considered a form of indiscipline, so maintaining work ethics is essential for ensuring employee discipline.

### 3.6. Purpose of Discipline

- a. To ensure employees adhere to all labor regulations, both written and unwritten, as well as company policies, and to carry out management directives.
- b. To perform work to the best of their ability and provide optimal service to stakeholders in accordance with the tasks assigned to them.
- c. To properly use and maintain company resources, facilities, and services related to the job they are given.
- d. To act and behave according to the norms prevailing within the company.

Enforcing discipline is not about threats or violence; what is needed is firmness. Firmness and consistency in implementing regulations are essential for achieving work discipline. Essentially, work discipline aims to create an orderly and efficient environment where work is performed according to the plans previously set.

Some employees have stated:

"My motivation to improve performance might be by increasing employee wages, providing comfortable facilities, and creating a conducive office atmosphere."

Other employees have said:

"Always providing motivation to work well, working efficiently to produce good results, maintaining trust, and fulfilling responsibilities as entrusted by the company."

Based on interviews with Cahaya Abadi Motor Tangerang employees, the motivation provided to employees significantly influences their performance. With motivation, employees

are more enthusiastic about their work. Motivation refers to the inner drive in a person that causes them to take action. People often act to achieve a goal, and motivation focuses on how to encourage employees' enthusiasm to work hard and apply all their abilities and skills to achieve the company's objectives. Responsibility is the duty to carry out tasks or activities assigned to an employee. Typically, a manager is given authority commensurate with their responsibility.

Motivation is the process of giving stimuli to employees to encourage them to work with all their effort. It is understood as a state within an individual that drives the desire to engage in certain activities to reach a goal. Motivation stems from needs, desires, and the urge to act in pursuit of fulfilling those needs or goals. This indicates how strong the urge, effort, intensity, and willingness are to make sacrifices to achieve a goal. The stronger the motivation, the higher the performance.

There is a positive relationship between motivation and performance in achieving results. This means that employees with high achievement motivation tend to have high performance, while those with low performance may have low motivation. Performance refers to an individual or group's willingness to carry out a task and complete it according to their responsibilities and expectations.

Motivation plays a significant role in enhancing employee performance, as it increases work enthusiasm, where employees work at their maximum capacity and enjoy their work environment. As a result, the company benefits by seeing increased income year after year if motivation continues to be applied. Besides motivation, employee work discipline also influences performance. The discipline instilled in employees greatly affects their dedication to work. Employees with high levels of discipline will continue to work well even without supervision from managers. The attitude of adhering to and executing tasks with full awareness and responsibility is a key factor in maintaining discipline.

One employee also mentioned:

"Performance evaluations for Cahaya Abadi Motor Tangerang employees are based on skills, which include knowledge about the job, ability to work independently, coordination with other departments, the desire to complete work on time, and exhibiting an honest, loyal, and creative attitude."

Performance evaluation involves measuring an employee's work results, including their skill proficiency, work achievements, work methods, and personal characteristics. Performance assessments help to evaluate employees' output within their scope of responsibility. Additionally, performance evaluation can be seen as a useful mechanism for controlling employees.

According to the interviews with Cahaya Abadi Motor Tangerang employees, performance evaluations are based on skills, abilities, needs, and attitudes. Skills refer to an employee's expertise in their job whether they are proficient in their tasks. Ability refers to an individual's capacity to handle a variety of tasks within a job. It also involves the assessment of someone's ability to cooperate with other departments, not just their own area of expertise. Needs refer to the desire to complete work on time, while the work attitude must include honesty, loyalty, and creativity in order to ensure tasks are carried out effectively.

Performance evaluation is the process of assessing the personality traits, work behavior, and results of an employee (worker or manager) that contribute to their performance, which is used as a basis for decision-making regarding employment actions.

According to George R. Terry, management involves setting goals and using the activities of others to achieve them. Therefore, it is concluded that management is necessary to build a business and achieve objectives through the efforts of others. The activities of others must be guided and supervised. Thus, management requires planning, organizing, directing, and supervising human resources to achieve business goals.

In Islam, a Muslim is not allowed to engage in actions without planning, thoughtful consideration, and research, unless the matter is urgent. However, even small matters must be

performed optimally, correctly, and properly. Additionally, the concept of Sharia management is being considered. Sharia management is a process of management aimed at achieving optimal results in line with Allah's pleasure. Therefore, every action taken in the management process must be based on the rules of Allah, which are outlined in the Qur'an, Hadith, and practices of the Prophet's companions. Placing someone in the right position is an essential function of management, as the Prophet Muhammad (SAW) assigned strong individuals to specific tasks, meaning that people should be positioned according to their expertise because skill is important.

Ismail Solihin defines management as the process of planning, organizing, leading, and controlling various organizational resources to achieve goals effectively and efficiently. He adds that effective management results in achieving the desired goals through a series of actions carried out by the company. Efficiency in management, on the other hand, indicates achieving the goal optimally using the least amount of resources.

Cahaya Abadi Motor Tangerang has its own management system to achieve effectiveness and efficiency in reaching its goals. These factors of effectiveness and efficiency can be observed in the following aspects:

- a. Planning involves determining what tasks need to be done with the available resources. It is carried out to establish the company's overall objectives and the best ways to achieve them by evaluating various alternative plans before taking action. Then, it is essential to assess whether the chosen plan is suitable and capable of meeting the company's goals. According to an interview with Syaifullah, one of the employees of Cahaya Abadi Motor Tangerang, regarding the company's management planning: "A good plan benefits both the company and employees by setting future goals for the company. At Cahaya Abadi Motor, we conduct monthly briefings to evaluate the monthly work results and plan for the upcoming work." The monthly evaluation of the management plan conducted by the manager is a process to determine how efficiently the plan has been in improving the performance of Cahaya Abadi Motor employees.
- b. Organizing The implementation of this organizational function is reflected in unity, cohesiveness, solidarity, and the creation of mechanisms that make activities smooth, stable, and easier to achieve the established goals. Based on an interview with Sukma, one of the employees of Cahaya Abadi Motor Tangerang, regarding organizational management planning: "One of the ways to ensure that the performance of Cahaya Abadi Motor employees in Tangerang runs smoothly is by holding each employee accountable for their respective duties and tasks. Each employee performs their tasks while being responsible for their part."
- c. Motivating The motivating function is an inseparable part of the group or organizational process. This function of Sharia management relates to how to use influence to motivate employees to achieve organizational goals. According to an interview with ST. Maryam, another employee of Cahaya Abadi Motor Tangerang, regarding Sharia management planning: "Here, employees help each other, offering support when one of us is having difficulty carrying out tasks. This mutual support keeps us motivated as employees of Cahaya Abadi Motor." From the statements of one of the employees, we can conclude that Cahaya Abadi Motor employees motivate and support each other to achieve the company's vision and objectives.
- d. Controlling Supervision is essential because it serves as the final link in the functional management activities. This management function concerns overseeing employee activities, ensuring the organization remains on track to meet its goals, and making corrections if necessary. In an interview with Syaifullah, one of the employees at Cahaya Abadi Motor Tangerang, regarding Sharia management planning: "All employees must comply with the rules in place at Cahaya Abadi Motor Tangerang and

must carry out their tasks according to the office's standard operating procedures (SOPs), under the supervision of leadership."

## 4. Conclusion and Suggestions

### 4.1. Conclusion

Based on the analysis of the discussion and the research results, the researcher concludes as follows:

- a. The strategy for improving employee performance at Cahaya Abadi Motor Tangerang involves ensuring that every employee participates in various training programs, both those organized by the company (in-house training) and those conducted by external parties (principals). In addition, the company implements strict discipline in the workplace. Finally, the leadership motivates employees to enhance their performance in their work.
- b. The strategy for improving employee performance at Cahaya Abadi Motor Tangerang, Tangerang Branch, involves ensuring that every employee participates in various training programs organized by the company (in-house training) and external parties (principals). In implementing discipline, the company requires every employee to arrive on time for work. The leadership motivates employees to improve their performance by setting targets for each employee, with rewards and punishments linked to achieving these targets. Rewards are given in the form of money, while punishments take the form of a one-month suspension.
- c. Regarding overall employee performance improvement, employees perform well as a result of participating in training programs, the application of discipline, and the implementation of reward and punishment systems. These measures have successfully improved the performance of employees at Cahaya Abadi Motor Tangerang. Furthermore, these practices align with Islamic management principles, as they adhere to regulations such as punctuality in work hours, setting an example for all employees, creating a conducive work atmosphere filled with a family-like spirit, improving employees' welfare or salaries, and providing motivation.

### 4.2. Suggestions

Based on the research results and conclusions, the researcher offers the following suggestions:

- a. The company should pay more attention to employees with poor performance by offering motivational training to help them improve.
- b. Employees should focus on enhancing their performance for the benefit of the company.

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