Analysis of the Influence of work Knowledge, Work Ability, and Work Discipline on Employee Performance Auto2000 Medan-Binjai

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Abstract

This study aims to analyze the influence of Job Knowledge, Work Ability, and Work Discipline on Employee Performance at Auto2000 Medan-Binjai. The research employs an associative-quantitative approach, with data collected through questionnaires distributed to the entire population of 86 employees using a saturated sampling technique. The data were processed using SPSS version 24.0 with multiple linear regression analysis. The results show that both partially and simultaneously, Job Knowledge, Work Ability, and Work Discipline have a positive and significant effect on Employee Performance. Among these variables, Work Ability emerged as the most dominant factor influencing performance. The regression model explains 89.1% of the variation in performance, indicating a very strong level of correlation. These findings highlight the critical role of enhancing work ability as a key strategy to improve employee performance at Auto2000 Medan-Binjai.

Keywords: Job Knowledge, Work Ability, Work Discipline, Employee Performance

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Introduction

The rapid changes in the business environment today require every company to have a competitive advantage, not only in terms of technology or capital, but also in terms of human resources (HR) (Batubara et al., 2023). Human resources are a strategic factor in determining the success of the organization because all business processes, both in terms of production, marketing, and customer service, are run by humans (Astuti et al., 2024). Therefore, the quality of employee performance is an important indicator in ensuring the achievement of organizational goals effectively and efficiently (Kasmir, 2018). Automotive service companies such as Auto2000 Medan-Binjai require maximum employee performance because it greatly determines the quality of service provided to customers, which ultimately has an impact on consumer satisfaction and business continuity (Tanzey, 2024).

Research on factors that affect employee performance has been conducted (Batubara, 2022). However, in particular, the relationship between work knowledge, work ability, and work discipline to employee performance still needs to be further explored in the context of the automotive industry in the North Sumatra region, especially in Auto2000 Medan-Binjai. Auto2000 is one of the largest authorized Toyota dealer networks in Indonesia that provides vehicle sales, maintenance, and parts services (Tanzey, 2024). In its implementation, suboptimal employee performance is often a challenge in maintaining the company's reputation, especially in the fields of after-sales service and customer satisfaction (Tanzey, 2024).

Based on internal data and initial observations at Auto2000 Medan-Binjai, several problems were found that indicated a decline in the quality of employee performance. First, in terms of work knowledge, some employees do not have a thorough understanding of Toyota's latest products and service procedures based on the latest information system. This causes delays in the customer service process and inconsistencies in providing technical information. Second, regarding work ability, there is a significant difference between senior employees and new employees in terms of technical skills, work speed, and problem-solving ability in the field. Third, from the aspect of work discipline, several minor violations were found such as late entry to work, violation of workshop work SOPs, and lack of compliance with professional work ethics.

These three factors are a concern for management because they have a direct impact on operational performance and customer satisfaction (Astuti et al., 2021). Therefore, analysis of the influence of work knowledge, work ability, and work discipline on employee performance is important to be carried out systematically and scientifically.

The urgency of this research is based on the practical need to improve the quality of human resources in the Auto2000 Medan-Binjai work environment as well as the importance of providing scientific databases to support decision-making in the field of human resource management. In addition, this research also makes a theoretical contribution to the development of employee performance models based on three main variables, namely work knowledge, work ability, and work discipline. Although these three variables have been previously studied separately, empirical studies that combine all three in a single multiple linear regression analysis model in the context of the automotive industry in the North Sumatra region are still very limited.

A number of previous studies have shown the importance of the work knowledge factor on employee performance. For example, research by Al Ja'fari et al. (2025) shows that work knowledge has a significant influence on improving employee performance in the manufacturing sector. Similarly, research by Widiartini & Widhiasthini (2025) reveals that employability greatly affects employee performance in the banking sector. On the other hand, work discipline has long been identified as a major factor in improving productive employee performance (Rozi et al., 2025).

However, these studies have not targeted the automotive sector or vehicle dealers such as Auto2000. Most of the previous research is also still partial and has not considered the

interaction of the three variables simultaneously. Thus, there are still theoretical gaps and empirical gaps that can be filled by this research.

The novelty in this study lies in the focus of the analysis in the work environment of Auto2000 Medan-Binjai, an official Toyota dealer that has not been used as an object in HR management research, especially in the North Sumatra region. This study integrates three important variables, namely: work knowledge, work ability, and work discipline in a multiple linear regression model to analyze partial and simultaneous influences on employee performance.

Research Methodology

A quantitative approach with an associative method is used to determine the relationship or influence between two or more variables (Batubara et al., 2023). This method was chosen because it is suitable for testing the relationship between independent variables (work knowledge, work ability, and work discipline) and bound variables (employee performance) both partially and simultaneously (Astuti et al., 2024). A quantitative approach is used to obtain objective, measurable, and statistically testable results (Rusiadi et al., 2021).

According to Kasmir (2018), employee performance is the achievement of work results and individual behavior in carrying out duties and responsibilities during a certain period. To assess employee performance, four main indicators are used, namely: work quality, work quantity, time frame, and cost effectiveness.

Meanwhile, Notoatmodjo (2020) stated that work knowledge is the result of the process of recognizing something obtained after a person senses certain objects. This process occurs through the human senses, such as hearing, sight, smell, touch, and taste. Most of the knowledge is acquired through the senses of the eyes and ears. Work knowledge is assessed using four main indicators, namely: education, experience, interests, and sources of information.

Kertajaya (2021) stated that work ability reflects a person's capacity to show work performance and carry out tasks optimally. The evaluation of work ability is carried out based on four main indicators, namely: knowledge, skills, attitudes, and experience.

Sutrisno (2019) stated that work discipline is a form of individual readiness and willingness to follow and implement the rules and norms that apply in their work environment. To measure the level of work discipline, four main indicators were used, namely: attendance, adherence to work regulations and standards, high level of vigilance, and ethical work.

The population in this study is all employees working at Auto2000 Medan-Binjai in 2025, consisting of operational staff, workshop technicians, and customer service staff totaling 86 employees. The number of samples taken was also 86 employees with saturated sampling techniques (making the entire population a sample) (Rusiadi et al., 2021).

Primary data was collected through the deployment of questionnaires compiled based on the indicators of each variable. Each indicator was measured using a five-point Likert scale, ranging from "strongly disagree" (1) to "strongly agree" (5). This questionnaire consists of four parts: work knowledge, work ability, work discipline, and employee performance. The validity and reliability of the instrument were tested first through trials on 15 respondents outside the main sample.

The data analysis technique used was multiple linear regression analysis, with the help of SPSS software version 24.0. Before the regression analysis is carried out, a classical assumption test is first carried out which includes normality, multicollinearity, and heteroscedasticity tests to ensure that the data meets the requirements of parametric analysis (Rusiadi et al., 2021). Then, a partial test (t-test) was carried out to see the influence of each independent variable on the bound variable, and a simultaneous test (F test) to determine the influence of the three independent variables together (Batubara, 2022). The amount of contribution of the independent variable to the bound variable is shown through the value of the determination coefficient (R^2) (Hasibuan et al., 2022).

Results

Respoden Answer Characteristics

Based on the results of the analysis of the Work Knowledge variable (X1) on Auto2000 Medan-Binjai employees, it can be concluded that the level of employee work knowledge in general is in the high category, as indicated by the mean value which is above 3.9 in all indicators. The majority of respondents stated "Agree" and "Strongly Agree" to statements related to education, experience, interests, and access to information sources. The indicator with the highest average score was interest in the position and the presence of seniors as a source of information (mean = 4.1279), which indicates that employees have strong motivation and support of the work environment indicating that there is room for increased intrinsic motivation. Overall, employees' work knowledge supports their performance in carrying out tasks productively and efficiently.

Based on the results of the analysis of the Work Ability (X2) variable in Auto2000 Medan-Binjai employees, it is known that the employee's work ability is in the very good category. All indicators show a mean value above 4.0, which reflects a high level of approval of the statements submitted. The indicators with the highest mean were the ability to utilize facilities and infrastructure (4.1628), as well as experiences that helped minimize problems (4.1279). This shows that employees not only have adequate knowledge and skills, but also positive attitudes and work experience that support productivity. The majority of respondents stated "Agree" and "Strongly Agree" on each indicator, reflecting their readiness to complete the work effectively. Thus, this high workability contributes significantly to the smooth operation and service of Auto2000 Medan-Binjai.

Based on the results of the analysis of the Work Discipline variable (X3) in Auto2000 Medan-Binjai employees, it can be concluded that the level of employee work discipline is very good. All indicators have a mean value above 4.0, which indicates that the majority of employees show high compliance and awareness of work rules and responsibilities. The highest scoring indicators were unwillingness to take leave without urgent reasons (mean: 4.2674) and vigilance at work (mean: 4.2326), indicating that employee responsibility and dedication are quite high. In addition, compliance with company rules and work standards also scored highly, confirming that employees work according to established procedures. The percentage of respondents who voted "Agree" and "Strongly Agree" on each indicator dominated, reflecting a consistent disciplined attitude. These results show that high work discipline is one of the strengths in supporting productivity and company efficiency.

Based on the results of the analysis of the Employee Performance (Y) variable in Auto2000 Medan-Binjai, it can be concluded that employee performance is relatively high and positive. All indicators show a mean value above 4.0, which reflects that the majority of employees show good quality and quantity of work, are able to complete tasks on time, and work efficiently and responsibly. Statements related to the ability to accept the workload without complaining had the highest mean value (4.2093), indicating loyalty and high work morale. The work quality indicator also showed satisfactory results with the majority of respondents voting "Agree" and "Strongly Agree". In addition, the majority of employees also show punctuality, efficient use of working time, and compliance. Overall, these results illustrate that the performance of employees in this company supports the achievement of optimal operational and service objectives.

Data Quality Test (Validity and Reliability)

Table 1. Validity and Reliability

Variable	Item	Calculation	Cronbach's Alpha	Valid	Reliable
Work Knowledge (X1)	1	0,529	0,921	✓	✓
	2	0,789	0,896	✓	✓
	3	0,712	0,903	✓	✓

Variable	Item	Calculation	Cronbach's Alpha	Valid	Reliable
	4	0,851	0,891	✓	✓
	5	0,859	0,891	✓	✓
	6	0,521	0,917	✓	✓
	7	0,764	0,899	✓	✓
	8	0,769	0,898	✓	✓
	1	0,731	0,901	✓	✓
	2	0,639	0,909	✓	✓
	3	0,710	0,903	✓	✓
Workability (X2)	4	0,816	0,894	✓	✓
	5	0,654	0,908	✓	✓
	6	0,809	0,895	✓	✓
	7	0,650	0,908	✓	✓
	8	0,745	0,900	✓	✓
	1	0,670	0,878	✓	✓
	2	0,545	0,889	✓	✓
	3	0,704	0,874	✓	✓
Work Discipline (X3)	4	0,773	0,868	✓	✓
	5	0,648	0,880	✓	✓
	6	0,613	0,883	✓	✓
	7	0,797	0,865	✓	✓
	8	0,594	0,885	✓	✓
	1	0,580	0,877	✓	✓
	2	0,581	0,876	✓	✓
Employee Performance (Y)	3	0,618	0,872	✓	✓
	4	0,575	0,877	✓	✓
	5	0,809	0,852	✓	✓
	6	0,603	0,873	✓	✓
	7	0,705	0,864	✓	✓
	8	0,766	0,858	✓	✓

The results of the validity and reliability test showed that each statement item of each variable had a calculation value of > 0.3 and Cronbach's Alpha > 0.7 which indicated that the data produced was valid and also reliable (Batubara et al., 2023).

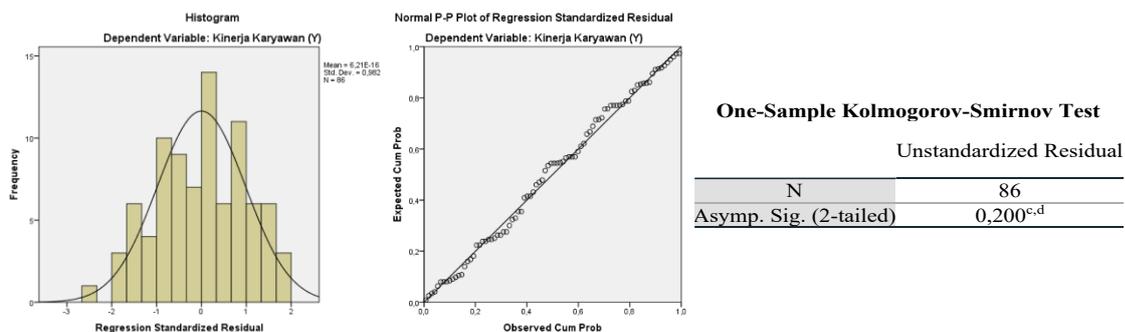**Classic Assumption Test**
Normality

Figure 1. Histograms, P-P Plots, and Kolmogorov-Smirnov Significance

The results of the normality test on the Employee Performance variable showed that the data was distributed normally. The histogram shows a distribution shape that resembles a

normal curve (bell-shaped) (Lase et al., 2023). The P-P Plot graph shows the points that follow a diagonal line, which indicates that the residual is normally distributed (Wijaya et al., 2024). In addition, the significance value in the Kolmogorov-Smirnov test was 0.200 (greater than 0.05), which means that there was no significant difference between the data distribution and the normal distribution (Latifah et al., 2024). Thus, the assumption of normality is fulfilled and the data is feasible to be used in regression analysis.

Multicollinearity

Table 2. Multicollinearity Test

Models	Coefficient				
	Collinearity Statistics		Requirements	VIF Requirements	Conclusion
	Tolerance	VIVID	Tolerance		
1 (Constant)					
Work Knowledge (X1)	0,146	6,831	Tolerance > 0.10	VIVID < 10	No Multicollinearity Problem
Employability (X2)	0,130	7,676			
Work Discipline (X3)	0,175	5,705			
a. Dependent Variable: Employee Performance (Y)					

The resulting tolerance value is greater than 0.10 and the VIF is less than 10 so there are no multicollinearity problems for each variable (Al Haddad et al., 2023).

Heteroscedasticity
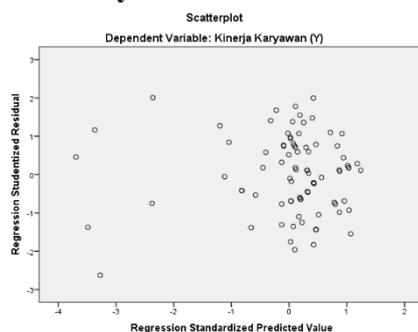
Coefficients^a

Model	Sig.
1 (Constant)	0,000
Pengetahuan Kerja (X1)	0,594
Kemampuan Kerja (X2)	0,561
Disiplin Kerja (X3)	0,368
a. Dependent Variable: Absolute_Residual	

Figure 2. Scatterplot and Significance of the Glejser Test

Based on a scatterplot, the residual points are randomly spread around the horizontal axis without forming a specific pattern. This shows that there is no indication of heteroscedasticity problems, so that the assumption of homogeneity is fulfilled (Dewangga & Rahardja, 2022). The results of the Glejser test also showed that the entire significance value (Sig.) of the independent variable was greater than 0.05 (Batubara et al., 2023). This means that there are no independent variables that have a significant effect on the residual absolute value, so no symptoms of heteroscedasticity are found.

Multiple Linear Regression Analysis and Hypothesis Testing

Table 3. Multiple Linear Regression Analysis and t-Test (Partial)

Models	Unstandardized Coefficients		Standardized Coefficients	Stuttgart	Sig.
	B	Std. Error	Beta		
1 (Constant)	2,623	1,222		2,146	0,035
Work Knowledge (X1)	0,319	0,085	0,349	3,740	0,000
Employability (X2)	0,355	0,093	0,378	3,820	0,000
Work Discipline (X3)	0,255	0,086	0,252	2,951	0,004

a. Dependent Variable: Employee Performance (Y)

Multiple Linear Regression

Based on the results of multiple linear regression analysis, the following regression equations were obtained: (Rusiadi et al., 2021)

Y = 2.623 + 0.319X1 + 0.355X2 + 0.255X3 + e

Work Knowledge (X1) has a coefficient of 0.319, which means that every increase in one unit of work knowledge will increase employee performance by 0.319, assuming other variables are constant. Work Ability (X2) has a coefficient of 0.355, meaning that an increase in one unit of work ability will increase performance by 0.355. Work Discipline (X3) contributed positively by 0.255, which indicates that increased work discipline also improves employee performance.

All three variables have a positive influence direction (because the value of the coefficient is marked positive), which means that the higher the value of each variable, the higher the employee performance (Rozi et al., 2025). Work ability makes the most dominant contribution in influencing employee performance with the largest Beta value of 0.378 (Suyudi et al., 2022).

T test (Partial)

Based on the results of the t-test, the tcal value for Work Knowledge (X1) was obtained of 3.740, which is larger than the ttable of 1.989, and the significance value was 0.000 < 0.05. This shows that Work Knowledge has a significant effect on Employee Performance (Lase et al., 2023).

Furthermore, the Employability variable (X2) showed a tcal value of 3.820, which is larger than the ttable of 1.989, and a significance value of 0.000 < 0.05. Because the calculation is larger than the table and the significance is below 0.05, Employability also has a significant effect on Employee Performance (Harefa & Telaumbanua, 2022).

The last variable, namely Work Discipline (X3), has a tcal value of 2.951, which is also greater than the ttable of 1.989, and a significance value of 0.004 < 0.05. Therefore, it can be concluded that Work Discipline partially has a significant effect on Employee Performance (Widiartini & Widhiasthini, 2025).

F Test (Simultaneous)

Table 4. Test F Results (Simultaneous)

Models	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	2460,946	3	820,315	233,651	0.000b
Residual	287,891	82	3,511		
Total	2748,837	85			

a. Dependent Variable: Employee Performance (Y)
b. Predictors: (Constant), Work Discipline (X3), Work Knowledge (X1), Work Ability (X2)

Based on the results of the analysis, it is known that the value of Fcal (233.651) is greater than that of Ftabel (2.716), and the significance value of 0.000 is below 0.05. This shows that the three independent variables simultaneously have a significant effect on Employee Performance (Maharani et al., 2022). Thus, the combination of work knowledge, work ability, and discipline together has an important contribution in explaining the variation in employee performance changes (Astuti et al., 2021). These results reinforce that the regression model used is valid and relevant to describe the relationship between these variables.

Determination Test

Table 5. Test F Results (Simultaneous)

Models	R	R Square	Adjusted R Square	Std. Error of the Estimate
Model Summaryb				
1	0.946a	0,895	0,891	1,87373

a. Predictors: (Constant), Work Discipline (X3), Work Knowledge (X1), Work Ability (X2)
b. Dependent Variable: Employee Performance (Y)

An R value of 0.946 (R > 0.8) indicates a very strong relationship between independent variables (Work Knowledge, Work Ability, and Work Discipline) and dependent variables (Employee Performance) (Astuti et al., 2021). Meanwhile, an R Square value of 0.895 means that 89.5% of the variation in Employee Performance (Y) can be explained by the three independent variables simultaneously (Dewi et al., 2023). The remaining 10.5% is influenced by factors other than the model. The Adjusted R Square value of 0.891 indicates that after adjusting for the number of predictor variables, this model is still very robust and relevant to explain the phenomenon studied with a contribution of 89.1% (Revita et al., 2022). Thus, this regression model has excellent predictive power.

Discussion
The Influence of Work Knowledge on Employee Performance
The significance value of Work Knowledge (X1) of 0.000 (< 0.05) and the tcal value (3.740) > ttable (1.989) with a regression coefficient of 0.319 means that there is a positive and significant influence of work knowledge on the performance of Auto2000 Medan-Binjai employees.

Kasmir (2018) stated that knowledge is one of the elements that also affect employee performance. This is in line with the opinion of Gomes (2020) who emphasizes that employee performance is influenced by a number of factors, one of which is the level of knowledge. This view is reinforced by various study results, such as those conducted by Rozi & Wahyono (2025), Latifah et al. (2024), Lase et al. (2023), Suyudi et al. (2022), and Hasibuan et al. (2022), which concluded that work knowledge has a positive and significant influence on partial performance.

Work knowledge consists of four indicators, namely education, experience, interests, and sources of information. First, education is the main foundation in forming systematic thinking skills, analytical skills, and technical and administrative skills needed to complete tasks at Auto2000 Medan-Binjai. Education relevant to the field of work helps employees better understand work procedures, operational standards, and responsibilities, thereby increasing productivity and accuracy in carrying out tasks (Al Ja'fari et al., 2025).

Second, work experience plays an important role in increasing work dexterity and efficiency (Wijaya et al., 2024). Employees who already have enough work experience will be better able to complete tasks without many mistakes because they have understood work patterns and challenges that may occur (Suyudi et al., 2022). Experience also assists employees in making quick and appropriate decisions, and is able to solve work problems in a more effective way (Lase et al., 2023). At Auto2000 Medan-Binjai company, experience is the key

in dealing with customers, completing vehicle repairs, and managing work situations efficiently.

Third, work interest affects the intrinsic motivation of employees (Maharani et al., 2022). When a person has an interest in his work, he will carry out his duties with enthusiasm and responsibility (Rozi et al., 2025). Interest in work encourages a person to continue learning, improve competence, and not give up easily when facing challenges at work (Latifah et al., 2024). Job interest is also closely related to job satisfaction which will ultimately encourage performance improvement (Hasibuan et al., 2022).

Fourth, information sources also make a great contribution to the improvement of work knowledge (Al Ja'fari et al., 2025). Access to accurate information, such as the latest work procedures, company policies, and new technologies, will help employees stay up to date and adapt to existing changes (Lase et al., 2023). At Auto2000 Medan-Binjai, where automotive technology continues to evolve, precise and up-to-date information enables employees to provide more quality services to customers.

From these four indicators, it can be concluded that work knowledge provides a strong foundation in carrying out work responsibilities professionally (Rozi et al., 2025). Employees who have good work knowledge will be able to complete tasks appropriately, increase productivity, and maintain high standards of work quality (Al Ja'fari et al., 2025). A positive and significant relationship between work knowledge and performance shows that a company's investment in improving this aspect will provide tangible results on individual and team performance (Lase et al., 2023).

The Effect of Employability on Employee Performance

The significance value of Employability (X2) of 0.000 (< 0.05) and the tcal value (3.820) > ttable (1.989) with a regression coefficient of 0.355 means that there is a positive and significant influence of work ability on the performance of Auto2000 Medan-Binjai employees.

Kasmir (2018) also emphasized that individual abilities are an important factor in determining employee performance. In his presentation, Gomes (2020) also revealed that ability is included in the list of factors that have an impact on employee performance. Similar findings were obtained from research by Ja'fari et al. (2025), Runda et al. (2024), Dewi et al. (2023), Maharani et al. (2022), and Harefa & Telaumbanua (2022), which showed that work ability separately contributes positively and significantly to employee work outcomes.

Work Ability reflects the extent to which a person can carry out his duties and responsibilities effectively and efficiently (Harefa & Telaumbanua, 2022). In this study, work ability consists of four indicators, namely knowledge, skills, attitudes, and experience. These four indicators contribute to the ability of employees to carry out their jobs well.

The first indicator is knowledge, which is the basis for understanding the tasks and functions of the job (Al Ja'fari et al., 2025). The knowledge that employees have plays a role in helping them complete work precisely, quickly, and according to procedures (Latifah et al., 2024). At Auto2000 Medan-Binjai, employees who understand automotive products, customer service systems, and vehicle service procedures will be better prepared to carry out daily tasks. Good knowledge also encourages employees to be more confident in making work decisions (Suyudi et al., 2022).

The second indicator is skills, which are the technical and non-technical abilities that employees have to carry out their jobs (Maharani et al., 2022). Skills include the ability to use work tools, communicate, solve problems, and work together in a team (Hasibuan et al., 2022). In a work environment like Auto2000 Medan-Binjai that demands speed and precision in service, skills greatly determine smooth operations and customer satisfaction. Skilled employees will be more efficient in working and producing quality outputs (Al Ja'fari et al., 2025).

The third indicator is attitude, which reflects the employee's behavior and perspective on his or her work (Lase et al., 2023). Positive attitudes such as discipline, responsibility, and work

spirit will have an impact on work productivity (Widiartini & Widhiasthini, 2025. Attitudes also affect relationships between employees and with customers (Harefa & Telaumbanua, 2022). In the work situation at Auto2000 Medan-Binjai, a friendly, patient, and honest attitude is the main capital in fostering good and professional working relationships.

The fourth indicator is experience, which affects the ability to deal with various work situations (Maharani et al., 2022). Experienced employees will adapt more quickly to work pressure and be able to complete tasks without significant mistakes (Harefa & Telaumbanua, 2022). Work experience provides practical learning that is not always obtained from formal training (Widiartini & Widhiasthini, 2025). This makes employees more skilled, efficient, and reliable in carrying out daily tasks (Suyudi et al., 2022).

By paying attention to these four indicators, it can be concluded that work ability greatly determines the quality and work results of employees. The higher the capabilities possessed, the greater the contribution made to the company (Al Ja'fari et al., 2025). The positive and significant influence of work ability on the performance of Auto2000 Medan-Binjai employees shows that improving individual abilities is a strategic step in increasing the effectiveness of the organization as a whole.

The Effect of Work Discipline on Employee Performance
The significance value of Work Discipline (X3) was 0.004 (< 0.05) and the tcal value (2.951) > ttable (1.989) with a regression coefficient of 0.255 means that there is a positive and significant influence of work discipline on the performance of Auto2000 Medan-Binjai employees.

Kasmir (2018) also highlighted the role of work discipline in improving performance. The same thing was conveyed by Gomes (2020), who listed work discipline as one of the aspects that determine the quality of employee performance. Support for this theory comes from a number of studies, including by Widiartini & Widhiasthini (2025), Wijaya & Supriadi (2024), Haddad et al. (2023), Dewangga & Rahardja (2022), and Revita et al. (2022), which prove that partial work discipline has a positive and significant influence on employee performance. The better the level of discipline has, the more optimal the work results achieved.

Work discipline is a form of employee responsibility and commitment to the rules and ethics that apply in the company (Widiartini & Widhiasthini, 2025). At Auto2000 Medan-Binjai, work discipline is the key to creating an organized, productive, and professional work environment. Good discipline shows the seriousness of employees in carrying out their duties and respects the time and work standards that have been set by the company (Rozi et al., 2025).

The first indicator is attendance, which reflects employee discipline in work attendance. A high attendance rate indicates commitment to work as well as readiness to carry out responsibilities every day (Dewi et al., 2023). The punctuality of attendance also affects the smooth operation of the company (Revita et al., 2022). If employees arrive on time and are rarely absent, customer service activities and vehicle service activities can run without obstacles (Maharani et al., 2022).

The second indicator is compliance with regulations and work standards. Employees who comply with work procedures, rules, and instructions from the leadership will carry out their duties more consistently and in accordance with the company's expectations (Wijaya et al., 2024). At Auto2000 Medan-Binjai, work standards include customer service, technical work quality, and work safety. Adherence to these standards ensures the quality of the services provided and reduces the risk of errors in the work (Al Haddad et al., 2023).

The third indicator is a high level of alertness, which reflects employees' attention to risks and responsibilities at work (Dewangga & Rahardja, 2022). Vigilance is needed to avoid negligence, technical errors, or unsatisfactory service (Rozi et al., 2025). Alert employees are able to respond quickly and appropriately, both in handling customer vehicles and in dealing with complaints (Widiartini & Widhiasthini, 2025).

The fourth indicator is ethical work, which demonstrates moral values such as honesty, responsibility, and respect for others (Revita et al., 2022). A good work ethic creates a healthy work atmosphere, avoids conflicts, and improves the company's image in the eyes of customers (Maharani et al., 2022). At Auto2000 Medan-Binjai company, work ethics are indispensable in interacting with consumers, maintaining company secrets, and providing fair and professional service.

These four indicators form a strong foundation in creating an orderly and productive work culture. High work discipline ensures that all operational elements go according to plan (Revita et al., 2022). Disciplined employees not only complete tasks on time, but also maintain the quality and consistency of work (Dewi et al., 2023). Thus, Work Discipline has been proven to have a positive and significant influence on improving the Performance of Auto2000 Medan-Binjai Employees.

The Influence of Work Knowledge, Work Ability, and Work Discipline on Employee Performance

The results of the F test in the regression analysis showed that the variables of work knowledge, work ability, and work discipline simultaneously had a positive and significant influence on the performance of Auto2000 Medan-Binjai employees. The Fcal value of 233.651 is much greater than the Ftable of 2.716, and the significance value of 0.000 is well below the limit of 0.05. This indicates that the three independent variables are able to explain variations in employee performance (Astuti et al., 2021).

More broadly, Kasmir (2018) stated that there are thirteen factors that can affect individual performance, such as expertise, knowledge, work design, personality, motivation, style and leadership, organizational culture, satisfaction, environment, loyalty, commitment, and discipline. Meanwhile, Gomes (2020) added that factors such as education, training, work experience, work facilities, work environment, supervision, placement, motivation, and enthusiasm also play an important role. Based on these two views, it can be identified that work knowledge, work ability, and work discipline are the three main elements that underlie performance. This is strengthened by the results of the study of Astuti et al. (2021), which show that these three variables together have a positive and significant influence on employee performance.

Employee performance at Auto2000 Medan-Binjai company reflects work results measured based on four indicators, namely work quality, work quantity, completion time, and cost effectiveness. When work knowledge, work skills, and work discipline are developed in harmony, employee work results increase in all aspects.

Work knowledge supports employees in understanding the work done (Al Ja'fari et al., 2025). Education, experience, interests, and access to information make employees more prepared to carry out their duties efficiently (Hasibuan et al., 2022). Employees who have good knowledge are able to produce high quality work, because they understand the expected work standards and have the right references to solve problems (Lase et al., 2023).

Employability which includes technical knowledge, skills, work attitudes, and work experience has a great influence on the quantity of work (Harefa & Telaumbanua, 2022). Employees with high abilities can complete more tasks in a relatively short time (Maharani et al., 2022). They are also able to adapt to the challenges of their ever-evolving work, so that their productivity is maintained (Suyudi et al., 2022).

Good work discipline, demonstrated through consistent attendance, adherence to rules, high vigilance, and strong work ethics, has a direct impact on the length of work completion (Widiartini & Widhiasthini, 2025). Disciplined employees are more reliable in completing work on time without sacrificing quality (Rozi et al., 2025). It also supports efficiency in workflows in companies (Wijaya et al., 2024).

These three variables also play a role in cost-effectiveness (Astuti et al., 2021). When employees work with the right knowledge, qualified technical skills, and high discipline, work

errors can be minimized, time is not wasted, and resources are used optimally (Astuti et al., 2021). All of this helps companies save on operational costs without compromising the quality of service to customers.

Of the three variables, work ability is the one that most affects employee performance. This can be seen from the standard beta coefficient value of 0.378, which is higher than other variables (Suyudi et al., 2022). Employability includes a combination of technical and nontechnical aspects required to complete the job (Al Ja'fari et al., 2025). Employees who have high work skills tend to be more innovative, quickly adapt, and independent in completing tasks (Widiartini & Widhiasthini, 2025). They can also work more productively without having to constantly rely on supervisory supervision (Lase et al., 2023).

The combination of work knowledge, work ability, and work discipline creates a strong foundation in forming superior performance at Auto2000 Medan-Binjai. When all three go hand in hand, employee performance can be significantly improved, both in terms of quality, quantity, time efficiency, and cost savings (Astuti et al., 2021).

Conclusion

Based on the results of the research, it can be concluded that Work Knowledge, Work Ability, and Work Discipline have a positive and significant effect on the Performance of Auto2000 Medan-Binjai Employees, both partially and simultaneously. Workability is the dominant factor that has the most influence on improving performance, as shown by the highest beta coefficient value. These three variables together were able to explain 89.1% of the variation in employee performance. This shows that improvements in the aspects of knowledge, skills, and work discipline will have a direct impact on quality, quantity, time efficiency, and savings in employee work costs. The results of this research can be the basis for company management to design sustainable training programs, improve employee evaluation systems, and create a disciplined work culture. For further research, it is recommended to add other variables such as motivation or leadership in order to gain a broader understanding of the factors that affect employee performance.

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