

IDENTIFY IMPACT FACTORS ON EMPLOYEE PERFORMANCE AT THE RAYA DISTRICT OFFICE WEST SINGKEP DISTRICT

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ABSTRACT

This study aims to identify factors that impact employee performance at the Kelurahan Raya office, Singkep Barat District. Employee performance is one of the important factors in achieving the goals of government organizations, so understanding the factors that influence performance is very necessary to improve the efficiency and effectiveness of public services. The variables studied include work motivation, career development, job placement, leadership, and work environment. The data obtained were analyzed using descriptive statistical techniques. The results of the study indicate that work motivation and leadership factors have a significant impact on employee performance, while job placement, career development, and work environment factors act as supporting variables. This study suggests the need for improvements in aspects of internal communication and leadership development to improve employee performance at the Kelurahan Raya office.

Keywords: Employee Performance, Work Motivation, Leadership, Work Environment

Introduction

Human resources are potential and strategic resources in every form of organization. The human component in an organization has a strategic position, because humans are the ones who know everything that can be input or resources needed by the organization to be managed and processed so that they can produce quality products as the organization's goals. Management's view of employees needs to be changed, because people are the organization's most valuable assets, and are the highest competitive advantage. Management's view of employees will determine the success of employee potential development (Mulyadi, 2007:276).

Seeing the large role of human resources in achieving organizational goals, the presence of human resources who have skills and abilities is very much needed. Therefore, it is necessary to take action to maintain and develop human resources as organizational assets, if human resources are considered an important resource for an organization, then one of the implementations is the investment that must be made by the organization's leaders is investment in the field of human resources. Even in the current contemporary concept, the concept of resources has been changed to capital to redefine the concept of human resources, so that the term human capital was introduced. The term human capital has been widely used to replace human resources. According to the concept of human capital, organizations treat people not as a cost factor but as an asset (Hutapea & Thoha, 2008:108).

This means that the organization considers every cost incurred for human resource development as an investment, which in the end will provide results for the organization.

A large population if developed and has good quality will be a very important resource for the continuity and progress of the nation, but conversely if it is not of good quality it will become a burden on development. A large population if not in harmony and not balanced with the carrying capacity and environmental capacity greatly affects development and community life. Thus, efforts to control the rate of population growth must be an important concern.

The development of the professionalism of Civil Servants (PNS) is one of the national agendas in the empowerment of government apparatus. Professional Civil Servants are expected to be able to support the smooth implementation of government and development tasks. In line with the demands of professionalism of government apparatus, the role of regional personnel agencies in selecting, selecting, training and placing becomes very important, especially in sub-district areas. This is because the sub-districts overseeing the administration of sub-districts will be directly in touch with the needs of the public and city residents.

However, currently the public perception of the professionalism of government employees is still low. The quality of public services in Indonesia is still far from expectations. Some things that are often complained about by the public in the bureaucratic world are slow, complicated, discriminatory,

power-oriented services, more inclined to be served than to serve and expensive. In fact, according to Law Number 43 of 1999 concerning Civil Servants and updated by Law Number 5 of 2014 concerning the State Civil Apparatus (ASN), Civil Servants (PNS) as government officials have an obligation to serve the public in a professional manner. As public servants, PNS must provide the best and prime service to the public without discriminating. In order to realize service excellence in the government apparatus, training is needed, improving policies that can encourage employee motivation in realizing quality services, and employee satisfaction.

A person's performance (human performance) is a function of individual ability (ability) and motivation (motivation). Motivation is formed by the individual's attitude related to the situation at hand. While ability is a psychological condition of potential referring to individual ability (knowledge) and expertise or skills (skills). Employees who have high motivation and ability will provide better performance (Davis in Mangkunegara, 2005:67).

Problem Formulation

Based on the previous problem background, the problem formulation in this study is as follows:

1. How does leadership affect employee performance?
2. What is Job Satisfaction towards Employee Performance?
3. What is the Employee Career Developer's assessment of the employee's performance?
4. How does job placement affect employee performance?
5. What is the Employee Motivation to Improve Employee Performance?

Objective

The purpose of this study is to analyze the Relationship between Leadership, Job Satisfaction, Job Placement, Job Development and Work Motivation towards employees. In order to better understand and develop the organization effectively and efficiently.

Methods

This study uses the literature analysis method (library research), Arikunto, s., 2014 said the library research method is a series of studies that use data collection methods from various library sources such as books, encyclopedias, scientific journals, newspapers, magazines and documents. Data collection from various literature sources related to human resource management. From the relevant data then analyzed qualitatively to identify factors that affect employee performance can be grouped into several categories including work environment, job satisfaction, and work motivation. This research is descriptive, where the data that has been collected is analyzed systematically to provide a clear understanding and explanation to the reader.

Results and Discussion

Leadership towards Employee Performance

According to Rival (2005) performance is real behavior displayed by each person as work achievements produced by employees according to their roles in the company. Meanwhile, according to Mas'ud (2004) performance is the result of the achievement of efforts that have been made which can be measured by certain indicators.

The benchmark for organizational success/performance according to Gibson et al., 1987 in Pabundu Tika (2008) states that the criteria for organizational effectiveness consist of five elements, namely production, efficiency, satisfaction, adaptation, and survival.

According to Nawawi (2003:15) in adinata (2015), leadership style is the behavior and method chosen and used by leaders in influencing the thoughts, feelings, attitudes, and behavior of members and subordinates. Leadership style is a characteristic of a person to influence others or organizations, so that others are willing and able to move and emulate their attitudes and personal character towards achieving goals (Ali et al., 2015), according to Akbar (2017), there are 6 leadership styles, namely:

- Autocratic leadership style: Leaders consider the organization as personal property, consider subordinates as mere tools, do not want to accept criticism, and opinions.
- Paternalistic style: Leaders consider their subordinates as immature humans, act too protectively, rarely give their subordinates the opportunity to make decisions and initiatives, often act all-knowingly.

- Charismatic style: Such leaders have great appeal and therefore generally have a very large number of followers.
- Military style: Leaders demand high discipline from their subordinates, enjoy excessive formality, apply a command system in moving subordinates.
- Laissez Faire Style: The leader has a permissive attitude, meaning that members of the organization may act according to their beliefs and conscience, as long as the common interest is maintained and the organization's goals are achieved. The leader also has a passive feeling and lets the organization run by itself.
- Democratic Style: The leader always tries to prioritize cooperation and teamwork in an effort to achieve goals. The leader can also accept suggestions, opinions and even criticism from his subordinates. His subordinates are actively involved in the decision-making process.

According to Sulistiyani (2003:223), in Adinata (2015), employee performance is a combination of ability, effort, and opportunity that can be seen from the results of work. According to Susanti (2015), employee performance is a description of work results in the form of achievement of implementation of activities obtained by employees both independently and in groups in accordance with the rules, authority and in accordance with ethics and morals. According to Susanti (2015), the indicators used to measure employee performance are:

- Quality of work: The extent to which the process or results of implementing activities approach perfection or approach the expected goals
- Quantity of work: The amount canceled, for example the amount of rupiah, the number of units, and the number of cycles of activities completed
- Timeliness: The extent to which an activity is completed at the desired time by considering the coordination of other outputs and the time available for other activities.

Research conducted by Susanti (2015), states that democratic leadership style has a very strong influence on employee performance and has been proven true, democratic leadership style on employee performance has a significant and linear regression equation. This means that employee performance variables can be required by democratic leadership style variables. Setiawan (2017) concluded that democratic leadership is significant to employee performance.

Job Satisfaction on Employee Performance

Job satisfaction is an individual's subjective evaluation of their work and the relevant work environment. Thus the level of satisfaction, happiness, or personal satisfaction felt by a person towards the work they do. Job satisfaction can be influenced by various factors, including job features, salary and rewards, development and promotion opportunities, work-life balance. High job satisfaction can have various positive impacts on individuals and organizations, such as increased performance motivation, commitment, and mental well-being (Jufrizen, J., & Sitorus, T, S., 2021).

The relationship between satisfaction and performance in the general definition of satisfaction as expressed by Davis (in Mangkunegara, 2007:68) is "the favorableness or unfavorableness with which employees view their work". High satisfaction as expressed in the definition above, will provide a choice to support (favorableness) or not support (unfavorableness) in their work. Of course, this choice will affect how employees or individuals carry out their work.

Veithzal (2004:480) states that job satisfaction can create behavior that affects the functions of the company. Therefore, the difference in job satisfaction between organizational units can be used to detect the cause of problems such as why there is a decrease in productivity. Herzberg's two-factor theory states that work motivation will be formed so that it produces positive performance, related to two intrinsic and extrinsic factors. When extrinsic conditions cause dissatisfaction between employees, there is a dissatisfier, or called a hygiene factor. Meanwhile, when a series of intrinsic conditions can form strong motivation, so that it can produce good performance, then a satisfier occurs or is called a motivator (Ivancevich et al., 2006:151). Therefore, satisfaction is a response to the intrinsic and extrinsic conditions of the job whether it has met its expectations, so that when fulfilled, there will be an increase in motivation and performance. This means that high satisfaction can be strongly related to a person's work output.

Employee Career Development

Martoyo (2007:74) stated that career development is a condition that indicates an increase in a person's status in an organization in a career path that has been determined in the organization concerned. Handoko (2012:130-131) stated that career development is an employee's personal efforts to achieve a career plan.

Job Placement on Employee Performance

Sastrohadiwiryo (2002:162) stated that job placement is the process of giving tasks and jobs to employees who pass the selection to be carried out according to the scope that has been determined, and are able to account for all risks and possibilities that occur for tasks and jobs, authority and responsibility. Placement as an experimental step that is actually not a final decision. Mathis and Jackson (2006:262) stated that placement is placing a person's position in the right job position, how well an employee fits his job will affect the quantity and quality of work.

Motivation for Employee Performance

Davis' definition (in Mangkunegara, 2007:14) explains motivation as a person's attitude (attitude) towards the work situation (situation) in his work environment, so that if someone has a positive attitude (pro) towards his work situation, it will show high motivation and also produce high performance. Conversely, if employees have a negative attitude (contra) towards their work situation, it shows that their motivation to work is low, so that their performance is also low. The work situation referred to in the explanation above can be in the form of work relationships, facilities, policies, work leadership patterns and working conditions.

Griffin and Ebert (2006:248) argue that motivation is part of the directing management function. The existence of motivation will encourage individuals to behave in a certain way. Therefore, managers must be able to understand the differences in these behaviors and their reasons, in order to be able to drive employee motivation, and direct the behavior of these individuals to be in accordance with the company's goals. One of the goals to be achieved in the company is to achieve positive performance.

Azwar (1995:135) explains in relation to the directing, explaining that behavior including attitudes can form feelings that support (favorable) or do not support (unfavorable). In order to achieve high performance, attitudes that do not support must be suppressed and attitudes that support must be highlighted. The method is to design a situation that is in accordance with the individual's preferences, so that the work climate becomes positive and produces support from individuals or employees.

That the relationship between work motivation is positive. High motivation that supports the work situation will produce a pro attitude. It is concluded that this relationship is strengthened by the opinion of Hasibuan (2006:146) one of the goals of motivating employees is to increase employee work productivity. This means that the higher the employee's motivation in working, the higher their productivity will be.

Conclusion

The conclusion of this study, namely:

1. The relationship between leadership and performance has a significant effect on the Kelurahan Raya Office, West Singkep District
2. Job satisfaction on performance has a significant effect on the Kelurahan Raya Office, West Singkep District
3. Career development on performance has a significant effect on the Kelurahan Raya Office, West Singkep District
4. Job placement on employee performance has a significant effect on the Kelurahan Raya Office, West Singkep District
5. Motivation on employee performance has a significant effect on the Kelurahan Raya Office, West Singkep District

Suggestions

Based on the discussion and conclusions above, the author provides several suggestions, including:

1. As the Head of the Raya Village Office, West Singkep District, he must be able to be a motivator and supervisor in every implementation carried out by employees at the Raya Village Office, West Singkep District.
2. The Head of the Raya Village Office, West Singkep District should be able to pay more attention to his employees in providing motivation to employees in order to improve the performance of employees at the Raya Village Office, West Singkep District.
3. The Head of the Raya Village Office, West Singkep District must be able to provide job satisfaction to his employees. So that the satisfaction of employees at the Raya Village Office, West Singkep District can be more enjoyable in work, outside work, and a combination of inside and outside work
4. The Head of the Raya Village Office, West Singkep District must be able to place work on his employees so that his employees can improve their performance at the Raya Village Office, West Singkep District.

5. The Head of the Raya Village Office, West Singkep District is responsible for assisting his employees in developing their skills and knowledge. By monitoring, training, or providing opportunities to take on new responsibilities.

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