

The Effect of Work Involvement and Organizational Support on Employee Performance in the Company

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ABSTRACT

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Effect of engagement and support organization of work the performance of employees in port of indonesia i Medan this study aims to determine the effect of job involvement and organizational support to employees performance in pt port of Indonesia i Medan. This research was conducted at PT Pelabuhan Indonesia i Medan. The study population was employees PT. port i Medan Indonesia totaling 261 people. The sample in this study amounted to 73 people by using simple random sampling method. This type of research is associative research. The data used are primary and secondary data. Primary data were collected through a questionnaire distributed to employees of PT Pelabuhan Indonesia I Medan, while secondary data obtained from the documentation obtained from various information owned by PT Pelabuhan Indonesia I Medan. The analytical method used is multiple linear regression analysis. The results based on multiple linear regression analysis showed that work engagement has the effect of 33.1% to the support organization at PT Pelabuhan Indonesia I Medan and 66.9% are influenced by factors other than job involvement and support organizations have an influence of 36.5%, and 63.5% are influenced by factors other than the support of the organization at PT Pelabuhan Indonesia I Medan. Partially (t test) indicates that the Employment Engagement has $T_{count} (2.071) > T_{table} (1.66)$, Support Organization has $T_{count} (4.135) > T_{table} (9.447 > 2.95)$ based on the hypothesis testing criteria H_a H_0 is accepted and rejected. Simultaneously (Test f) indicates that the involvement and support of organizations working simultaneously and significantly affects the performance of employees. Partially (t test) showed that work engagement had a positive and significant impact on employee performance and organizational support has positive and significant impact on the performance of employees of PT Pelabuhan Indonesia I Medan.

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1. Introduction

In an organization that serves the public interest, such as government organizations or private organizations, wants maximum achievement related to improving work results in order to achieve organizational goals. To achieve organizational goals, one of the important elements that must be considered is human resources. With the availability of qualified human resources, it is hoped that they will be able to address all the problems faced, both internal and external. This can be done by improving employee performance through capacity building, work involvement and organizational support. According to Moehariono (2010:60) performance is a description of the level of achievement of the implementation of a program of activities or policies in realizing goals, objectives, the organization's vision and mission as outlined through the strategic planning of an organization. Performance can be known and measured if an individual or group of employees already has criteria or benchmark success standards set by the organization. Performance is an important thing to note because it really depends on the achievement of company goals. In improving the performance of PT. Pelabuhan Indonesia I Medan has made many efforts, one of which is by paying the attention to improving employee performance. In this study, the researcher discusses the performance of employees within the scope of PT. Pelabuhan Indonesia I Medan which is commonly referred to as PT. Pelindo I Medan which is one of the State-Owned Enterprises (BUMN) which is engaged in port services. Performance appraisals can occur at

various levels from both the Director and the Staff. Performance is a very important thing to be considered by PT. Pelindo I Medan because if the employee's work performance is optimal it will be very influential in achieving results in the company. But in reality the researchers found the fact that PT. Pelindo I Medan experienced employee work performance which tended to decrease. This can be seen from work performance which is one of the indicators in the performance contained in PT. Pelindo I Medan, a decrease in work performance such as the achievement of work targets are still experiencing obstacles, work standards are still not in line with expectations, and problem solving at work is still not optimal. Based on data obtained from the Company, the overall performance has decreased from year to year. The quality/quantity of work results decreased by 4% in 2013, and 1% in 2014 and 2015. The cooperation aspect decreased by 3% in 2013, 5% in 2014, and 1% in 2015. Aspects of accuracy time also decreased by 3% in 2013 and 2014, and by 1% in 2015. Work involvement is one of the most important factors because with work involvement employees can carry out their duties properly and can complete their responsibilities and prevent the occurrence of performance drop. According to Robbin and Judge (2008: 100) high levels of job involvement and delegation of authority are associated with organizational citizenship and job performance. Researchers found the fact that at PT. Pelindo I Medan, work involvement was still less regular. Based on the Information on Employee Absenteeism in 2012-2015, it can be seen that there is a problem in employee absenteeism which is one indicator of work involvement. year at PT. Pelabuhan Indonesia I Medan. It can be concluded that the occurrence of fluctuations in absenteeism every year, In this case, there needs to be encouragement/motivation or supervision and attention from superiors to subordinates regarding the fairly high absenteeism. In 2015, for example, the absenteeism rate reached 46.75%, meaning that the frequency of employee absenteeism reached a percentage of more than 30% even though the standard set by the company for the number of employee attendance per year should not be less than 70% per year. Employee performance that is not good will automatically affect the company's productivity so that it disrupts the stability of the company. If this is not handled properly, it will disrupt the process of achieving company goals. Mangkunegara (2009:43), that the term performance from the word job performance or actual performance (work achievement or actual achievement achieved by a person) is the quality and quantity of work achieved by an employee in carrying out his duties according to the responsibilities given to him. In addition to work involvement problems, employee performance is also very much determined by organizational support that occurs within the company's internal. Rhoades & Eisenberg (2008:119) stated that in order to meet socio-motivational needs and to benefit from increased work effort, employees form a general perception about the extent to which organizations value their contributions and care about their well-being as perceived organizational support will increase employees' sense of duty to help the organization achieve its goals. goal, their affective commitment to the organization and their expectations that improved performance will be rewarded. The organizational support provided by PT. Pelindo I Medan includes providing training and development, equipment and technology facilities and others. With the support of the organization, it also encourages the development of the company to the current state, but in its development, organizational support can also affect the performance of its employees. The application of organizational support at PT. Pelindo I Medan is still felt to be less strongly embedded in employees. In working, PT. Pelindo I Medan carries out organizational support, one of which can be seen in terms of training and development provided to employees. In addition, employees also experience organizational support problems where the company applies organizational support in terms of providing training and development in the field of education. Where employees are completely unsuccessful in implementing training and development in the field of education. Based on Education and Training at PT. Pelindo I Medan explained that there were only 50% of educational and training activities in the education sector that were realized. This can be seen from the program for the general division which was not realized at all (0%), the part of the internal control unit (50%) and the part of the HR and general service department (0%). Of course this will have an impact on employee performance due to lack of training and development in the field of education which is one indicator of organizational support. And the training provided by the company is not only to support the previous problems, but also because of other problems faced by PT. Pelindo I Medan in terms of employee competencies and abilities, namely not all employees can be active, responsive, disciplined, proactive and lack of initiative in dealing with work situations and responding to directions given from superiors so that it will automatically affect the performance and targets that must be achieved by the company.

2. Research Method

The type of research used by the researcher is associative research, which aims to connect two or more variables to see whether there is an influence based on primary data obtained systematically. The purpose of this study

is to provide an explanation of the influence between variables through hypothesis testing in the research title "The Effect of Work Involvement and Organizational Support on Employee Performance at PT. Pelabuhan Indonesia I Medan". Place and Time of Research This research was conducted at PT. Pelindo I Medan which is located on Jalan Krakatau Ujung in July-September 2016. Operational Limitations Good research is research that is carried out in a focused and in-depth manner. . This study is only limited to the effect of work involvement and organizational support on employee performance, where the independent variables consist of Work Involvement (X1) and Organizational Support (X2), and Employee Performance as the dependent variable (Y). The measurement scale used by the author in this study is a Likert scale. The Likert scale is used to measure attitudes, opinions, and perceptions of a person or group of people about a symptom. The data collection method used in this research is to distribute questionnaires which are then collected and processed where this questionnaire contains questions to obtain data about indicators of work involvement commitment factor. , organizational support and employee performance. The questions in the questionnaire were tested using a Likert scale of 1-5 to obtain internal data and were scored. For the accuracy of the statement so that the data collected leads to the right model, reliability and validity tests are carried out. Sugiyono (2008:116) says that the sample is part of the number and characteristics possessed by the population. In line with this opinion Arikunto (2008:131) says that the sample is part or representative of the population being studied. In sampling, researchers usually have determined in advance the amount a good number of samples according to the ability of researchers in terms of time, effort and funds. The sample selection in this study used simple random sampling (samples were selected randomly and simply), So that it provides an equal opportunity for each element of the population selected as a sample. To determine the number of respondents or samples, the researchers used the Slovin formula (Slovin, 2005:136) as follows:

$$n = \frac{N}{1+N(e)^2}$$

Where:

n = Number of samples

N = Total population

e = Error rate in sampling

Types of Data, Arikunto (2008:129) said the source of the data in the study is the subject from which the data can be obtained. The data used in this study are as follows:

- Primary data Data obtained directly from respondents who were selected at the research site. Primary data was obtained by providing a list of questions (questionnaires).
- Secondary Data Data obtained through the study of documentation with sources from reference books, internet, information from companies and other information related to the title of this research. The secondary data in this study are company profiles, organizational structures and data obtained from the results of the management of books, theories and literature that have a relationship with the problem under study.

Data Collection Method, Field method is data collection that is done by looking directly at the object of interest in the field to obtain data or information. The research location is PT. Pelindo I Medan, which is located on Jalan Krakatau Ujung No. 100 Fields. The techniques applied in collecting data are:

- Questionnaire/question list
- Observation
- Library Research (Library Research)

Literature study is collecting data or information needed by studying, reading books, references, internet and company documents that are directly related to the problems discussed. After that, Validity and Reliability Tests are carried out, Classical Assumption Tests.

Data Analysis Techniques, Descriptive Analysis Method Descriptive analysis method is a data analysis method in which researchers collect, classify, and present data so that they can provide a clear general picture of the problem being studied. Multiple Linear Regression Analysis Method To predict the dependent variable, it is better to take into account other variables that also influence the dependent variable. This research uses multiple linear regression method which is a simple receipt development because it involves more than one independent variable. Multiple linear regression method in this study using SPSS for windows. The equation model used (Sugiyono, 2006:21) are:

$$Y = a + 1X1 + 2X2 + e$$

Description :

Y = Employee Performance

a = Constant
 β_1, β_2 = Multiple regression coefficient
X1 = Work Engagement
X2 = Organizational Support
e = Standard error

A statistical calculation is said to be statistically significant if the value of the statistical test is in the critical area (the area where H_0 is rejected).

3. Results And Discussions

The results of this study are supported by research conducted by Pratiwi (2012) which shows that work involvement has a significant effect on the resulting performance. This can happen because when employees feel they can actively participate in the work they are doing so that the work can give them a feeling of pride in themselves, work involvement will affect employee performance because of the feeling of being valued at their work which can affect the resulting performance. Similarly, the results of research conducted by Maria (2009), the results of the study indicate the influence of work involvement on the resulting performance. This is in accordance with the opinion (Robbins 2009: 123) that work involvement is a measure of the extent to which a person is psychologically sided with his work and considers his performance as a measure of his self-esteem, work involvement will increase the will of workers for their work life to be more motivated, more productive, and more committed so that the resulting performance of workers will increase. The Effect of Organizational Support on Employee Performance The results of the t-test for work involvement (XX2) on performance (Y) show a sig value of 0.000. So the conclusion that can be drawn is that work involvement affects the performance of PT Pelindo 1 Medan employees. and more commitment so that the performance produced by workers will increase. The Effect of Organizational Support on Employee Performance The results of the t-test for work involvement (XX2) on performance (Y) show a sig value of 0.000. So the conclusion that can be drawn is that work involvement affects the performance of PT Pelindo 1 Medan employees. and more commitment so that the performance produced by workers will increase. The Effect of Organizational Support on Employee Performance The results of the t-test for work involvement (XX2) on performance (Y) show a sig value of 0.000. So the conclusion that can be drawn is that work involvement affects the performance of PT Pelindo 1 Medan employees.

The results of this study are supported by research by Adi (2010) and Elisa (2005) which prove that organizational support has an effect on employee performance. In addition, the results of this study support the theory put forward by Rhoades (2008:705) which says if employees perceive that the organizational support they receive is high, then these employees will integrate membership as members of the organization into their identity and then develop better relationships and perceptions. positive attitude towards the organization, by integrating membership in the organization with the identity of the employee, the employee feels part of the organization and feels responsible for contributing and giving his best performance to the organization.

4. Conclusion

This study aims to determine the effect of work involvement and organizational support on employee performance at PT. Pelindo I Medan. Based on the results of the analysis and discussion that have been described in the previous chapter, the following conclusions can be drawn: 1. Work involvement has a positive and significant effect on the performance of PT. Pelindo I Medan, 2. Organizational support has a positive and significant effect on the performance of employees of PT. Pelindo I Medan, 3. Work involvement and organizational support simultaneously affect the performance of employees of PT. Pelindo I Medan,

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