

THE EFFECT OF ORGANIZATIONAL COMMITMENT AND WORK ENVIRONMENT ON JOB SATISFACTION OF EMPLOYEES OF THE SOUTH COAST DISTRICT INSPECTORATE OFFICE

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Abstract

This study aimed to analyze and prove the effect of organizational commitment and work environment on job satisfaction of employees in the Inspectorate Office of Pesisir Selatan District. The data analysis technique used to test the hypothesis is multiple linear regression. The sampling technique used is saturated sampling, while the number of samples used for analysis is 47 people. In this study, there are two independent variables: organizational commitment and work environment. Based on the multiple linear regression analysis results, it was found that the variable organizational commitment has a positive and significant effect on job satisfaction, and the work environment has a positive and significant effect on job satisfaction in the Inspectorate Office of Pesisir Selatan District. This study recommends practically to the Inspectorate Office of Pesisir Selatan District to continue to improve employee job satisfaction optimally in achieving organizational goals in the future.

Keywords: organizational commitment, work environment, job satisfaction.

JEL Classification: L21, L78, M1, M2.

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I. Introduction

Good governance can be realised through good service from government performance. By Law No. 25 of 2009, concerning public services is a series of activities to meet the needs of services by the legislation for all citizens and residents of goods, services or administrative services. This effort is continuous, continuous and implemented by all government employees.

Employees are the spearhead of implementing a public service that is expected to be able to provide quality services to the community. As the main capital in developing the organization, employees need to be considered and require handling that is different from other factors. Employees have sense, feelings, hopes, wants and needs that all need to be met and balanced so that satisfaction in the organization is achieved (Syamsulhaq, Suddin, & Widajanti, 2019).

Lock in Sopiah (2017) revealed that job satisfaction is an emotional expression that is positive or pleasant due to an assessment of a job or work experience. This can be seen in the positive attitude of employees towards the work they face and their environment. On the other hand, dissatisfied employees will behave negatively towards work with different forms. Regarding employee job satisfaction, the researchers previously conducted a preliminary survey of employees at the South Coast District Inspectorate Office in 2020. Hasil survey on employee job satisfaction in 2021 shows that the average job satisfaction rate shows a percentage of value of 71% of the maximum value, which is 100% of the figure it was concluded that the employee was quite satisfied with his work. With the survey results showing a job satisfaction rate of only 71%, this is in a fairly high category. For organizational goals to be achieved as desired and set in advance, employee job satisfaction should need to be improved.

Many factors affect employee job satisfaction. According to Syamsulhaq et al., (2019) karyawan who has a high commitment to an organization will be more motivated to work and cause job satisfaction. Bukit et al., (2020) prove that organizational commitment positively influences job satisfaction in employees. Similarly, the research of Finowaa et al., (2021) states that the organization's commitments are positively and significantly influenced by the satisfaction of staffing workers. As a result of observations and interviews related to organizational commitments, there are still problems with employees in the South Coast District Inspectorate Office, such as: 1) employees always complain if assigned for overtime in completing important tasks, 2) employees are rarely involved in matters that support the organization's activities and 3) common sense of family in the organization that causes less comfort of work.

The work environment is suspected to be a factor influencing job satisfaction. The comfort of the work environment will make employees satisfied (Kurniasari & Halim, 2013). The work environment becomes the place where employees work daily, therefore, the conducive work environment will affect the behavior of employees when

working to achieve organizational effectiveness . Previous research on job satisfaction that has been carried out by Halil & Mistar (2020) provides evidence that the work environment simultaneously has a significant effect on employee job satisfaction. Penelitian Irma & Yusuf (2020) also proved that the work environment positively affects employee job satisfaction. The problem of the work environment at the South Coast District Inspectorate Office can be seen from the lack of conducive physical work environment such as the condition of office buildings, parking lots, facilities office, hygiene and others, as well as non-physical environments such as job security, relationships with colleagues, relationships with superiors and communication between employees .

Hypothesis Development

Organizational commitment has an attachment to job satisfaction and is a consideration for employees in their work. Research related to these two variables has previously been conducted by Dwiyanti & Bagia (2020) stating that job satisfaction, one of which is influenced by organizational commitment, because of commitment high organizational in the employee will work better in the organization so that they can cooperate well and comfortably with colleagues. the need for a high organizational commitment among employees to be successful in work fosters satisfaction in him. From Arifah & Romadhon (2015) research, the results obtained are that organizational commitment affects job satisfaction. A person with a high organizational commitment will love his organization more and be reluctant to leave the organization, so will feel job satisfaction. Another research that proves the relationship between commitment and satisfaction was carried out by Setiawan (2020); Nugrahaningtyas et al., (2017) who stated that organizational commitment has a positive and significant effect on job satisfaction. Bukit et al., (2020) proved that organizational commitment positively influences job satisfaction in employees. Similarly, Finowaa et al. (2021) research states that the *thekmitmenorganizationmampumem* affects the satisfaction of staffing work positively and significantly.

H₁: It is alleged that organizational commitments affect the job satisfaction of employees of the South Coast District Inspectorate Office.

The work environment plays an important role in creating and increasing employee job satisfaction. The work situation in the organization will give rise to employee job satisfaction. Employees who feel happy or unhappy with their work, comfortable or uncomfortable will show the satisfaction or dissatisfaction of employees with their work in the organization. In line with research by Irma & Yusuf (2020) proves that the work environment influences employee job satisfaction. From research conducted by Wibowo et al., (2014) it can be proven that the physical work environment and non-physical work environment simultaneously have a significant effect on satisfaction work. Haedar et al., (2015) stated that the work environment significantly and positively influences job satisfaction. Halil & Mistar (2020) provides evidence that the work

environment simultaneously significantly affects employee job satisfaction. Penelitian Irma & Yusuf (2020) also proved that the work environment positively affects employee job satisfaction.

H₂: It is suspected that the work environment affects employees' job satisfaction of the South Coast District Inspectorate Office.

II. Material and Method

Types of Research

This research is a quantitative research with a descriptive approach, which is a research method that seeks to describe and explain the subject as it is. This research uses an *explanatory* approach to test research hypotheses (Sani & Maharani, 2013), consisting of 2 hypotheses with research variables: organizational commitment, environment work, and job satisfaction.

Population and Sample

The population in this study was all employees of the South Coast District Inspectorate Office as many as 47 people. Researchers used a *nonprobability sampling* technique, namely saturated *sampling*, where all employees in the population were taken into research samples. Therefore, the number of research samples was 47 respondents.

Variable Operational Definition

There are three free variables in the study, namely organizational commitment (X_1), work environment (X_2) and job satisfaction as bound variables (Y). The following is a detailed explanation of the operational definition of the variable:

Table 1.

Variable Operational Definition

Variable	Indicators	Source	Scale
Organizational Commitment (X_1)	<ol style="list-style-type: none"> 1. Affective commitment 2. Ongoing commitment 3. Normative commitment 	Mayer and Allen in Kaswan (2015)	<i>Likert</i> (1-5)
Working environment (X_2)	<ol style="list-style-type: none"> 1. Lighting/light at work 2. Temperature at work 3. Humidity at work 4. Air circulation at work 5. Noise at work 6. Mechanical vibrations at work 7. Smells at work 8. Color arrangement at work 	Sedarmayanti (2012)	<i>Likert</i> (1-5)

Job satisfaction (Y)	9. Decoration at work	Fattah (2017)	Likert (1-5)
	10. Music at work		
	11. Safety at work		
	1. The work is sendiri		
	2. Compensation		
	3. Promotion opportunities		
	4. Supervision		
	5. Co workers		

Data Analysis Techniques

The data analysis technique of this study consists of instrument validity and reliability tests, descriptive analysis of variables, classical assumption tests and multiple linear regression analysis. I am testing the research hypothesis using the t test.

III. Results and Discussion

Validity Test

Table 2.

Organizational Commitment Variable Validity Test Results (X₁)

Grain	Corrected Item Total Correlation / r _{value calculate}	r _{table}	Criterion
X1.1	0.426	0,287	Valid
X1. 2	0.714	0,287	Valid
X1. 3	0.600	0,287	Valid
X1. 4	0.659	0,287	Valid
X1. 5th	0.802	0,287	Valid
X1. 6th	0.647	0,287	Valid
X1. 7th	0.559	0,287	Valid
X1. 8th	0.545	0,287	Valid
X1. 9th	0.803	0,287	Valid

Source: Processed primary data, 2022

Based on Table 2, it can be seen that all questions for organizational commitment variables have a valid status, since the calculated r value (*Corrected Item-Total Correlation*) > r table is 0.287 .

Table 3.

Work Environment Variable Validity Test Results(X₂)

Grain	Corrected Item Total Correlation / r _{value calculate}	r _{table}	Criterion
X2.1	0.545	0.287	Valid
X2.2	0.500	0.287	Valid
X2.3	0.628	0.287	Valid

X2.4	0.663	0.287	Valid
X2.5	0.461	0.287	Valid
X2.6	0.588	0.287	Valid
X2.7	0.517	0.287	Valid
X2.8	0.472	0.287	Valid
Grain	<i>Corrected Item Total Correlation / $r_{\text{value calculate}}$</i>	r_{table}	Criterion
X2.9	0.476	0.287	Valid
X2.10	0.688	0.287	Valid
X2.11	0.615	0.287	Valid
X2.12	0.551	0.287	Valid
X2.13	0.619	0.287	Valid
X2.14	0.540	0.287	Valid
X2.15	0.623	0.287	Valid
X2.16	0.644	0.287	Valid
X2.17	0.544	0.287	Valid
X2.18	0.607	0.287	Valid
X2.19	0.505	0.287	Valid
X2.20	0.596	0.287	Valid
X2.21	0.728	0.287	Valid
X2.22	0.543	0.287	Valid

Source: Processed primary data, 2022

Based on Table 3, it can be seen that all questions for work environment variables have a valid status, because the calculated r value (*Corrected Item-Total Correlation*) $> r$ of the table is 0.287.

Table 4.
Job Satisfaction Variable Validity Test Results(Y)

Grain	<i>Corrected Item Total Correlation / $r_{\text{value calculate}}$</i>	r_{table}	Criterion
Y.1	0.656	0.287	Valid
Y.2	0.627	0.287	Valid
Y.3	0.662	0.287	Valid
Y.4	0.750	0.287	Valid
Y.5	0.685	0.287	Valid
Y.6	0.547	0.287	Valid
Grain	<i>Corrected Item Total Correlation / $r_{\text{value calculate}}$</i>	r_{table}	Criterion
Y.7	0.627	0.287	Valid
Y.8	0.519	0.287	Valid
Y.9	0.534	0.287	Valid
Y.10	0.581	0.287	Valid
Y.11	0.574	0.287	Valid
Y.12	0.596	0.287	Valid

Source: Processed primary data, 2022

Based on Table 4, it can be seen that all questions for the job satisfaction variable have a valid status, because the calculated r value (*Corrected Item-Total Correlation*) $>$ r of the table is 0.287.

Reliability Test

Table 5.
Reliability Test Results

Variable	Cronbach Alpha	Rule of thumb	Number of Items
Organizational commitment	0.883	0.7	Reliable
Working environment	0.921	0.7	Reliable
Job satisfaction	0.897	0.7	Reliable

Source: Processed primary data, 2022

Based on the data processing results, the *Cronbach alpha* value of the organizational commitment variable was 0.883, the work environment variable was 0.921, and the job satisfaction variable was 0.897, more the magnitude of the specified *rule of thumb* value is 0.7. So all the variables in this study were declared reliable.

Test of Classical Assumptions

Normality Test

Table 6.
Normality Test Results

KS-Z	Asymp. Sig. (2-tailed)	Information
0,639	0,809	Usual

Source: Processed primary data, 2022

Table 5 above can be dilihat, from the normality results, variables of organizational commitment, work environment and job satisfaction. It has an *asymp.sig (2 tailed)* value of $0.809 > 0.05$. Then it can be concluded that all variables in this study are normally distributed, thus the classical assumptions about normally distributed data have been met.

Multicholnearity Test

Table 7.
Multicholnearity Test Results

No.	Variable	VIF	Tolerance	Conclusion
1	Organizational commitment	1,378	0.726	Symptom-Free Multicollnearity

2	Working environment	1,378	0.726	Symptom-Free Multicollinearity
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Source: Primary data for processed, 2022.

In Table 7, it can be seen that each independent variable used has a *tolerance* value above 0.10. Meanwhile, *the variance inflation factor* (VIF) value is below 10 so that it can be concluded that organizational commitments and the work environment have been freed from the symptoms of multicollinearity so that further data processing stages can be carried out immediately

Heterochemedasticity Test

Table 8.

Heterochedasticity Test Results

Variable	Sig.	Conclusion
Organizational commitment	0.518	Symptom-Free Heteroskedasticity
Working environment	0.129	Symptom-Free Heteroskedasticity

Source: Processed primary data, 2022

From table 8 above, it can be seen that organizational commitment and the work environment have a significance value above 0.05 so it can be concluded that all variables do not occur heteroskedasticity.

Multiple Linear Regression Analysis

Multiple regression analysis is used to determine the regression coefficient of the independent variable. How it affects the dependent variable, it can be seen from the analysis of multiple regression data obtained using the SPSS Version 23 program as in the following table:

Tabel 9.

Multiple Linear Regression Analysis Results

Variable	Regression Coefficient	t _{count}	Significance
Organizational commitment (X ₁)	0.522	5,036	0,000
Working environment (X ₂)	0.104	2,279	0.028
Constant		17,855	
<i>Adjusted R Square</i>		0.552	

Source: Processed primary data, 2022

Based on the regression results from Table 9 above, the multiple linear regression equations can be determined in this study as follows:

$$Y = 17.855 + 0.522 X_1 + 0.104 X_2 + e$$

The interplay over the regression equation obtained is as follows:

1. The constant of 17,855 states that if the variables of organizational commitment (X_1) and work environment (X_2) are considered constant or ignored, then job satisfaction (Y) is 17,855 units.
2. The regression coefficient of organizational commitment (X_1) is 0.522 meaning that if another independent variable has a fixed value and organizational commitment increases by 1 unit of weight, job satisfaction will increase by 0.522, and vice versa. A positive coefficient means that organizational commitment has a positive effect on job satisfaction.
3. The work environment regression coefficient (X_2) is 0.104 meaning that if other independent variables have a fixed value and the work environment increases by 1 unit of weight, job satisfaction will increase by 0.104, as well as in the opposite circumstances. A positive coefficient means that the work environment positively affects job satisfaction.

Hypothesis Test

Table 10.

Hypothesis Test Results

Variable	t_{count}	t_{table}	Conclusion
Organizational commitment (X_1)	5,036	2.014	H_1 accepted
Working environment (X_2)	2,279	2.014	H_2 accepted

Source: Processed primary data, 2022

From hasil the study obtained a regression coefficient of 0.522, and the calculated t value $> t_{table}$ ($5.036 > 2.014$) with a significance of $0.000 < 0.05$, then H_{α_1} is accepted. It can be concluded that organizational commitment has a positive and significant effect on job satisfaction. The higher the organizational commitment, the more job satisfaction increases. Conversely, the lower the organizational commitment, the lower job satisfaction.

The results showed a regression coefficient value of 0.104 and a calculated t value $> t_{table}$ ($2.279 > 2.014$) with a significance of $0.028 < 0.05$, then H_{α_2} was accepted. It can be concluded that the work environment has a positive and significant effect on job satisfaction. The more conducive the work environment, the more job satisfaction will increase. Conversely, the less conducive the work environment, the more job satisfaction will decrease.

The Effect of Organizational Commitment on Job Satisfaction

Based on the results of data analysis, it is further by the hypothesis proposed that organizational commitment affects the job satisfaction of employees of the South Coast District Inspectorate Office. Descriptive analysis shows that the indicator that has the lowest TCR is normative commitment. This means that the commitment of employees to obligations to work, to survive as employees, and to contribute to the organization still needs to be improved so that job satisfaction increases. This suggests that job satisfaction can be affected by organizational commitment.

The results of multiple regression analysis by conducting a t-test obtained a *variable sig* value $X_1 = 0.000 < 0.05$ so that H_1 was accepted, which means that partially organizational commitment has a positive and significant effect on job satisfaction of employees of the South Coast District Inspectorate Office. The higher the organizational commitment, the more job satisfaction increases. Conversely, the lower the organizational commitment, the lower job satisfaction.

The results of this study are supported by research conducted by Setiawan (2020); Nugrahaningtyas et al., (2017) who stated that organizational commitment has a positive and significant effect on job satisfaction. Bukit et al., (2020) proved that organizational commitment positively influences job satisfaction in employees. Similarly, the research of Finowaa et al. (2021) states that organizational commitments can positively and significantly affect staff job satisfaction.

The Effect of the Work Environment on Job Satisfaction

The results of the analysis of the data results and the hypothesis proposed, namely the work environment affects the job satisfaction of employees of the South Coast District Inspectorate Office. From the results of the descriptive analysis it was found that the indicator that has the lowest TCR value of the work environment variable is air circulation in the workplace. This means that there are still many employees who feel that the flow of air circulation in the workplace is not good so that it needs to be improved so that employee health is maintained and has an impact on job satisfaction. This suggests that job satisfaction can be affected by the work environment.

Based on the results of multiple regression analysis by conducting a t test, a *variable sig* value $X_2 = 0.028 < 0.05$ so that H_2 is accepted, which means that partially the work environment has a positive and significant effect on employees' job satisfaction of the South Coast District Inspectorate Office. The more conducive the work environment, the more job satisfaction will increase. Conversely, the less conducive the work environment, the more job satisfaction will decrease.

The results of this study are in line with the research conducted by Wibowo et al., (2014) it can be proven that the physical work environment and non-physical work environment simultaneously have a significant effect on satisfaction work. Haedar et al., (2015) stated that the work environment significantly and positively influences job satisfaction. Halil & Mistar (2020) provides evidence that the work environment simultaneously significantly affects employee job satisfaction. Penelitian Irma & Yusuf

(2020) also proved that the work environment positively affects employee job satisfaction.

IV. Conclusion

Based on the analysis of data and interpretations that have been presented in the previous chapter, it can be concluded that organizational commitment has a positive and significant effect on the job satisfaction of employees of the South Coast District Inspectorate Office. The higher the organizational commitment, the more job satisfaction increases.

The study results also showed that the work environment had a positive and significant effect on the job satisfaction of employees of the South Coast District Inspectorate Office. That is, the more conducive the work environment, the more job satisfaction will increase

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working to achieve organizational effectiveness . Previous research on job satisfaction that has been carried out by Halil & Mistar (2020) provides evidence that the work environment simultaneously has a significant effect on employee job satisfaction. Penelitian Irma & Yusuf (2020) also proved that the work environment positively affects employee job satisfaction. The problem of the work environment at the South Coast District Inspectorate Office can be seen from the lack of conducive physical work environment such as the condition of office buildings, parking lots, facilities office, hygiene and others, as well as non-physical environments such as job security, relationships with colleagues, relationships with superiors and communication between employees .

Hypothesis Development

Organizational commitment has an attachment to job satisfaction and is a consideration for employees in their work. Research related to these two variables has previously been conducted by Dwiyanti & Bagia (2020) stating that job satisfaction, one of which is influenced by organizational commitment, because of commitment high organizational in the employee will work better in the organization so that they can cooperate well and comfortably with colleagues. the need for a high organizational commitment among employees to be successful in work fosters satisfaction in him. From Arifah & Romadhon (2015) research, the results obtained are that organizational commitment affects job satisfaction. A person with a high organizational commitment will love his organization more and be reluctant to leave the organization, so will feel job satisfaction. Another research that proves the relationship between commitment and satisfaction was carried out by Setiawan (2020); Nugrahaningtyas et al., (2017) who stated that organizational commitment has a positive and significant effect on job satisfaction. Bukit et al., (2020) proved that organizational commitment positively influences job satisfaction in employees. Similarly, Finowaa et al. (2021) research states that the *teknik manajemen organisasi* affects the satisfaction of staffing work positively and significantly.

H₁: It is alleged that organizational commitments affect the job satisfaction of employees of the South Coast District Inspectorate Office.

The work environment plays an important role in creating and increasing employee job satisfaction. The work situation in the organization will give rise to employee job satisfaction. Employees who feel happy or unhappy with their work, comfortable or uncomfortable will show the satisfaction or dissatisfaction of employees with their work in the organization. In line with research by Irma & Yusuf (2020) proves that the work environment influences employee job satisfaction. From research conducted by Wibowo et al., (2014) it can be proven that the physical work environment and non-physical work environment simultaneously have a significant effect on satisfaction work. Haedar et al., (2015) stated that the work environment significantly and positively influences job satisfaction. Halil & Mistar (2020) provides evidence that the work

environment simultaneously significantly affects employee job satisfaction. Penelitian Irma & Yusuf (2020) also proved that the work environment positively affects employee job satisfaction.

H₂: It is suspected that the work environment affects employees' job satisfaction of the South Coast District Inspectorate Office.

II. Material and Method

Types of Research

This research is a quantitative research with a descriptive approach, which is a research method that seeks to describe and explain the subject as it is. This research uses an *explanatory* approach to test research hypotheses (Sani & Maharani, 2013), consisting of 2 hypotheses with research variables: organizational commitment, environment work, and job satisfaction.

Population and Sample

The population in this study was all employees of the South Coast District Inspectorate Office as many as 47 people. Researchers used a *nonprobability sampling* technique, namely saturated *sampling*, where all employees in the population were taken into research samples. Therefore, the number of research samples was 47 respondents.

Variable Operational Definition

There are three free variables in the study, namely organizational commitment (X_1), work environment (X_2) and job satisfaction as bound variables (Y). The following is a detailed explanation of the operational definition of the variable:

Table 1.

Variable Operational Definition

Variable	Indicators	Source	Scale
Organizational Commitment (X_1)	<ol style="list-style-type: none"> 1. Affective commitment 2. Ongoing commitment 3. Normative commitment 	Mayer and Allen in Kaswan (2015)	<i>Likert</i> (1-5)
Working environment (X_2)	<ol style="list-style-type: none"> 1. Lighting/light at work 2. Temperature at work 3. Humidity at work 4. Air circulation at work 5. Noise at work 6. Mechanical vibrations at work 7. Smells at work 8. Color arrangement at work 	Sedarmayanti (2012)	<i>Likert</i> (1-5)

Job satisfaction (Y)	9. Decoration at work	Fattah (2017)	Likert (1-5)
	10. Music at work		
	11. Safety at work		
	1. The work is sendiri		
	2. Compensation		
	3. Promotion opportunities		
	4. Supervision		
	5. Co workers		

Data Analysis Techniques

The data analysis technique of this study consists of instrument validity and reliability tests, descriptive analysis of variables, classical assumption tests and multiple linear regression analysis. I am testing the research hypothesis using the t test.

III. Results and Discussion

Validity Test

Table 2.

Organizational Commitment Variable Validity Test Results (X₁)

Grain	Corrected Item Total Correlation / r _{value calculate}	r _{table}	Criterion
X1.1	0.426	0,287	Valid
X1. 2	0.714	0,287	Valid
X1. 3	0.600	0,287	Valid
X1. 4	0.659	0,287	Valid
X1. 5th	0.802	0,287	Valid
X1. 6th	0.647	0,287	Valid
X1. 7th	0.559	0,287	Valid
X1. 8th	0.545	0,287	Valid
X1. 9th	0.803	0,287	Valid

Source: Processed primary data, 2022

Based on Table 2, it can be seen that all questions for organizational commitment variables have a valid status, since the calculated r value (*Corrected Item-Total Correlation*) > r table is 0.287 .

Table 3.

Work Environment Variable Validity Test Results(X₂)

Grain	Corrected Item Total Correlation / r _{value calculate}	r _{table}	Criterion
X2.1	0.545	0.287	Valid
X2.2	0.500	0.287	Valid
X2.3	0.628	0.287	Valid

X2.4	0.663	0.287	Valid
X2.5	0.461	0.287	Valid
X2.6	0.588	0.287	Valid
X2.7	0.517	0.287	Valid
X2.8	0.472	0.287	Valid
Grain	<i>Corrected Item Total Correlation / $r_{\text{value calculate}}$</i>	r_{table}	Criterion
X2.9	0.476	0.287	Valid
X2.10	0.688	0.287	Valid
X2.11	0.615	0.287	Valid
X2.12	0.551	0.287	Valid
X2.13	0.619	0.287	Valid
X2.14	0.540	0.287	Valid
X2.15	0.623	0.287	Valid
X2.16	0.644	0.287	Valid
X2.17	0.544	0.287	Valid
X2.18	0.607	0.287	Valid
X2.19	0.505	0.287	Valid
X2.20	0.596	0.287	Valid
X2.21	0.728	0.287	Valid
X2.22	0.543	0.287	Valid

Source: Processed primary data, 2022

Based on Table 3, it can be seen that all questions for work environment variables have a valid status, because the calculated r value (*Corrected Item-Total Correlation*) > r of the table is 0.287.

Table 4.
Job Satisfaction Variable Validity Test Results(Y)

Y.1	0.656	0.287	Valid
Y.2	0.627	0.287	Valid
Y.3	0.662	0.287	Valid
Y.4	0.750	0.287	Valid
Y.5	0.685	0.287	Valid
Y.6	0.547	0.287	Valid
Grain	<i>Corrected Item Total Correlation / $r_{\text{value calculate}}$</i>	r_{table}	Criterion
Y.7	0.627	0.287	Valid
Y.8	0.519	0.287	Valid
Y.9	0.534	0.287	Valid
Y.10	0.581	0.287	Valid
Y.11	0.574	0.287	Valid
Y.12	0.596	0.287	Valid

Source: Processed primary data, 2022

Based on Table 4, it can be seen that all questions for the job satisfaction variable have a valid status, because the calculated r value (*Corrected Item-Total Correlation*) $>$ r of the table is 0.287.

Reliability Test

Table 5.
Reliability Test Results

Variable	Cronbach Alpha	Rule of thumb	Number of Items
Organizational commitment	0.883	0.7	Reliable
Working environment	0.921	0.7	Reliable
Job satisfaction	0.897	0.7	Reliable

Source: Processed primary data, 2022

Based on the data processing results, the *Cronbach alpha* value of the organizational commitment variable was 0.883, the work environment variable was 0.921, and the job satisfaction variable was 0.897, more the magnitude of the specified *rule of thumb* value is 0.7. So all the variables in this study were declared reliable.

Test of Classical Assumptions

Normality Test

Table 6.
Normality Test Results

KS-Z	Asymp. Sig. (2-tailed)	Information
0,639	0,809	Usual

Source: Processed primary data, 2022

Table 5 above can be dilihat, from the normality results, variables of organizational commitment, work environment and job satisfaction. It has an *asyp.sig (2 tailed)* value of $0.809 > 0.05$. Then it can be concluded that all variables in this study are normally distributed, thus the classical assumptions about normally distributed data have been met.

Multicholnearity Test

Table 7.
Multicholnearity Test Results

No.	Variable	VIF	Tolerance	Conclusion
1	Organizational commitment	1,378	0.726	Symptom-Free Multicollnearity

2	Working environment	1,378	0.726	Symptom-Free Multicollinearity
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Source: Primary data for processed, 2022.

In Table 7, it can be seen that each independent variable used has a *tolerance* value above 0.10. Meanwhile, *the variance inflation factor* (VIF) value is below 10 so that it can be concluded that organizational commitments and the work environment have been freed from the symptoms of multicollinearity so that further data processing stages can be carried out immediately

Heterochemedasticity Test

Table 8.

Heterochedasticity Test Results

Variable	Sig.	Conclusion
Organizational commitment	0.518	Symptom-Free Heteroskedasticity
Working environment	0.129	Symptom-Free Heteroskedasticity

Source: Processed primary data, 2022

From table 8 above, it can be seen that organizational commitment and the work environment have a significance value above 0.05 so it can be concluded that all variables do not occur heteroskedasticity.

Multiple Linear Regression Analysis

Multiple regression analysis is used to determine the regression coefficient of the independent variable. How it affects the dependent variable, it can be seen from the analysis of multiple regression data obtained using the SPSS Version 23 program as in the following table:

Tabel 9.

Multiple Linear Regression Analysis Results

Variable	Regression Coefficient	t _{count}	Significance
Organizational commitment (X ₁)	0.522	5,036	0,000
Working environment (X ₂)	0.104	2,279	0.028
Constant		17,855	
<i>Adjusted R Square</i>		0.552	

Source: Processed primary data, 2022

Based on the regression results from Table 9 above, the multiple linear regression equations can be determined in this study as follows:

$$Y = 17.855 + 0.522 X_1 + 0.104 X_2 + e$$

The interplay over the regression equation obtained is as follows:

1. The constant of 17,855 states that if the variables of organizational commitment (X_1) and work environment (X_2) are considered constant or ignored, then job satisfaction (Y) is 17,855 units.
2. The regression coefficient of organizational commitment (X_1) is 0.522 meaning that if another independent variable has a fixed value and organizational commitment increases by 1 unit of weight, job satisfaction will increase by 0.522, and vice versa. A positive coefficient means that organizational commitment has a positive effect on job satisfaction.
3. The work environment regression coefficient (X_2) is 0.104 meaning that if other independent variables have a fixed value and the work environment increases by 1 unit of weight, job satisfaction will increase by 0.104, as well as in the opposite circumstances. A positive coefficient means that the work environment positively affects job satisfaction.

Hypothesis Test

Table 10.

Hypothesis Test Results

Variable	t_{count}	t_{table}	Conclusion
Organizational commitment (X_1)	5,036	2.014	H_1 accepted
Working environment (X_2)	2,279	2.014	H_2 accepted

Source: Processed primary data, 2022

From hasil the study obtained a regression coefficient of 0.522, and the calculated t value $> t_{table}$ ($5.036 > 2.014$) with a significance of $0.000 < 0.05$, then H_{α_1} is accepted. It can be concluded that organizational commitment has a positive and significant effect on job satisfaction. The higher the organizational commitment, the more job satisfaction increases. Conversely, the lower the organizational commitment, the lower job satisfaction.

The results showed a regression coefficient value of 0.104 and a calculated t value $> t_{table}$ ($2.279 > 2.014$) with a significance of $0.028 < 0.05$, then H_{α_2} was accepted. It can be concluded that the work environment has a positive and significant effect on job satisfaction. The more conducive the work environment, the more job satisfaction will increase. Conversely, the less conducive the work environment, the more job satisfaction will decrease.

The Effect of Organizational Commitment on Job Satisfaction

Based on the results of data analysis, it is further by the hypothesis proposed that organizational commitment affects the job satisfaction of employees of the South Coast District Inspectorate Office. Descriptive analysis shows that the indicator that has the lowest TCR is normative commitment. This means that the commitment of employees to obligations to work, to survive as employees, and to contribute to the organization still needs to be improved so that job satisfaction increases. This suggests that job satisfaction can be affected by organizational commitment.

The results of multiple regression analysis by conducting a t-test obtained a variable sig value $X_1 = 0.000 < 0.05$ so that H_1 was accepted, which means that partially organizational commitment has a positive and significant effect on job satisfaction of employees of the South Coast District Inspectorate Office. The higher the organizational commitment, the more job satisfaction increases. Conversely, the lower the organizational commitment, the lower job satisfaction.

The results of this study are supported by research conducted by Setiawan (2020); Nugrahaningtyas et al., (2017) who stated that organizational commitment has a positive and significant effect on job satisfaction. Bukit et al., (2020) proved that organizational commitment positively influences job satisfaction in employees. Similarly, the research of Finowaa et al. (2021) states that organizational commitments can positively and significantly affect staff job satisfaction.

The Effect of the Work Environment on Job Satisfaction

The results of the analysis of the data results and the hypothesis proposed, namely the work environment affects the job satisfaction of employees of the South Coast District Inspectorate Office. From the results of the descriptive analysis it was found that the indicator that has the lowest TCR value of the work environment variable is air circulation in the workplace. This means that there are still many employees who feel that the flow of air circulation in the workplace is not good so that it needs to be improved so that employee health is maintained and has an impact on job satisfaction. This suggests that job satisfaction can be affected by the work environment.

Based on the results of multiple regression analysis by conducting a t test, a variable sig value $X_2 = 0.028 < 0.05$ so that H_2 is accepted, which means that partially the work environment has a positive and significant effect on employees' job satisfaction of the South Coast District Inspectorate Office. The more conducive the work environment, the more job satisfaction will increase. Conversely, the less conducive the work environment, the more job satisfaction will decrease.

The results of this study are in line with the research conducted by Wibowo et al., (2014) it can be proven that the physical work environment and non-physical work environment simultaneously have a significant effect on satisfaction work. Haedar et al., (2015) stated that the work environment significantly and positively influences job satisfaction. Halil & Mistar (2020) provides evidence that the work environment simultaneously significantly affects employee job satisfaction. Penelitian Irma & Yusuf

(2020) also proved that the work environment positively affects employee job satisfaction.

IV. Conclusion

Based on the analysis of data and interpretations that have been presented in the previous chapter, it can be concluded that organizational commitment has a positive and significant effect on the job satisfaction of employees of the South Coast District Inspectorate Office. The higher the organizational commitment, the more job satisfaction increases.

The study results also showed that the work environment had a positive and significant effect on the job satisfaction of employees of the South Coast District Inspectorate Office. That is, the more conducive the work environment, the more job satisfaction will increase

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INFLUENCE OF WORK DISCIPLINE, LEADERSHIP STYLE AND COMPETENCE TO PERFORMANCE STATE CIVIL APPARATUS

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Abstract

This study aimed to determine and analyze the effect of work discipline, leadership style, and competence on the performance of the State Civil Apparatus in Lubuk Begalung Sub-District Padang. The population in this study were all State Civil Apparatus in Lubuk Begalung Sub-District Padang, totaling 84 people. The sampling technique used is saturated sample. Because the population in this study was relatively small, and less than a hundred people, the entire population could be sampled. The data analysis technique used to test the hypothesis is the statistical t test. The results showed that work discipline affects employee performance. This is because work discipline has a significant value of 0.000, this significant value is smaller than alpha 0.05. This means that work discipline has a significant effect on employee performance. Leadership style does not affect employee performance. This is because leadership style has a significant value of 0.297, which is greater than alpha 0.05. This means that leadership style has no significant effect on employee performance. Competence affects employee performance. This is because competence has a significant value of 0.018, this significant value is smaller than alpha 0.05. This means that competence has a significant effect on employee performance.

Keywords: Work Discipline, Leadership Style, Competence And Performance.

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I. Introduction

Performance management is the foundation and driving force behind all organizational decisions, work efforts, and resource allocation. Employee performance can be influenced by several factors, including: work discipline, leadership, and competence. Performance management as a continuous communication process and carried out in partnership between an employee and his immediate supervisor. This process includes activities to build clear expectations and an understanding of the work to be done.

The performance of employees at the Lurah Office in Lubuk Begalung Padang District is the result of work in quality and quantity achieved by employees of the Lurah Office in Lubuk Begalung Padang District, by their fields of duties and responsibilities. Based on the observations made by the author at the Lurah Office in Lubuk Begalung Padang District, it turns out that employees at the Lurah Office in Lubuk Begalung Padang District still do not show optimal performance as expected by the leadership and community expectations, especially in community services in the field of population, moving letters, business licenses, etc. where the services provided to the people who apply are considered unsatisfactory. Based on preliminary observations that have been made, it was found that the performance of employees of the Lubuk Begalung Padang District was not fully optimal.

Based on the information obtained, it can be seen that the results of the performance evaluation of ASN employees in 2021 have not been fully optimal, because they have not reached the targets that have been set. The low performance of employees of the Lurah Office in Lubuk Begalung Padang District is caused by the low level of employee competence, leadership styles that employees do not like, and disciplinary factors that still cause the performance expected by the leadership to be not achieved.

Discipline is the most important operational function of human resource management, because the better the employee's work discipline, the better the performance that can be achieved. It is difficult for the institution to achieve optimal results without good discipline. Discipline is the main factor needed as a warning tool against employees who do not want to change their nature and behavior. So that an employee is said to have good discipline if the employee has a sense of responsibility for the duties assigned to him.

Another factor who influenced the work of Kantor Lurah employees in Lubuk Begalung Padang District was the leadership style. An institution often faces problems about the performance of its employees. There is a goal to achieve the level of effectiveness and efficiency desired by the leadership, the institution must have a good and adequate work system and employees who have good performance. With this problem, a leader in the institution always strives for every activity to be carried out to achieve maximum results. In building the functions and goals of an institution, a leader is needed. Leaders have an important influence on improving employee performance. Leadership is a relationship

between one individual and another, the leader of the institution can influence other employees to be willing to work wholeheartedly together to achieve the goals desired by the institution.

Another factor that affects the performance of employees of the Luantor Lurah in Lubuk Begalung Padang District is the competence of employees. The things that are important and need to be considered to develop human resources are from the educational and keterampilan factors owned by employees. The abilities of employees can be developed through specific work competencies. The excellence of the work competencies that these employees possess will also help employees complete their work according to the targets that have been given. Work competencies themselves need to be given because they can help increase capacity and foundation in the institution. Competent employees, with strong employee knowledge and skills, will be able to complete their work and face new challenges according to the demands of their work.

The Relationship of Work Discipline to Employee Performance

Sinambela, (2018), explained that the purpose of disiplin work is for employees to be able to produce high performance by the institution's expectations, both in the short term and in the long term. This is in line with research conducted by Kartikasari, Divya Putri and Irbayuni, (2021), Amri & Ramdani, (2021), Priyandi, Ginting, & Absah, (2020), and Rostina, Muhani, & Sinaga, (2020), based on the results of the research that has been they do, disiplin work has a positive influence and signifikan on employee performance.

H₁ It is suspected that work discipline **has a positive effect** on the performance of ASN in all sub-districts in Lubuk Begalung District.

The Relationship of Leadership Style to Employee Performance

Daryanto, (2019), said that leadership as a behavior with one particular expectation to influence the activities of group members in order to achieve common goals designed to provide benefits to individuals and organizations, Penelitian conducted by Oktarini, (2021), Alfattama, (2020), Pradytha & Iestari, (2021), Sulantara, Mareni, Sapta, & Suryani, (2020), Rostina et al., (2020), Heryanto, (2019) and Makambe, Joy, & Moeng, (2020), has a result of research shows that leadership style has a significant influence on performance.

H₂ It is suspected that the leadership style **has a positive effect** on the performance of ASN in all sub-districts in Lubuk Begalung district.

The Relationship of Competence to Employee Performance

Paradita, (2020), said that competence is the work ability of each individual which includes aspects of knowledge, skills and work attitudes by established standards. Research conducted by Oktarini, (2021), Pradytha & Iestari, (2021), Sulantara, Mareni, Sapta, & Suryani, (2020), and Heryanto, (2019), hasil research shows that competence has a significant influence on Performance.

H₃ It is suspected that competence **has a positive effect** on the performance of ASN in all sub-districts in Lubuk Begalung district.

II. Material and Method

Research Place and Time

This research was conducted on ASN employees in all kelurahan in Lubuk Begalung District, Padang city. The research time will be carried out in October 2021 until it is completed.

Population and Sample

According to Sugiyono, (2013), "population is a generalization area consisting of objects/subjects that have a certain quantity or characteristic set by the researcher to be studied and then drawn conclusions." The details of the total population consisting of: Lurah, Kelurahan Secretary, Governance Kasi, Kasi PM & Kessos, Kasi Trantibum & PB, General Administration, Order Manager and Program Manager, the total population in this study was 84 ASN employees.

In this study, the sampling technique used was *non-probability sampling*, which is a sampling technique that does not provide equal opportunities for each element or member of the population to be selected as a sample (Sugiyono, 2013). Furthermore, the sample technique used is a saturated sample. Because the total population in this study is relatively small, and less than a hundred people, the entire population can be sampled, the population in this study is 84 people.

III. Results and Discussion

Instrument Testing

Validity Test

The validity test results on these statement items can be seen in Table 3 below:

Table 3. Validity Test Results

Variable	Number of Items	R Calculate	R Table	Conclusion
Work Discipline (X ₁)	1 - 10	0.694 to 0.827	0,214	Valid
Leadership Style (X ₂)	1 - 12	0.842 to 0.913	0,214	Valid
Competence (X ₃)	1 - 11	0.220 to 0.670	0,214	Valid

Employee Performance (Y)	1 - 10	0.269 to 0.813	0,214	Valid
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Source: Processed SPSS Data.

Based on pthere is a table tersebut, dapat it is known that semua item statement value r count is greater than the value r of the table, which is 0.214. Moreover, there is no item whose calculated value of r is below the number 0.214, thus it can be concluded that all items of the statement are valid. So that the next stage of data processing can be carried out.

Reliability Test

From the reliability testing process that has been carried out, a summary of the results ofse perti is obtained as shown in Table 4 below:

Table 4. Reliability Testing Results

Variable	Cronbach's alpha	Critical Value	Conclusion
Work Discipline (X ₁)	0,929	0,60	Reliable
Leadership Style (X ₂)	0,973	0,60	Reliable
Competence (X ₃)	0,712	0,60	Reliable
Employee Performance (Y)	0,842	0,60	Reliable

Source: Processed SPSS Data.

Based on pthere is a table above dapat it is known that for semua the variable has its Cronbach's alpha value > 0.60. This can then be concludedthat the item pernyataan to measure the research variables tersebut reliable, seuntil later the stages that will be carried out for the next data processing can be continued.

Data Analysis Results

Descriptive Analysis

There are three free variables in this study consisting of work discipline, leadership style, and competence, while the bound variables are employee performance. In the following section, the author will explain a description of each research variable. The frequency distribution of each variable will be presented in the frequency distribution table.

Table 5. Frequency Distribution of Respondents' Answers

No.	Variable	Total Score	Average Score	TCR (%)	Information
1	Work Discipline (X_1)	300	3.58	71.5	Good Enough
2	Leadership Style (X_2)	312	3.71	74.2	Good Enough
3	Competence (X_3)	304	3.62	72.3	Good Enough
4	Employee Performance (Y)	315	3.75	75.0	Good Enough

Source: Processed Primary Data.

Based on the Table, it can be seen that the average score of the labor discipline variable is 3.58 with a TCR of 71.5% and belongs to the category of quite good. This is due to the frequency of attendance, the level of vigilance, adherence to work standards, adherence to work regulations and work ethics. The average variable score of leadership style is 3.71 with a TCR of 74.2% and belongs to the category of quite good. This is due to the directive leadership style, *supportive* leadership, participatory leadership style, and *goal oriented* leadership style. The average competency variable score is 3.62 with a TCR of 72.3% and belongs to the category of quite good. This is due to knowledge, understanding, skills, and attitudes. Rata-average employee performance variable score is 3.75 with a TCR of 75% and falls into quite good. This is due to the quality and quantity of work, responsibility, cooperation, and initiative.

Normality Test

From the normality test process that has been carried out, a summary of the results of seperti is found as shown in Table 6 below:

Table 6. Data Normality Test Results

<i>Asymp Sig.</i>	<i>Alpha</i>	Conclusion
0,780	0,05	Normally Distributed Data

Source: Processed SPSS Data.

From the table above memeshow, the normality test results show that in this penlitian the data terdistribution is normal because the *asymp Sig* value is 0.780 and greater than *Alpha* (0.05).

Heteroskedasticity Test

From the results of the data heteroskedasticity test through the SPSS tool, it can be seen in Table 7 below:

Table 7. Heteroskedasticity Test Results

Variable	Sig.	Alpha	Conclusion
Work Discipline (X_1)	0,987	0,05	Free Heteroskedasticity
Leadership Style (X_2)	0,527	0,05	Free Heteroskedasticity
Competence (X_3)	0,737	0,05	Free Heteroskedasticity

Source: Processed SPSS Data.

For the heteroskedasticity p test there is a table above there is not a single free variable with a significance value smaller than 0.05. Then penelitian is free from heteroskedastisitas and the next stage dapat is done.

Multicollinearity Test

From the results of multicollinearity testing can be seen in Table 8 below:

Table 8. Multicollinearity Test Results

Variable	Collinearity Statistics		Conclusion
	Tolerance	VIF	
Work Discipline (X_1)	0,490	2,042	Multicollinearity-free
Leadership Style (X_2)	0,874	1,144	Multicollinearity-free
Competence (X_3)	0,511	1,957	Multicollinearity-free

Source: Processed SPSS Data.

Based on the table above which hasbeen paparkan, dapat dikeknow that between free e l variabsin p enelitian are not related to each other, because the *tolerance* values for semua variabel free none have a *tolerance* value smaller than 0.10 and beg itu also dengan vif value, not onepun variabel free which hasiki vif value greater than ten.

Hypothesis Testing Results

Multiple Linear Regression Analysis

From the results of multiple linear regression analysis can be summarized in the following table 9:

Table 9. Summary of Multiple Linear Regression Analysis Results

Bound Variables	Constants and Free Variables	Regression Coefficient
Employee Performance (Y)	Constant (a)	0.985
	Work Discipline (X ₁)	0.433
	Leadership Style (X ₂)	0.057
	Competence (X ₃)	0.279

Source: Spss Data Processing.

Based on the results of the multifaceted linear regression analysis presented in Table 9 above, the following can be put forward the multiple linear regression equation:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3$$

$$Y = 0.985 + 0.433X_1 + 0.057X_2 + 0.279X_3$$

Statistical T-Test

After the data is analyzed, the next step is to conduct hypothesis testing. The results of the hypothesis test will be presented in Table 10 as follows:

Table 10. Statistical T Test Results

Free Variables	Significant Level	Sig.	Conclusion
Work Discipline (X ₁)	0,05	0,000	H ₁ Received
Leadership Style (X ₂)	0,05	0.297	H ₂ Rejected
Competence (X ₃)	0,05	0.018	H ₃ Accepted

Source: SPSS Data Processing

Discussion

The Effect of Work Discipline on Employee Performance

In the first hypothesis test results, it was found that work discipline had a significant effect on the performance of employees of the State Civil Apparatus in Kelurahan in Lubuk Begalung Padang District. From the results of the processed data carried out, it can be seen that for the value of besaran the regression coefficient of work discipline has

a positive direction. This means that the better the work discipline, the better the employee's performance.

Accepting the hypothesis is that to improve good employee performance, especially within the State Civil Apparatus in the Village in Lubuk Begalung Padang District, efforts are first made to improve work discipline. This is because the work discipline of each employee also determines the performance that will be produced by an organization, in this case the State Civil Apparatus in the Village in Lubuk Begalung Padang District.

The main focus of discipline is that it is expected that there will be obedience in carrying out their duties by the applicable provisions and in addition, there will also be appropriate treatment if employees can carry out their duties properly and sanctions for those who violate these provisions. This research has been proven through respondents' responses who said that work discipline has a strong influence in improving employee performance at the State Civil Apparatus in Kelurahan in Lubuk Begalung Padang District. Although the results of this study show a significant influence, when viewed from the percentage of influence, there is still a group of employees who have a low work ethic, so there still needs to be efforts to improve and increase awareness continuously and continuously. With these efforts, it is hoped that it will create an increase in discipline that can increase the strengthening of employee empowerment in the State Civil Apparatus in the Village in Lubuk Begalung Padang District.

This is in line with research conducted by Kartikasari, Divya Putri and Irbayuni, (2021), Amri & Ramdani, (2021), Priyandi, Ginting, & Absah, (2020), and Rostina, Muhani, & Sinaga, (2020), based on the results of the research they have done, Work ethics have a positive and significant influence on employee performance.

The Effect of Leadership Style on Employee Performance

The results of the second hypothesis test found that the leadership style did not affect the performance of employees of the State Civil Apparatus in the Village in Lubuk Begalung Padang District. From the results of the processed data that has been carried out, it can be seen that for the value of *bs* the regression coefficient of the leadership style has a positive direction. This means that the better the leadership style, the better the employee's performance.

The reason why the hypothesis was rejected was because all aspects of the leadership style had been fulfilled or carried out by the leader in the Village in Lubuk Begalung Padang District, the leadership in Performance was not seen or felt by the State Civil

Apparatus, because the impinanssucceeded in influencing their followers in menj follow the given command.

Gaya leadership is a behavioral norm used by a person at the time when the person tries to influence the behavior of others to achieve his goals, where a person can become a leader through continuous activities so that it can influence the person he leads to achieve the goals of the organization. The form of participatory leadership style applied in Lubuk Begalung Padang District has turned out to be very good for building the performance of every existing employee. A leadership style by this situation and conditions will encourage employees to work more vigorously in carrying out their duties and obligations.

This is not in line with research conducted by Oktarini, (2021), Alfattama, (2020), Pradytha & Iestari, (2021), Sulantara, Mareni, Sapt, & Suryani, (2020), Rostina et al., (2020), Heryanto, (2019) and Makambe, Joy, & Moeng, (2020), hasil research shows that leadership style has a significant influence on performance.

The Effect of Competence on Employee Performance

In the results of testing the third hypothesis, it was found that competence had a significant effect on employees of the State Civil Apparatus in kelurahan in Lubuk Begalung Padang District. From the results of the processed data that has been carried out, it can be seen that for the value of besaran the competency regression coefficient has a positive direction. This means that the better the competence, the better the employee's performance.

Accepting the hypothesis is that to improve good employee performance, especially within the State Civil Apparatus in the Village in Lubuk Begalung Padang District, efforts are first made to increase competence. This is because the competence of each employee also determines the performance that will be produced by an organization in this case the State Civil Apparatus in the Village in Lubuk Begalung Padang District.

Competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job. Thus, competence denotes skills and knowledge characterized by professionalism in a particular field as something important or superior in that field. Because in general competence concerns a person's basic ability to do work. To realize professional and competent human resources apparatus (PNS) with civil servant career coaching which is carried out based on a combination of work and career achievement systems, competency-based apparatus HR development is a must so that organizations can realize better performance and provide the best public services. The competencies possessed by the

State Civil Apparatus in the Village in Lubuk Begalung Padang District must individually be able to support the implementation of organizational strategies and support every change made by the leadership.

This is in line with research conducted by Oktarini, (2021), Pradytha & Iestari, (2021), Sulantara, Mareni, Sapta, & Suryani, (2020), and Heryanto, (2019), hasil research shows that competence has a significant influence on performance.

IV. Conclusion

Based on the research and discussion results, several research conclusions can be conveyed as follows: 1) Work discipline has a significant effect on the performance of employees of the State Civil Apparatus in Kelurahan in Lubuk Begalung Padang District. Kompetensi has a significance value of 0.018, the significant value is less than alpha 0.05, H0 is rejected and vice versa Ha is accepted. Disiplin work has a significance value of 0.000, the significant value is less than alpha 0.05, H0 is rejected and vice versa Ha is accepted. 2) The leadership style does not affect the performance of employees of the State Civil Apparatus in the Kelurahan in Lubuk Begalung Padang District. Gaya leadership has a significance value of 0.297, the significant value is greater than alpha 0.05, H0 is accepted and vice versa Ha is rejected. 3) Competence has a significant effect on the performance of employees of the State Civil Apparatus in the Village in Lubuk Begalung Padang District.

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INFLUENCE OF WORK DISCIPLINE, LEADERSHIP STYLE AND COMPETENCE TO PERFORMANCE STATE CIVIL APPARATUS

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Abstract

This study aimed to determine and analyze the effect of work discipline, leadership style, and competence on the performance of the State Civil Apparatus in Lubuk Begalung Sub-District Padang. The population in this study were all State Civil Apparatus in Lubuk Begalung Sub-District Padang, totaling 84 people. The sampling technique used is saturated sample. Because the population in this study was relatively small, and less than a hundred people, the entire population could be sampled. The data analysis technique used to test the hypothesis is the statistical t test. The results showed that work discipline affects employee performance. This is because work discipline has a significant value of 0.000, this significant value is smaller than alpha 0.05. This means that work discipline has a significant effect on employee performance. Leadership style does not affect employee performance. This is because leadership style has a significant value of 0.297, which is greater than alpha 0.05. This means that leadership style has no significant effect on employee performance. Competence affects employee performance. This is because competence has a significant value of 0.018, this significant value is smaller than alpha 0.05. This means that competence has a significant effect on employee performance.

Keywords: Work Discipline, Leadership Style, Competence And Performance.

JEL Classification: L21, L78, M1, M2.

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I. Introduction

Performance management is the foundation and driving force behind all organizational decisions, work efforts, and resource allocation. Employee performance can be influenced by several factors, including: work discipline, leadership, and competence. Performance management as a continuous communication process and carried out in partnership between an employee and his immediate supervisor. This process includes activities to build clear expectations and an understanding of the work to be done.

The performance of employees at the Lurah Office in Lubuk Begalung Padang District is the result of work in quality and quantity achieved by employees of the Lurah Office in Lubuk Begalung Padang District, by their fields of duties and responsibilities. Based on the observations made by the author at the Lurah Office in Lubuk Begalung Padang District, it turns out that employees at the Lurah Office in Lubuk Begalung Padang District still do not show optimal performance as expected by the leadership and community expectations, especially in community services in the field of population, moving letters, business licenses, etc. where the services provided to the people who apply are considered unsatisfactory. Based on preliminary observations that have been made, it was found that the performance of employees of the Lubuk Begalung Padang District was not fully optimal.

Based on the information obtained, it can be seen that the results of the performance evaluation of ASN employees in 2021 have not been fully optimal, because they have not reached the targets that have been set. The low performance of employees of the Lurah Office in Lubuk Begalung Padang District is caused by the low level of employee competence, leadership styles that employees do not like, and disciplinary factors that still cause the performance expected by the leadership to be not achieved.

Discipline is the most important operational function of human resource management, because the better the employee's work discipline, the better the performance that can be achieved. It is difficult for the institution to achieve optimal results without good discipline. Discipline is the main factor needed as a warning tool against employees who do not want to change their nature and behavior. So that an employee is said to have good discipline if the employee has a sense of responsibility for the duties assigned to him.

Another factor who influenced the work of Kantor Lurah employees in Lubuk Begalung Padang District was the leadership style. An institution often faces problems about the performance of its employees. There is a goal to achieve the level of effectiveness and efficiency desired by the leadership, the institution must have a good and adequate work system and employees who have good performance. With this problem, a leader in the institution always strives for every activity to be carried out to achieve maximum results. In building the functions and goals of an institution, a leader is needed. Leaders have an important influence on improving employee performance. Leadership is a relationship

between one individual and another, the leader of the institution can influence other employees to be willing to work wholeheartedly together to achieve the goals desired by the institution.

Another factor that affects the performance of employees of the Luantor Lurah in Lubuk Begalung Padang District is the competence of employees. The things that are important and need to be considered to develop human resources are from the educational and keterampilan factors owned by employees. The abilities of employees can be developed through specific work competencies. The excellence of the work competencies that these employees possess will also help employees complete their work according to the targets that have been given. Work competencies themselves need to be given because they can help increase capacity and foundation in the institution. Competent employees, with strong employee knowledge and skills, will be able to complete their work and face new challenges according to the demands of their work.

The Relationship of Work Discipline to Employee Performance

Sinambela, (2018), explained that the purpose of disiplin work is for employees to be able to produce high performance by the institution's expectations, both in the short term and in the long term. This is in line with research conducted by Kartikasari, Divya Putri and Irbayuni, (2021), Amri & Ramdani, (2021), Priyandi, Ginting, & Absah, (2020), and Rostina, Muhani, & Sinaga, (2020), based on the results of the research that has been they do, disiplin work has a positive influence and signifikan on employee performance.

H₁ It is suspected that work discipline **has a positive effect** on the performance of ASN in all sub-districts in Lubuk Begalung District.

The Relationship of Leadership Style to Employee Performance

Daryanto, (2019), said that leadership as a behavior with one particular expectation to influence the activities of group members in order to achieve common goals designed to provide benefits to individuals and organizations, Penelitian conducted by Oktarini, (2021), Alfattama, (2020), Pradytha & Iestari, (2021), Sulantara, Mareni, Sapta, & Suryani, (2020), Rostina et al., (2020), Heryanto, (2019) and Makambe, Joy, & Moeng, (2020), has a result of research shows that leadership style has a significant influence on performance.

H₂ It is suspected that the leadership style **has a positive effect** on the performance of ASN in all sub-districts in Lubuk Begalung district.

The Relationship of Competence to Employee Performance

Paradita, (2020), said that competence is the work ability of each individual which includes aspects of knowledge, skills and work attitudes by established standards. Research conducted by Oktarini, (2021), Pradytha & Iestari, (2021), Sulantara, Mareni, Sapta, & Suryani, (2020), and Heryanto, (2019), hasil research shows that competence has a significant influence on Performance.

H₃ It is suspected that competence **has a positive effect** on the performance of ASN in all sub-districts in Lubuk Begalung district.

II. Material and Method

Research Place and Time

This research was conducted on ASN employees in all kelurahan in Lubuk Begalung District, Padang city. The research time will be carried out in October 2021 until it is completed.

Population and Sample

According to Sugiyono, (2013), "population is a generalization area consisting of objects/subjects that have a certain quantity or characteristic set by the researcher to be studied and then drawn conclusions." The details of the total population consisting of: Lurah, Kelurahan Secretary, Governance Kasi, Kasi PM & Kessos, Kasi Trantibum & PB, General Administration, Order Manager and Program Manager, the total population in this study was 84 ASN employees.

In this study, the sampling technique used was *non-probability sampling*, which is a sampling technique that does not provide equal opportunities for each element or member of the population to be selected as a sample (Sugiyono, 2013). Furthermore, the sample technique used is a saturated sample. Because the total population in this study is relatively small, and less than a hundred people, the entire population can be sampled, the population in this study is 84 people.

III. Results and Discussion

Instrument Testing

Validity Test

The validity test results on these statement items can be seen in Table 3 below:

Table 3. Validity Test Results

Variable	Number of Items	R Calculate	R Table	Conclusion
Work Discipline (X ₁)	1 - 10	0.694 to 0.827	0,214	Valid
Leadership Style (X ₂)	1 - 12	0.842 to 0.913	0,214	Valid
Competence (X ₃)	1 - 11	0.220 to 0.670	0,214	Valid

Employee Performance (Y)	1 - 10	0.269 to 0.813	0,214	Valid
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Source: Processed SPSS Data.

Based on pthere is a table tersebut, dapat it is known that semua item statement value r count is greater than the value r of the table, which is 0.214. Moreover, there is no item whose calculated value of r is below the number 0.214, thus it can be concluded that all items of the statement are valid. So that the next stage of data processing can be carried out.

Reliability Test

From the reliability testing process that has been carried out, a summary of the results ofse perti is obtained as shown in Table 4 below:

Table 4. Reliability Testing Results

Variable	Cronbach's alpha	Critical Value	Conclusion
Work Discipline (X ₁)	0,929	0,60	Reliable
Leadership Style (X ₂)	0,973	0,60	Reliable
Competence (X ₃)	0,712	0,60	Reliable
Employee Performance (Y)	0,842	0,60	Reliable

Source: Processed SPSS Data.

Based on pthere is a table above dapat it is known that for semua the variable has its Cronbach's alpha value > 0.60. This can then be concludedthat the item pernyataan to measure the research variables tersebut reliable, seuntil later the stages that will be carried out for the next data processing can be continued.

Data Analysis Results

Descriptive Analysis

There are three free variables in this study consisting of work discipline, leadership style, and competence, while the bound variables are employee performance. In the following section, the author will explain a description of each research variable. The frequency distribution of each variable will be presented in the frequency distribution table.

Table 5. Frequency Distribution of Respondents' Answers

No.	Variable	Total Score	Average Score	TCR (%)	Information
1	Work Discipline (X_1)	300	3.58	71.5	Good Enough
2	Leadership Style (X_2)	312	3.71	74.2	Good Enough
3	Competence (X_3)	304	3.62	72.3	Good Enough
4	Employee Performance (Y)	315	3.75	75.0	Good Enough

Source: Processed Primary Data.

Based on the Table, it can be seen that the average score of the labor discipline variable is 3.58 with a TCR of 71.5% and belongs to the category of quite good. This is due to the frequency of attendance, the level of vigilance, adherence to work standards, adherence to work regulations and work ethics. The average variable score of leadership style is 3.71 with a TCR of 74.2% and belongs to the category of quite good. This is due to the directive leadership style, *supportive* leadership, participatory leadership style, and *goal oriented* leadership style. The average competency variable score is 3.62 with a TCR of 72.3% and belongs to the category of quite good. This is due to knowledge, understanding, skills, and attitudes. Rata-average employee performance variable score is 3.75 with a TCR of 75% and falls into quite good. This is due to the quality and quantity of work, responsibility, cooperation, and initiative.

Normality Test

From the normality test process that has been carried out, a summary of the results of seperti is found as shown in Table 6 below:

Table 6. Data Normality Test Results

<i>Asymp Sig.</i>	<i>Alpha</i>	Conclusion
0,780	0,05	Normally Distributed Data

Source: Processed SPSS Data.

From the table above memeshow, the normality test results show that in this penlitian the data terdistribution is normal because the *asymp Sig* value is 0.780 and greater than *Alpha* (0.05).

Heteroskedasticity Test

From the results of the data heteroskedasticity test through the SPSS tool, it can be seen in Table 7 below:

Table 7. Heteroskedasticity Test Results

Variable	Sig.	Alpha	Conclusion
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Competence (X_3)	0,737	0,05	Free Heteroskedasticity

Source: Processed SPSS Data.

For the heteroskedasticity p test there is a table above there is not a single free variable with a significance value smaller than 0.05. Then penelitan is free from heteroskedastisitas and the next stage dapat is done.

Multicollinearity Test

From the results of multicollinearity testing can be seen in Table 8 below:

Table 8. Multicollinearity Test Results

Variable	Collinearity Statistics		Conclusion
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Leadership Style (X_2)	0,874	1,144	Multicollinearity-free
Competence (X_3)	0,511	1,957	Multicollinearity-free

Source: Processed SPSS Data.

Based on the table above which hasbeen paparkan, dapat dikeknow that between free e l variabsin p enelitan are not related to each other, because the *tolerance* values for semua variabel free none have a *tolerance* value smaller than 0.10 and beg itu also dengan vif value, not onepun variabel free which hasiki vif value greater than ten.

Hypothesis Testing Results

Multiple Linear Regression Analysis

From the results of multiple linear regression analysis can be summarized in the following table 9:

Table 9. Summary of Multiple Linear Regression Analysis Results

Bound Variables	Constants and Free Variables	Regression Coefficient
Employee Performance (Y)	Constant (a)	0.985
	Work Discipline (X ₁)	0.433
	Leadership Style (X ₂)	0.057
	Competence (X ₃)	0.279

Source: Spss Data Processing.

Based on the results of the multifaceted linear regression analysis presented in Table 9 above, the following can be put forward the multiple linear regression equation:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3$$

$$Y = 0.985 + 0.433X_1 + 0.057X_2 + 0.279X_3$$

Statistical T-Test

After the data is analyzed, the next step is to conduct hypothesis testing. The results of the hypothesis test will be presented in Table 10 as follows:

Table 10. Statistical T Test Results

Free Variables	Significant Level	Sig.	Conclusion
Work Discipline (X ₁)	0,05	0,000	H ₁ Received
Leadership Style (X ₂)	0,05	0.297	H ₂ Rejected
Competence (X ₃)	0,05	0.018	H ₃ Accepted

Source: SPSS Data Processing

Discussion

The Effect of Work Discipline on Employee Performance

In the first hypothesis test results, it was found that work discipline had a significant effect on the performance of employees of the State Civil Apparatus in Kelurahan in Lubuk Begalung Padang District. From the results of the processed data carried out, it can be seen that for the value of besaran the regression coefficient of work discipline has

a positive direction. This means that the better the work discipline, the better the employee's performance.

Accepting the hypothesis is that to improve good employee performance, especially within the State Civil Apparatus in the Village in Lubuk Begalung Padang District, efforts are first made to improve work discipline. This is because the work discipline of each employee also determines the performance that will be produced by an organization, in this case the State Civil Apparatus in the Village in Lubuk Begalung Padang District.

The main focus of discipline is that it is expected that there will be obedience in carrying out their duties by the applicable provisions and in addition, there will also be appropriate treatment if employees can carry out their duties properly and sanctions for those who violate these provisions. This research has been proven through respondents' responses who said that work discipline has a strong influence in improving employee performance at the State Civil Apparatus in Kelurahan in Lubuk Begalung Padang District. Although the results of this study show a significant influence, when viewed from the percentage of influence, there is still a group of employees who have a low work ethic, so there still needs to be efforts to improve and increase awareness continuously and continuously. With these efforts, it is hoped that it will create an increase in discipline that can increase the strengthening of employee empowerment in the State Civil Apparatus in the Village in Lubuk Begalung Padang District.

This is in line with research conducted by Kartikasari, Divya Putri and Irbayuni, (2021), Amri & Ramdani, (2021), Priyandi, Ginting, & Absah, (2020), and Rostina, Muhani, & Sinaga, (2020), based on the results of the research they have done, Work ethics have a positive and significant influence on employee performance.

The Effect of Leadership Style on Employee Performance

The results of the second hypothesis test found that the leadership style did not affect the performance of employees of the State Civil Apparatus in the Village in Lubuk Begalung Padang District. From the results of the processed data that has been carried out, it can be seen that for the value of *bs* the regression coefficient of the leadership style has a positive direction. This means that the better the leadership style, the better the employee's performance.

The reason why the hypothesis was rejected was because all aspects of the leadership style had been fulfilled or carried out by the leader in the Village in Lubuk Begalung Padang District, the leadership in Performance was not seen or felt by the State Civil

Apparatus, because the impinanssucceeded in influencing their followers in menj follow the given command.

Gaya leadership is a behavioral norm used by a person at the time when the person tries to influence the behavior of others to achieve his goals, where a person can become a leader through continuous activities so that it can influence the person he leads to achieve the goals of the organization. The form of participatory leadership style applied in Lubuk Begalung Padang District has turned out to be very good for building the performance of every existing employee. A leadership style by this situation and conditions will encourage employees to work more vigorously in carrying out their duties and obligations.

This is not in line with research conducted by Oktarini, (2021), Alfattama, (2020), Pradytha & Iestari, (2021), Sulantara, Mareni, Sapt, & Suryani, (2020), Rostina et al., (2020), Heryanto, (2019) and Makambe, Joy, & Moeng, (2020), hasil research shows that leadership style has a significant influence on performance.

The Effect of Competence on Employee Performance

In the results of testing the third hypothesis, it was found that competence had a significant effect on employees of the State Civil Apparatus in kelurahan in Lubuk Begalung Padang District. From the results of the processed data that has been carried out, it can be seen that for the value of besaran the competency regression coefficient has a positive direction. This means that the better the competence, the better the employee's performance.

Accepting the hypothesis is that to improve good employee performance, especially within the State Civil Apparatus in the Village in Lubuk Begalung Padang District, efforts are first made to increase competence. This is because the competence of each employee also determines the performance that will be produced by an organization in this case the State Civil Apparatus in the Village in Lubuk Begalung Padang District.

Competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job. Thus, competence denotes skills and knowledge characterized by professionalism in a particular field as something important or superior in that field. Because in general competence concerns a person's basic ability to do work. To realize professional and competent human resources apparatus (PNS) with civil servant career coaching which is carried out based on a combination of work and career achievement systems, competency-based apparatus HR development is a must so that organizations can realize better performance and provide the best public services. The competencies possessed by the

State Civil Apparatus in the Village in Lubuk Begalung Padang District must individually be able to support the implementation of organizational strategies and support every change made by the leadership.

This is in line with research conducted by Oktarini, (2021), Pradytha & Iestari, (2021), Sulantara, Mareni, Sapta, & Suryani, (2020), and Heryanto, (2019), hasil research shows that competence has a significant influence on performance.

IV. Conclusion

Based on the research and discussion results, several research conclusions can be conveyed as follows: 1) Work discipline has a significant effect on the performance of employees of the State Civil Apparatus in Kelurahan in Lubuk Begalung Padang District. Kompetensi has a significance value of 0.018, the significant value is less than alpha 0.05, H0 is rejected and vice versa Ha is accepted. Disiplin work has a significance value of 0.000, the significant value is less than alpha 0.05, H0 is rejected and vice versa Ha is accepted. 2) The leadership style does not affect the performance of employees of the State Civil Apparatus in the Kelurahan in Lubuk Begalung Padang District. Gaya leadership has a significance value of 0.297, the significant value is greater than alpha 0.05, H0 is accepted and vice versa Ha is rejected. 3) Competence has a significant effect on the performance of employees of the State Civil Apparatus in the Village in Lubuk Begalung Padang District.

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THE EFFECT OF PRICE AND PRODUCT QUALITY ON THE DECISION TO BUY A LAPTOP BRAND ACER STUDENT STIE "KBP" PADANG

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Abstract

This study aims to determine (1) the effect of price on laptop purchasing decisions, (2) product quality affect laptop purchasing decisions, (3) price and product quality affect laptop purchasing decisions. The variables in this study are the independent variables, namely price (X_1) and product quality (X_2) and the dependent variable (Y) namely purchasing decisions. This study uses a quantitative research design with multiple linear regression data analysis.

The results of the research that From the calculation of the t test, it can be seen that for X_1 , t significant value is $0.038 < 0.05$ for $N = 94$, so the conclusion is that the hypothesis can be accepted or proven true for the price variable (X_1). So it can be stated that there is a negative and significant influence between price and purchasing decisions. While the t test for X_2 , the significant value is $0.018 < 0.05$ for $N = 94$, the conclusion is also the hypothesis is accepted for the product quality variable (X_2). So it can be stated that there is a positive and significant influence between product quality and purchasing decisions.

Keywords: Price, Production Quality, Purchase Decision.

JEL Classification: L21, L78, M1, M2.

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I. Introduction

A consumer's purchasing decision is to buy the most preferred brand, but two factors can be between intention and purchase decision. Consumer purchasing decision making is an integrating **process** that combines knowledge to evaluate two or more alternative behaviors and choose one. Purchasing decision means the return of a decision that involves determining a choice to purchase a product or service which appears to be a process of a stage in a problem-solving approach process consisting of problem recognition, finding information, some alternative values, making a buying decision, and behavior after buying that consumers go through (Arianto, 2020)

According to (Pardede & Haryadi, 2017), a purchase decision is the selection of two or more alternative purchase decision options, meaning that one can make a decision, there must be several alternative options available. Purchasing decisions are an action carried out by consumers due to perceived impulses or motives that cause interest or encouragement to meet needs while according to (Mufa, 2019) defining product quality is a product or service that has met or exceeded customer expectations.

Product Quality (product quality) is the ability of a product to carry out its functions, including power, durability, reliability, ease of operation and improve accuracy, and other valuable attributes. To improve accuracy, as well as other valuable attributes . To improve the quality of products the company can implement the program "Total Quality Management (TQM)". In addition to reducing. product damage, the main goal is to improve the quality of the total value of the consumer . Stating that a satisfactory purchase experience becomes one of the reasons for remaining interested in the product, which ultimately leads to a repurchase, satisfied consumers may also tell others about the experience in their favor, thereby generating positive word of mouth. The increasingly fierce competition where more and more producers are involved in meeting the needs and desires of consumers, causing every company to have to place an orientation on consumer satisfaction as the main goal.

The more with manufacturers offering products and services, the more consumers have the choice to determine whether to follow up any purchase. The importance of understanding consumer behavior has become a concern for various industries, one of which is the electronics industry, and especially the laptops of electronic objects that are needed by students, students and everyone. Now almost everyone has it and uses it not only students and college students but now it has been widely used by children, employees and others. Laptops or commonly called laptops are now a familiar item among the public. Many people already have this technology. A wide variety of applications are offered in laptops. One of the brands of laptops is acer. The name acer is familiar to connoisseurs of technology, especially in Indonesia. Acer is known for its various products such as computers, laptops, netbooks, netbooks, hard disks, LCDs and

other products. Marketing communications should reassure the consumer that the advertised product can meet his needs. According to (Kalter and Amstrong,2001:226) a consumer will try to find more information regarding the product to be purchased. The multiplicity and influence of these sources of information varies greatly. Consumers generally get information about a product from commercial sources, such as advertising and other forms of promotion issued by the company. However, the most effective sources come from private sources such as family, friends, neighbors, etc. This is supported by that variable putting price, and quality in his research. From the phenomenon that has been described, researchers see that the price and quality of the product have a positive influence on purchasing decisions on Acer laptops.

H1: Price (X1) Significantly Affects Purchasing Decisions

Price is the monetary amount a business unit charges to buyers or customers for goods or services sold or handed over at prices that have a positive and significant effect on purchasing decisions (Amilia, 2017). Price is an amount of money or goods needed to obtain a combination of other goods accompanied by the provision of price services that significantly affect purchasing decisions (Arianto, 2020).

In deciding on purchases, consumers will certainly find out the price and buy the product whose price is most in line with the ability to buy it so in this study it can be concluded that price affects the purchasing decision (Andanawari, 2018).

H2: Product Quality (X2) Significantly Affects Purchasing Decisions.

Quality is something that the organization must meet because the good quality of goods is a path to improving organizational efficiency in this study. The quality of goods has a positive and critical effect on consumer loyalty (Pardede & Haryadi, 2017).

Products have an important meaning for the company because companies cannot carry out their business activities without products. Of course, in choosing a product, consumers will consider the benefits they get from the product, therefore in making a product, it must be adjusted to the wishes or needs of consumers. product quality has a positive influence on product quality purchasing decisions have a positive and significant effect on purchasing decisions (Andanawari, 2018).

From previous research, it can be concluded that product quality positively affects purchasing decisions.

II. Material and Method

Data and Variables

The data used in this study are primary. In this study, primary data included data on the results of the distribution of questionnaires to 94 respondents. With independent variables (Marketing Mix) and dependent variables (Purchasing Decisions), which consist of 7 statements from the price variable (X1), 7 questions from the product quality variable (X2), and 7 questions from the purchase decision (Y).

III. Results and Discussion

Validity Test

Validity Test Results From Price

Butir Pertanyaan	r-hitung	r-tabel 5%	Keterangan
HA1	0,406	0,20	Valid
HA2	0,701	0,20	Valid
HA3	0,535	0,20	Valid
HA4	0,260	0,20	Valid
HA5	0,638	0,20	Valid
HA6	0,269	0,20	Valid
HA7	0,570	0,20	Valid

Sumber: Data primer yang diolah SPSS versi25, 2022

Testing the validity of the Product Price variable designed with 7 statement items, in total all statement items are already valid, this is intended by the calculated r value > of r table, with a table r of 0.20.

Product Quality Validity Test Results

Butir Pertanyaan	r-hitung	r-tabel 5%	Keterangan
KPO1	0,392	0,20	Valid
KPO2	0,293	0,20	Valid
KPO3	0,678	0,20	Valid
KPO4	0,689	0,20	Valid
KPO5	0,559	0,20	Valid
KPO6	0,503	0,20	Valid
KPO7	0,61	0,20	Valid

Sumber: Data primer yang diolah SPSS versi25, 2022

Based on the data above testing the validity of product quality variables designed with 7 statements, overall all statements are valid, it can be seen that the calculated r value > from the table r with a value of 0.20.

The Results of the Purchase Decision Validity Test

Butir Pertanyaan	r-hitung	r-tabel 5%	Keterangan
KP1	0,655	0,20	Valid
KP2	0,582	0,20	Valid
KP3	0,589	0,20	Valid
KP4	0,258	0,20	Valid
KP5	0,690	0,20	Valid
KP6	0,604	0,20	Valid
KP7	0,631	0,20	Valid

Sumber: Data primer yang diolah SPSS versi25, 2022

Based on the table above, the results of testing the validity of the purchase decision variable with 7 statements, overall all statements are valid, this is indicated by the calculated r value more > than the table r with a value of 0.20.

Reliability Test

Reliability Test Results

Variabel	Cronbach's Alpha	Nilai Kritis	Kesimpulan
Harga(X ₁)	0,464	0,60	Reliabel baik
Kualitas Produk(X ₂)	0,614	0,60	Reliabel baik

Sumber : Olahan Data Primer 2022

The table above shows that the average research variable has a reliable value accepted or good because the value of cronbach alpha is greater than 0.600.

Normality Test

Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		94
Normal Parameters ^{a,b}	Mean	0,0000000
	Std. Deviation	2,77124537
Most Extreme Differences	Absolute	0,106
	Positive	0,084
	Negative	-0,106
Test Statistic		0,106
Asymp. Sig. (2-tailed)		.105 ^c
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Sumber : Olahan Data Primer 2022

Based on the table above, the Kolmogorov- Smirnov Test One-Sample test results showed asymp results. Sig Standardized residual which is 0.105 It can be concluded that its significant value greater than α 0.05 concluded that the normality test showed normally distributed data.

Multicholinerity Test

Multicholineritas Test Results

Variabel	Collinearity Statistics		Keterangan
	Tolerance	VIF	
Harga (X1)	0,8	1,00	Tidak Ada Multikolinearitas
Kualitas Produk (X2)	0,8	1,00	Tidak Ada Multikolinearitas

Sumber : Olahan Data Primer 2022

Based on the results of the Multicholinerity Test in the table above, it can be concluded that there is no multicholinerity problem or commonly called Free from Multicholinerity Symptoms among all these variables.

Heteroskedasticity Test

Heteroskedasticity Test Results

Variabel	Sig	Alpha	Keterangan
Harga (X1)	0,689	0,05	Tidak terjadi heteroskedastisitas
Kualitas Produk (X2)	0,803	0,05	Tidak terjadi heteroskedastisitas

Sumber : Olahan Data Primer 2022

Based on the table above, it can be seen that the value of the variable's significant probability is greater than 0.05, so it can be concluded that this regression model does not have heteroskedastics.

Multiple Linear Regression Analysis

Multiple Regression Test Results

Information	Coeficient
Constant	21,263
Price	-0,136
Product Quality	0,292

Source : Primary Data Processed With SPSS (Data processed in 2022)

Based on the results obtained from the table above, a multiple linear regression equation can be formulated as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2$$

$$Y = 21.263 - 0.136 (X_1) + 0.292 (X_2)$$

1. From the model of the multiple linear regression equation above, it can be seen that the constant value of 21.363 means that if the variable price, and product quality is equal to zero, the value of the purchase decision in STIE "Kbp" students in Padang city increases by 21,363 units.
2. The value of the price coefficient of 0.136 this shows that if the price variable decreases by 1 (one) unit while the quality of the product remains, the purchase decision of STIE "KBP" students in padang city decreases by 0.136 units,
3. The value coefficient of the product quality coefficient of 0.292 shows that if the product quality variable increases by 1 (one) unit while the price is fixed, the decision to buy a laptop.

T Test

T Test Results

No	Variabel	Sig	Alpha	Keterangan
1.	Harga (X1)	0,038	0,05	Signifikan
2.	Kualitas Produk (X2)	0,018	0,05	Signifikan

Sumber : Olahan Data Primer 2022

Defining Hypotheses

1. Hypothesis 1: The Effect of Product Prices on Purchasing Decisions.

Ho: Price does not affect purchasing decisions

Ha: Price affects purchasing decisions.

Based on the results of the t test above, it can be concluded that based on the table of hypothesis results above, it can be seen that the significant value of the price is 0.038 with a confidence of 95% and the error rate or $\alpha = 0.05$ this shows that the significant value of the t is less than the error rate, then H_a is accepted and H_o is rejected so that it can be interpreted that partially the price hurts the decision to buy STIE students "kbp" of Padang city. the value of t -count is greater than t -table $3.841 > 1.992$ with a significant value smaller than the alpha value ($0.000 < 0.05$).

2. Hypothesis 2: The Effect of Product Quality on purchasing decisions

Ho: Product Quality affects purchasing decisions.

Ha: The Purchase Decision does not affect the purchase decision.

Based on the results of the t test above, it can be concluded that based on the results of the hypothesis above, it can be seen that the significant value of product quality is 0.018 with a confidence of 95% and the error rate or $\alpha = 0.05$ this shows that the significant value $<$ of the error rate, then Ha is accepted and Ho is rejected so that it can be interpreted that partially the quality of the product has a positive effect on the decision to buy STIE students "kbp" padang city.the t-count value is smaller than the t-table - $0.514 < 1.992$ with a significant value greater than the alpha value ($0.609 > 0.05$).

The results of the descriptive analysis revealed that the price given to STIE "kbp" Padang students was quite sufficient. This is evidenced by obtaining the average value of the variable price 3.20 with a TCR value of 64.02%. Meanwhile, buying a laptop for STIE "kbp" Padang students is classified as a good category as evidenced by obtaining an average purchase decision score of 3.89 and a TCR value of 77.8%.

The results of the first hypothesis test related to the effect of price on the purchase decision using the T test, which is 0.038 with 95% confidence and the error rate or $\alpha = 0.05$ this shows that a significant value $<$ of the error rate, then Ha is accepted and Ho is rejected so that it can be interpreted that partially the price hurts the purchase decision of STIE "KBP" Padang students, so that the first hypothesis (H1) is accepted. It can be concluded that the better the efforts to increase the purchasing decision of STIE "kbp" Padang students. The better consumer reviews related to the price offered by the company is very helpful for other consumers in determining their purchasing decisions, so it is very necessary to have a good price so that the decision to buy a laptop in STIE "kbp" Padang students increases.

Price is an amount of money billed for a product or service, the amount of value that customers exchange for the benefit of owning or using a product or service (Christian. 2016). Meanwhile, Sari (2018) states that the price is a certain amount of money or services or goods, which are available to be exchanged by buyers to get a wide selection of products and services provided by sellers.

Based on the results of this data processing, this result is in line with (Wariki, 2015) in his research entitled the influence of promotional mix, price perception and location on purchasing decisions and consumer satisfaction in tamansari metropolitan manado housing proves that price has a negative and significant effect on purchasing decisions with the proliferation of sig values smaller than alpha values and T values calculate greater than T of the table. In this study, the perception of price on consumer satisfaction negatively affected. Because in looking at the price, consumers will think more carefully and expect some discounts or discounts

However, the results are different from the research (Arianto, 2019) in his research entitled the influence of product quality and price on the decision to buy smartphones on the Samsung Store Mall Bintaro Exchange stated that there is a positive and significant influence between price and purchase decisions.

Likewise, a study conducted by a study conducted (Muhtarom, 2018) entitled The Effect Of Product Quality And Price On Solar Cigarette Purchasing Decisions (Case Study On Solar Cigarette Consumers At Unisla) also concluded that price has a positive influence on purchasing decisions. This means that the better the price it will improve the purchase decision. A good price in the eyes of the public will automatically increase people's decision to buy solar cigarettes.

The results of the descriptive analysis revealed that the quality of the products provided to STIE "KBP" Padang students was relatively good. This is evidenced by obtaining an average value of product quality variables 4.34 with a TCR value of 87.4%. Meanwhile, the purchasing decision of STIE "kbp" Padang students is classified into a good category as evidenced by obtaining an average purchase decision score of 4,411 and a TCR value of 88.29%.

The results of the second hypothesis test related to the effect of product quality on the decision of purchases using the T test, which is 0.018 with 95% confidence and an error rate or $\alpha = 0.05$ this shows that a significant value $<$ of the error rate, then H_a is accepted and H_o is rejected so that it can be interpreted that partially the quality of the product has a positive effect on the purchasing decision of STIE "KBP" students Padang, so the second hypothesis (H_2) is accepted. It can be concluded that the better the quality of the product, the more it will increase the decision to purchase STIE "KBP" Padang students. With the ease of finding information to find and observe product quality, it is very helpful for consumers in determining purchasing decisions, so that good product quality is needed so that the decisions of STIE "KBP" Padang students increase.

Product quality is the most important thing and must be sought by every company if it wants to be produced to compete in the market to satisfy the needs and what consumers think (Ardata, 2017). According to (Fadillah, 2017) "product quality is a characteristic and characteristic of a good or service that affects its capabilities and satisfies the stated or implied needs".

The results of this study are supported by a study (Agnes, 2016) entitled the influence of product quality, price, promotion and location on consumer purchasing decisions at bentenan Center Sonder Minahasa, explaining that product quality has a positive and significant effect on consumer purchasing decisions in the form of sig value smaller than alpha value and T count greater than T table.

This research is also supported by (Hidayat, 2017) entitled The influence of product quality and price on the purchase decision of Mustika Ratu face masks (Case Study on Consumers Kec. Tembalang Kota Semarang) also explained that product quality has a positive and significant effect on consumers' purchasing decisions in the province of sig value smaller than alpha value and T count greater than T table.

IV. Conclusion

From the results of hypothesis testing that has been carried out on the variables of price, product quality, and purchase decisions, the following conclusions can be drawn:

1. Based on the first hypothesis test results, it was found that the price hurt the Purchase Decision of STIE "kbp" student laptops in the city of Padang.
2. Based on the results of the second hypothesis test, it was found that the quality of the product had a positive effect on the Purchase Decision of the STIE "kbp" student laptop in padang city.

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THE EFFECT OF PRICE AND PRODUCT QUALITY ON THE DECISION TO BUY A LAPTOP BRAND ACER STUDENT STIE "KBP" PADANG

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Abstract

This study aims to determine (1) the effect of price on laptop purchasing decisions, (2) product quality affect laptop purchasing decisions, (3) price and product quality affect laptop purchasing decisions. The variables in this study are the independent variables, namely price (X_1) and product quality (X_2) and the dependent variable (Y) namely purchasing decisions. This study uses a quantitative research design with multiple linear regression data analysis.

The results of the research that From the calculation of the t test, it can be seen that for X_1 , t significant value is $0.038 < 0.05$ for $N = 94$, so the conclusion is that the hypothesis can be accepted or proven true for the price variable (X_1). So it can be stated that there is a negative and significant influence between price and purchasing decisions. While the t test for X_2 , the significant value is $0.018 < 0.05$ for $N = 94$, the conclusion is also the hypothesis is accepted for the product quality variable (X_2). So it can be stated that there is a positive and significant influence between product quality and purchasing decisions.

Keywords: Price, Production Quality, Purchase Decision.

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I. Introduction

A consumer's purchasing decision is to buy the most preferred brand, but two factors can be between intention and purchase decision. Consumer purchasing decision making is an integrating **process** that combines knowledge to evaluate two or more alternative behaviors and choose one. Purchasing decision means the return of a decision that involves determining a choice to purchase a product or service which appears to be a process of a stage in a problem-solving approach process consisting of problem recognition, finding information, some alternative values, making a buying decision, and behavior after buying that consumers go through (Arianto, 2020)

According to (Pardede & Haryadi, 2017), a purchase decision is the selection of two or more alternative purchase decision options, meaning that one can make a decision, there must be several alternative options available. Purchasing decisions are an action carried out by consumers due to perceived impulses or motives that cause interest or encouragement to meet needs while according to (Mufa, 2019) defining product quality is a product or service that has met or exceeded customer expectations.

Product Quality (product quality) is the ability of a product to carry out its functions, including power, durability, reliability, ease of operation and improve accuracy, and other valuable attributes. To improve accuracy, as well as other valuable attributes . To improve the quality of products the company can implement the program "Total Quality Management (TQM)". In addition to reducing. product damage, the main goal is to improve the quality of the total value of the consumer . Stating that a satisfactory purchase experience becomes one of the reasons for remaining interested in the product, which ultimately leads to a repurchase, satisfied consumers may also tell others about the experience in their favor, thereby generating positive word of mouth. The increasingly fierce competition where more and more producers are involved in meeting the needs and desires of consumers, causing every company to have to place an orientation on consumer satisfaction as the main goal.

The more with manufacturers offering products and services, the more consumers have the choice to determine whether to follow up any purchase. The importance of understanding consumer behavior has become a concern for various industries, one of which is the electronics industry, and especially the laptops of electronic objects that are needed by students, students and everyone. Now almost everyone has it and uses it not only students and college students but now it has been widely used by children, employees and others. Laptops or commonly called laptops are now a familiar item among the public. Many people already have this technology. A wide variety of applications are offered in laptops. One of the brands of laptops is acer. The name acer is familiar to connoisseurs of technology, especially in Indonesia. Acer is known for its various products such as computers, laptops, netbooks, netbooks, hard disks, LCDs and

other products. Marketing communications should reassure the consumer that the advertised product can meet his needs. According to (Kalter and Amstrong,2001:226) a consumer will try to find more information regarding the product to be purchased. The multiplicity and influence of these sources of information varies greatly. Consumers generally get information about a product from commercial sources, such as advertising and other forms of promotion issued by the company. However, the most effective sources come from private sources such as family, friends, neighbors, etc. This is supported by that variable putting price, and quality in his research. From the phenomenon that has been described, researchers see that the price and quality of the product have a positive influence on purchasing decisions on Acer laptops.

H1: Price (X1) Significantly Affects Purchasing Decisions

Price is the monetary amount a business unit charges to buyers or customers for goods or services sold or handed over at prices that have a positive and significant effect on purchasing decisions (Amilia, 2017). Price is an amount of money or goods needed to obtain a combination of other goods accompanied by the provision of price services that significantly affect purchasing decisions (Arianto, 2020).

In deciding on purchases, consumers will certainly find out the price and buy the product whose price is most in line with the ability to buy it so in this study it can be concluded that price affects the purchasing decision (Andanawari, 2018).

H2: Product Quality (X2) Significantly Affects Purchasing Decisions.

Quality is something that the organization must meet because the good quality of goods is a path to improving organizational efficiency in this study. The quality of goods has a positive and critical effect on consumer loyalty (Pardede & Haryadi, 2017).

Products have an important meaning for the company because companies cannot carry out their business activities without products. Of course, in choosing a product, consumers will consider the benefits they get from the product, therefore in making a product, it must be adjusted to the wishes or needs of consumers. product quality has a positive influence on product quality purchasing decisions have a positive and significant effect on purchasing decisions (Andanawari, 2018).

From previous research, it can be concluded that product quality positively affects purchasing decisions.

II. Material and Method

Data and Variables

The data used in this study are primary. In this study, primary data included data on the results of the distribution of questionnaires to 94 respondents. With independent variables (Marketing Mix) and dependent variables (Purchasing Decisions), which consist of 7 statements from the price variable (X1), 7 questions from the product quality variable (X2), and 7 questions from the purchase decision (Y).

III. Results and Discussion

Validity Test

Validity Test Results From Price

Butir Pertanyaan	r-hitung	r-tabel 5%	Keterangan
HA1	0,406	0,20	Valid
HA2	0,701	0,20	Valid
HA3	0,535	0,20	Valid
HA4	0,260	0,20	Valid
HA5	0,638	0,20	Valid
HA6	0,269	0,20	Valid
HA7	0,570	0,20	Valid

Sumber: Data primer yang diolah SPSS versi25, 2022

Testing the validity of the Product Price variable designed with 7 statement items, in total all statement items are already valid, this is intended by the calculated r value > of r table, with a table r of 0.20.

Product Quality Validity Test Results

Butir Pertanyaan	r-hitung	r-tabel 5%	Keterangan
KPO1	0,392	0,20	Valid
KPO2	0,293	0,20	Valid
KPO3	0,678	0,20	Valid
KPO4	0,689	0,20	Valid
KPO5	0,559	0,20	Valid
KPO6	0,503	0,20	Valid
KPO7	0,61	0,20	Valid

Sumber: Data primer yang diolah SPSS versi25, 2022

Based on the data above testing the validity of product quality variables designed with 7 statements, overall all statements are valid, it can be seen that the calculated r value > from the table r with a value of 0.20.

The Results of the Purchase Decision Validity Test

Butir Pertanyaan	r-hitung	r-tabel 5%	Keterangan
KP1	0,655	0,20	Valid
KP2	0,582	0,20	Valid
KP3	0,589	0,20	Valid
KP4	0,258	0,20	Valid
KP5	0,690	0,20	Valid
KP6	0,604	0,20	Valid
KP7	0,631	0,20	Valid

Sumber: Data primer yang diolah SPSS versi25, 2022

Based on the table above, the results of testing the validity of the purchase decision variable with 7 statements, overall all statements are valid, this is indicated by the calculated r value more > than the table r with a value of 0.20.

Reliability Test

Reliability Test Results

Variabel	Cronbach's Alpha	Nilai Kritis	Kesimpulan
Harga(X ₁)	0,464	0,60	Reliabel baik
Kualitas Produk(X ₂)	0,614	0,60	Reliabel baik

Sumber : Olahan Data Primer 2022

The table above shows that the average research variable has a reliable value accepted or good because the value of cronbach alpha is greater than 0.600.

Normality Test

Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
N		Unstandardized Residual 94
Normal Parameters ^{a,b}	Mean	0,0000000
	Std. Deviation	2,77124537
Most Extreme Differences	Absolute	0,106
	Positive	0,084
	Negative	-0,106
Test Statistic		0,106
Asymp. Sig. (2-tailed)		.105 ^c
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Sumber : Olahan Data Primer 2022

Based on the table above, the Kolmogorov- Smirnov Test One-Sample test results showed asymp results. Sig Standardized residual which is 0.105 It can be concluded that its significant value greater than α 0.05 concluded that the normality test showed normally distributed data.

Multicholinerity Test

Multicholineritas Test Results

Variabel	Collinearity Statistics		Keterangan
	Tolerance	VIF	
Harga (X1)	0,8	1,00	Tidak Ada Multikolinearitas
Kualitas Produk (X2)	0,8	1,00	Tidak Ada Multikolinearitas

Sumber : Olahan Data Primer 2022

Based on the results of the Multicholinerity Test in the table above, it can be concluded that there is no multicholinerity problem or commonly called Free from Multicholinerity Symptoms among all these variables.

Heteroskedasticity Test

Heteroskedasticity Test Results

Variabel	Sig	Alpha	Keterangan
Harga (X1)	0,689	0,05	Tidak terjadi heteroskedastisitas
Kualitas Produk (X2)	0,803	0,05	Tidak terjadi heteroskedastisitas

Sumber : Olahan Data Primer 2022

Based on the table above, it can be seen that the value of the variable's significant probability is greater than 0.05, so it can be concluded that this regression model does not have heteroskedastics.

Multiple Linear Regression Analysis

Multiple Regression Test Results

Information	Coeficient
Constant	21,263
Price	-0,136
Product Quality	0,292

Source : Primary Data Processed With SPSS (Data processed in 2022)

Based on the results obtained from the table above, a multiple linear regression equation can be formulated as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2$$

$$Y = 21.263 - 0.136 (X_1) + 0.292 (X_2)$$

1. From the model of the multiple linear regression equation above, it can be seen that the constant value of 21.363 means that if the variable price, and product quality is equal to zero, the value of the purchase decision in STIE "Kbp" students in Padang city increases by 21,363 units.
2. The value of the price coefficient of 0.136 this shows that if the price variable decreases by 1 (one) unit while the quality of the product remains, the purchase decision of STIE "KBP" students in padang city decreases by 0.136 units,
3. The value coefficient of the product quality coefficient of 0.292 shows that if the product quality variable increases by 1 (one) unit while the price is fixed, the decision to buy a laptop.

T Test

T Test Results

No	Variabel	Sig	Alpha	Keterangan
1.	Harga (X1)	0,038	0,05	Signifikan
2.	Kualitas Produk (X2)	0,018	0,05	Signifikan

Sumber : Olahan Data Primer 2022

Defining Hypotheses

1. Hypothesis 1: The Effect of Product Prices on Purchasing Decisions.

Ho: Price does not affect purchasing decisions

Ha: Price affects purchasing decisions.

Based on the results of the t test above, it can be concluded that based on the table of hypothesis results above, it can be seen that the significant value of the price is 0.038 with a confidence of 95% and the error rate or $\alpha = 0.05$ this shows that the significant value of the t of the error rate, then H_a is accepted and H_o is rejected so that it can be interpreted that partially the price hurts the decision to buy STIE students "kbp" of Padang city. the value of t -count is greater than t -table $3.841 > 1.992$ with a significant value smaller than the alpha value ($0.000 < 0.05$).

2. Hypothesis 2: The Effect of Product Quality on purchasing decisions

Ho: Product Quality affects purchasing decisions.

Ha: The Purchase Decision does not affect the purchase decision.

Based on the results of the t test above, it can be concluded that based on the results of the hypothesis above, it can be seen that the significant value of product quality is 0.018 with a confidence of 95% and the error rate or $\alpha = 0.05$ this shows that the significant value $<$ of the error rate, then Ha is accepted and Ho is rejected so that it can be interpreted that partially the quality of the product has a positive effect on the decision to buy STIE students "kbp" padang city.the t-count value is smaller than the t-table - $0.514 < 1.992$ with a significant value greater than the alpha value ($0.609 > 0.05$).

The results of the descriptive analysis revealed that the price given to STIE "kbp" Padang students was quite sufficient. This is evidenced by obtaining the average value of the variable price 3.20 with a TCR value of 64.02%. Meanwhile, buying a laptop for STIE "kbp" Padang students is classified as a good category as evidenced by obtaining an average purchase decision score of 3.89 and a TCR value of 77.8%.

The results of the first hypothesis test related to the effect of price on the purchase decision using the T test, which is 0.038 with 95% confidence and the error rate or $\alpha = 0.05$ this shows that a significant value $<$ of the error rate, then Ha is accepted and Ho is rejected so that it can be interpreted that partially the price hurts the purchase decision of STIE "KBP" Padang students, so that the first hypothesis (H1) is accepted. It can be concluded that the better the efforts to increase the purchasing decision of STIE "kbp" Padang students. The better consumer reviews related to the price offered by the company is very helpful for other consumers in determining their purchasing decisions, so it is very necessary to have a good price so that the decision to buy a laptop in STIE "kbp" Padang students increases.

Price is an amount of money billed for a product or service, the amount of value that customers exchange for the benefit of owning or using a product or service (Christian. 2016). Meanwhile, Sari (2018) states that the price is a certain amount of money or services or goods, which are available to be exchanged by buyers to get a wide selection of products and services provided by sellers.

Based on the results of this data processing, this result is in line with (Wariki, 2015) in his research entitled the influence of promotional mix, price perception and location on purchasing decisions and consumer satisfaction in tamansari metropolitan manado housing proves that price has a negative and significant effect on purchasing decisions with the proliferation of sig values smaller than alpha values and T values calculate greater than T of the table. In this study, the perception of price on consumer satisfaction negatively affected. Because in looking at the price, consumers will think more carefully and expect some discounts or discounts

However, the results are different from the research (Arianto, 2019) in his research entitled the influence of product quality and price on the decision to buy smartphones on the Samsung Store Mall Bintaro Exchange stated that there is a positive and significant influence between price and purchase decisions.

Likewise, a study conducted by a study conducted (Muhtarom, 2018) entitled The Effect Of Product Quality And Price On Solar Cigarette Purchasing Decisions (Case Study On Solar Cigarette Consumers At Unisla) also concluded that price has a positive influence on purchasing decisions. This means that the better the price it will improve the purchase decision. A good price in the eyes of the public will automatically increase people's decision to buy solar cigarettes.

The results of the descriptive analysis revealed that the quality of the products provided to STIE "KBP" Padang students was relatively good. This is evidenced by obtaining an average value of product quality variables 4.34 with a TCR value of 87.4%. Meanwhile, the purchasing decision of STIE "kbp" Padang students is classified into a good category as evidenced by obtaining an average purchase decision score of 4,411 and a TCR value of 88.29%.

The results of the second hypothesis test related to the effect of product quality on the decision of purchases using the T test, which is 0.018 with 95% confidence and an error rate or $\alpha = 0.05$ this shows that a significant value $<$ of the error rate, then H_a is accepted and H_0 is rejected so that it can be interpreted that partially the quality of the product has a positive effect on the purchasing decision of STIE "KBP" students Padang, so the second hypothesis (H_2) is accepted. It can be concluded that the better the quality of the product, the more it will increase the decision to purchase STIE "KBP" Padang students. With the ease of finding information to find and observe product quality, it is very helpful for consumers in determining purchasing decisions, so that good product quality is needed so that the decisions of STIE "KBP" Padang students increase.

Product quality is the most important thing and must be sought by every company if it wants to be produced to compete in the market to satisfy the needs and what consumers think (Ardata, 2017). According to (Fadillah, 2017) "product quality is a characteristic and characteristic of a good or service that affects its capabilities and satisfies the stated or implied needs".

The results of this study are supported by a study (Agnes, 2016) entitled the influence of product quality, price, promotion and location on consumer purchasing decisions at bentenan Center Sonder Minahasa, explaining that product quality has a positive and significant effect on consumer purchasing decisions in the form of sig value smaller than alpha value and T count greater than T table.

This research is also supported by (Hidayat, 2017) entitled The influence of product quality and price on the purchase decision of Mustika Ratu face masks (Case Study on Consumers Kec. Tembalang Kota Semarang) also explained that product quality has a positive and significant effect on consumers' purchasing decisions in the province of sig value smaller than alpha value and T count greater than T table.

IV. Conclusion

From the results of hypothesis testing that has been carried out on the variables of price, product quality, and purchase decisions, the following conclusions can be drawn:

1. Based on the first hypothesis test results, it was found that the price hurt the Purchase Decision of STIE "kbp" student laptops in the city of Padang.
2. Based on the results of the second hypothesis test, it was found that the quality of the product had a positive effect on the Purchase Decision of the STIE "kbp" student laptop in padang city.

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THE EFFECT OF PRODUCT QUALITY, PRICE AND SERVICE QUALITY ON CONSUMER SATISFACTION AT CAFE SAVA KOFFIE

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Abstract

This study examines the effect of product quality, price and service quality on customer satisfaction at Café Sava Koffie. This type of research is quantitative, the research process emphasizes objective measurement of results using statistical analysis. The population in this study are consumers who visit Café Sava Koffie. The total population is 606 people. The sampling technique used is accidental sampling based on certain criteria, namely consumers who visit Café Sava Koffie, while the number of samples is 86 people obtained using the slovin formula. The type of data used in this study is quantitative data. While the data sources are primary and secondary. The data analysis technique uses multiple linear regression using the SPSS version 21.00 program. The hypothesis was tested using the t test at $\alpha = 0.05$. This study indicates that product quality, price, and service quality have a positive and significant effect on consumer satisfaction at Café Sava Koffie.

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I. Introduction

In today's business era, competition in the business world is getting tougher. This increasingly fierce competition requires business people to maximize their company's performance to compete in the global market. The company must strive to study and understand the needs and desires of its consumers. The company in retaining consumers is an achievement in itself that reflects the company's reliability in maintaining the quality of products produced by the company, both goods and services.

One of the businesses that is growing rapidly and feeling the tight competition today is the business in the food sector or known as culinary. The increasingly fierce competition is characterized by the number of businesses in the culinary field that produce products of the same type but vary in price and service. Thus, culinary business people are required to create strategies that can attract consumers to consume the products and services offered in order to be able to compete and excel compared to their competitors. Culinary business people must always make changes or innovations and provide the best service to consumers to feel satisfied with the goods or services they have purchased.

Consumer satisfaction is always a must to every company, especially the culinary field in carrying out its business activities. Many culinary businesses are increasingly understanding the importance of consumer satisfaction and strategizing to provide satisfaction for their consumers. According to (Tombeng & Roring, 2019) defines Consumer satisfaction is the state of consumers both satisfied and unsatisfied after achieving wishes and expectations for the menu, prices, facilities and services provided, consumer satisfaction is determined by consumer perceptions of the performance of products or services in meeting consumer expectations. Consumers feel satisfied if expectations are met or will be very satisfied if consumer expectations are exceeded. Irawan argues that there are three main drivers of consumers: service quality, price, and product quality.

Consumer satisfaction is an important aspect to keep consumers using the company's products. retaining consumers who have used the product is more difficult than finding new consumers. Therefore, every company needs to ensure that consumers are satisfied with their products. Satisfied consumers can help companies to promote through recommendations from these consumers because they already have their own experience with the product so that it becomes more convincing (Komang & Sintia, 2021)

According to (Dea et al., 2020), factors that can encourage consumer satisfaction include product quality, price, service quality, emotional factors, location, cost, and convenience. It is hoped that business owners, especially in the culinary field, really pay attention to the factors driving this satisfaction. This will create satisfaction for consumers after consuming goods or services of a company.

Good product quality can be one of the supporting factors for creating satisfaction for consumers. Consumers will feel more fasting if the products' quality exceeds their expectations. Therefore, the company must be able to provide its characteristics of the product in order to attract consumer interest, the quality of the product must be considered because it will show the identity of the company, if the product being marketed has a problem, consumers will feel dissatisfied and will switch to other similar companies to get better quality. Products that have different characteristics from others will make them superior products compared to similar products and balanced with quality that does not disappoint (Komang & Sintia, 2021)

According to research (Windarti & Ibrahim, 2017) In product quality there are eight main dimensions used are as follows: Product Results (*Performance*), Additional characteristics or privileges (*Features*), *Reliability (Reliability)* , Conformance to Specification (*Conformance to Specification*), Durability (*Durability*), Usefulness (*Serviceability*), Aesthetics, *Perceived Quality*

Product quality is closely related to the product's ability to perform its functions, including the overall product, reliability, accuracy, ease of operation and repair, and other valuable attributes. According to (Dea et al., 2020), there are 9 factors that affect product quality which is usually known as 9M, namely: Market (market), Money (money), Management (management), Man (human), Motivation (motivation), Material, Machine and Mechanization (materials, machinery and mechanization), Modern Information Method (modern information methods), Mounting Product Requirement (production process requirements). In this study, four indicators will be used: product features, durability of the packaging, and good taste.

According to the study results, product quality has a significant effect on consumer satisfaction, which shows that the better the quality of the product owned, the more consumer satisfaction increases and vice versa. Based on testing and observations for product quality variables, it has a positive effect and significantly affects consumer satisfaction. This means that if the taste of food is maintained properly, the menu served is varied, the food / drinks displayed are attractive, and the hygienic food is well maintained, it will increase consumer satisfaction (Tombeng & Roring, 2019)

According to research (Kumrotin, Laili evi, 2021) From the test results, the variable influence of quality on the T test obtained significant and positive results which were shown by product quality variables on consumer satisfaction.

H₁ =it is suspected that product quality has a positive and significant effect on consumer satisfaction.

In addition to product quality, price is also an important factor that the company must consider in selling a product. The company must survey determining a reasonable price

for its products. Improper pricing can be a big loss for the company, because it will make its products unsold in the market (Komang & Sintia, 2021)

Price has a very important role in influencing consumers' purchasing decisions. Price has a major role in the consumer decision-making process, namely the role of allocation and information, The role of allocation from price is the function of price in helping consumers to decide how to obtain the highest expected benefit or utility based on the power of buying it, Buyers tend to compare prices from various available alternatives, then decide on the desired allocation of funds.

The role of information from prices is to provide information to consumers, for example quality. The perception that often prevails among consumers is that expensive prices reflect high quality, The higher the consumer satisfaction, the better the price given to consumers (Windarti & Ibrahim, 2017).

According to (Hasbi et al., 2021), the price is a certain amount of money exchanged for a product or service. Furthermore, price is the value that consumers exchange for some benefits by owning or using a good or service. Price is the amount of money (added some goods if possible) needed to obtain a combination of goods and services

According to (Asaloei, 2019) Price is a determination of the value of a product. The more economical the price offered, coupled with satisfactory product quality, the more interested and satisfied consumers will be so that consumers want to revisit the place. Vice versa, if according to consumers the price that is not offered is too expensive and the taste is not by what is expected, then the consumer will not revisit the place. For this reason, the price factor determines the level of satisfaction of consumers who visit, because consumers also compare prices with other locations.

According to research (Hasbi et al., 2021) the price variable has a positive effect on consumer satisfaction, according to the results of the study (Tombeng & Roring, 2019) it is known that for the price variable (X₂) it partially has a significant effect on the consumer satisfaction variable (Y) . This means that if the price offered is affordable, the price is by the taste of the food and is cheaper than other restaurants, it will increase consumer satisfaction. And t research (Kumrotin, Laili evi, 2021) The second result of variable testing against the price variable T test showed a significant and positive effect on consumer satisfaction. According to research (Komang & Sintia, 2021) The Effect of Price (X₂) on Consumer Satisfaction (Y) at Hidden Garden Agro Cafe Baturiti Tabanan Bali. This means that partially the price has a positive and significant effect on consumer satisfaction at Hidden Garden Agro Cafe Baturiti Tabanan Bali.

H₂ = it is suspected that the price has a positive and significant effect on consumer satisfaction .

In addition to product quality and price, the quality of service can also affect a consumer's satisfaction. Good service will also leave a good impression in the minds of consumers so that they can attract consumers' interest better. Ensuring consumers get

the best service is also one of the strategies that can be used to attract consumers and increase consumer satisfaction with the company's products. Good service can also be an added value of the products sold by the company (Komang & Sintia, 2021) According to (Windarti & Ibrahim, 2017) service quality is the expected level of excellence and control over the level of excellence to meet customer desires.

Service quality affects customer satisfaction, service quality is a characteristic or trait that influences satisfy stated needs. If employees provide good service to consumers, then consumers will feel comfortable so that consumer satisfaction will increase (Asaloei, 2019) According to research (Hasbi et al., 2021) Price variables have a positive effect on consumer satisfaction. Producers will have quality in the restaurant, if the services provided meet or exceed consumer expectations.

Based on the Tombeng & Roring study results, 2019 it is known that the Service Quality variable (X3) partially has a significant effect on the consumer satisfaction variable (Y). Thus the result) which states that the quality of service has a positive and significant effect on consumer satisfaction. And the study (soegoto supandi, 2018) with the results of calculations of multiple linear regression analysis with partial testing of the Service Quality variable has a positive and significant influence on the Consumer Satisfaction variable.

H₃ = it is suspected that the quality of service has a positive and significant effect on customer satisfaction

II. Material and Method

The type of research in this study is quantitative. The object in this study focuses on consumers shopping at Café Sava Koffie. The population contained in this study were consumers at Café Sava Koffie. However, the number of consumers at Café Sava Koffie is so large that it is difficult to know the exact number. So that sampling is carried out with *an accidental sampling* technique with a sampling method by setting certain criteria for the sample (Sugiyono, 2017). And obtained the number of samples using the slovin formula with the following formula:

$$n = \frac{N}{1 + Ne^2}$$

$$n = \frac{606}{1 + 606(0.1)^2}$$

$$n = 85.84$$

Where:

n= Sample Size

N= Population Size

e= Estimated Error Rate

based on the formula above, it is obtained $n = 85.84$. So in this study the number of samples was rounded to 86 Respondents.

III. Results and Discussion

The results of the research instrument test for the influence of product quality, price and service quality on customer satisfaction at Café Sava Koffie.

Validity test

This test aims to determine whether a study is valid or not, this test is declared valid if the corrected Item-Total Correlation is more than 0.3 and if it is less than 0.3 it will be declared invalid.

Table 2
Consumer Satisfaction Validity Test (Y)

Realization	Corrected Item-total Correlation	Measurement Standards	Conclusion
Y1	0.420	0,300	Valid
Y2	0.521	0,300	Valid
Y3	0.525	0,300	Valid
Y4	0.438	0,300	Valid
Y5	0.449	0,300	Valid
Y6	0.490	0,300	Valid
Y7	0.371	0,300	Valid
Y8	0.340	0,300	Valid

Source : SPSS 21 Data (Data processed in 2022)

From table 2 it is taken that of all the pthe facts regarding the variable of consumer satisfaction dapat is declared valid where *the Corrected Item-Total Correlation* is greater dari 0.300. Therefore all statements can be used in further stages of data processing.

Table 3
Product Quality Validity Test (X1)

Realization	Corrected Item-total Correlation	Measurement Standards	Conclusion
X1.1	0.734	0,300	Valid
X1. 2	0.681	0,300	Valid
X1.3	0.507	0,300	Valid
X1. 4	0.695	0,300	Valid
X1.5	0,347	0,300	Valid

X1. 6th	0.393	0,300	Valid
X1. 7th	0.399	0,300	Valid
X1. 8th	0.399	0,300	Valid

Source : SPSS 21 Data (Data processed in 2022)

From table 3 it is taken that of all the pthe facts regarding the variable product quality dapat is declared valid where *the Corrected Item-Total Correlation* is greater dari 0.300. Therefore all statements can be used in further stages of data processing

Table 4

Price Validity Test (X2)

Realization	Corrected Item-total Correlation	Measurement Standards	Conclusion
X2.1	0.496	0,300	Valid
X2.2	0.487	0,300	Valid
X2.3	0.643	0,300	Valid
X2.4	0.490	0,300	Valid
X2.5	0.366	0,300	Valid
X2.6	0.526	0,300	Valid
X2.7	0.500	0,300	Valid
X2.8	0,440	0,300	Valid

Source : Data SPSS 21 (Data diolah year 2022)

From table 4 it can be seen that from all the pthe inverse of the variable price dapat is declared valid where *the Corrected Item-Total Correlation* is greater dari 0.300. Therefore all statements can be used in further stages of data processing.

Table 5

Service Quality Validity Test (X3)

Realization	Corrected Item-total Correlation	Measurement Standards	Conclusion
X3.1	0.553	0,300	Valid
X3.2	0.605	0,300	Valid
X3.3	0.653	0,300	Valid
X3.4	0.786	0,300	Valid
X3.5	0.487	0,300	Valid
X3.6	0.712	0,300	Valid
X3.7	0,533	0,300	Valid
X3.8	0,403	0,300	Valid

Source : SPSS 21 Data (Data processed in 2022)

From table 5 it can be seen that all thep-eds regarding the quality of service dapat is declared valid where *the Corrected Item-Total Correlation* is greater than 0.30 0. Therefore all statements can be used in further stages of data processing.

Reliability test

The Reability Test is carried out using an Alpha cronback which if the value is more than 0.60 then shows the reliability (reability) of the instrument, and what if the value is less than 0.60 it is stated that the instrument is less reliable

Table 6

Reliability Test

No.	Research Variables	Cronbach's Alpha	Role Of Thumb	Conclusion
1.	Product Quality (X1)	0.748	0,600	Reliable
2.	Price (X2)	0.802	0,600	Reliable
3.	Quality of Service (X3)	0.788	0,600	Reliable
4.	Customer Satisfaction (Y)	0.847	0,600	Reliable

Source : SPSS 21 Data (Data processed in 2022)

Based on the reliability test results in table 8, it is shown that the value of Cronbach's Alpha on the variables of product quality, price, quality of service, and customer satisfaction > 0.600 . The table above shows that *Cronbach's Alpha* is greater than 0.600. So it can be concluded that the answers given by the respondents are reliable so that the next stage of data processing can be carried out.

Normality test

This test was carried out using the Kolmogorov-Smirnov test so that it could become a normal distribution. A data is said to be normally distributed if the result ≥ 0.05 and if it is not normal if the result shows ≤ 0.5 . (Sugiyono, 2017). For more information, please see the tale below.

Table 7

Normality Test

Asymp. Sig. (2-tailed)	Alpha	Conclusion
0.838	0.05	Normally Distributed

Source : SPSS 21 Data (Data processed in 2022)

Based on the table in 7, it can be seen from the processed data that the value of Asymp. Sig. (2-tailed) $0.838 > 0.05$, so it can be concluded that the yes n g processed data is normally distributed.

Multicholnearity Test

Mregression model enguji found a correlation between free/independent variables

Table 8

Multicholinerity Test

Variable	VIF	Tollerance	Conclusion
Productquality	1,119	0.893	No multicholinerity
Price	1,091	0.917	No multicholinerity
Quality of Service	1,028	0,973	No multicholinerity

Source : SPSS 24 Data (Data processed in 2022)

Based on the results of the multicholinerity test in table 10, it shows the toll valuelerance dari product quality variable $0.893 > 0.1$ and VIF values $1,119 < 10$, price variable $0.917 > 0.1$ and VIF value $1.091 < 10$, variable service quality $0.973 > 0.1$ and VIF value $1.028 < 10$, it can be concluded that between the two variables there is no multicholinerity problem or commonly called free from symptoms of multicholinerity.

Heteroskedasticity Test

Heteroskedasticity test is to test for differences in variance from the residual of one observation to another, where if this happens, it is concluded that there are symptoms of heteroskedasticity

Table 11
Heteroskedasticity Test

Variable	Sign	Alpha	Conclusion
Productquality	0.432	0,05	No heteroskedasticity occurs
Price	0.414	0,05	No heteroskedasticity occurs
Quality of Service	0.742	0,05	No heteroskedasticity occurs

Source : SPSS 21 Data (Data processed in the year (2022))

Based on the results of the heteroskedasticity test through SPSS, it can be seen that the sig value. each independent variable above is greater than the Alpha value (0.05). So it can be concluded that all independent variables do not indicate heteroskedasticity.

Multiple Linear Regression Analysis

(Ipan Ginanjar & Juarsa Badri, 2019) Based on the calculation of multiple linear regression between product quality (X1), price (X2), service quality (X3) and consumer satisfaction (Y) which in the calculation is assisted by the SPSS program so that the following results are obtained in the table below:

Table 4.13

Summary of Multiple Linear Regression Analysis Results

Information	Coefficient
Constand	8,542
Product Quality	0.386
Price	0.122
Quality of Service	0.234

Source: SPSS 21 Data (Data processed in 2022)

Based on table 4.13 can be obtained a model of regression equations as follows:

$$Y = \alpha + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + e$$

$$Y = 8.542 + 0.386 X_1+ 0.122 X_2+ 0.234 X_3 + e$$

Where that is to say, the regression equation above shows the relationship between independent variables and dependent variables partially, from the equation can be concluded that:

1. The value of the constant is 8,542. This means that if the variables of product quality (X1), price (X2) and service quality (X3) are assumed to be zero value, then consumer satisfaction (Y) will remain at 8,542 units.
2. The value of X1 = 0.386. This means that the product quality regression coefficient indicates a positive direction. This means that if the product quality increases by one unit, consumer satisfaction will also increase by 0.386 units and the assumption of variable prices and constant service quality
3. The value of X2 = 0.122. This means that the price regression coefficient shows a positive direction. This means that if the price increases by one unit, consumer satisfaction will also increase by 0.122 units and the assumption of variables of product quality and constant service quality
4. The value of X3 = 0.234. This means that the coefficient of regression of service quality shows a positive direction. This means that if the quality of service increases by one unit, consumer satisfaction will also increase by 0.234 units and the assumption of product quality variables and prices is constant.

Hypothesis Test t

In this test, to be able to find out the tester in determining the influence of independent variables on dependent variables partially and used to measure the significant influence of independent variables on dependent variables.

Table 13
Hypothesis Test t

No.	Variable	t-count	t-table	A	Sign	Conclusion
1	Product Quality ((X1)	2,210	1.663	0,05	0.030	H1diterima
2	Price (X2)	2,836	1.663	0,05	0.000	H2 accepted
3	Quality of Service (X3)	2,021	1,663	0,05	0,047	H3 accepted

Source : SPSS 21 Data (Data processed in the year (2022))

Based on the partial test table above, it can be seen that each independent variable of product quality, price and service quality has a t-count value > t-table, where the product quality has a t-count value of 4,276 > 1,663, then the price has a t-count value of 1,629 > 1,663, and the quality of service has a t-count value of 3,248 > 1,663. Then it can be concluded that:

- a. Effect of product quality variables on consumer satisfaction (H₁)

Product quality variables positively affect consumer satisfaction at Café Sava Koffie with a t-count value greater than the t-table ($4,276 > 1,663$) and a significance value smaller than the alpha value ($0.000 < 0.05$).

Then in this case it is stated H_1 is accepted.

b. The effect of price variables on consumer satisfaction (H_2)

The price variable had no effect on consumer satisfaction at Café Sava Koffie with a t-count value smaller than the t-table ($1,629 < 1,663$) and a significance value greater than the alpha value ($0.107 < 0.05$).

Then in this case it is stated H_2 is rejected.

c. The effect of service quality variables on customer satisfaction (H_3)

The service quality variable positively affects consumer satisfaction at Café Sava Koffie with a t-count value greater than the t-table ($3,248 > 1,663$) and a significance value smaller than the alpha value ($0.002 < 0.05$).

Then in this case it is stated H_3 is accepted.

Discussion

The Effect of Product Quality on Consumer Satisfaction at Café Sava Koffie

Based on the results of the first hypothesis testing, it was found that product quality variables have a positive and significant effect on consumer satisfaction at Café Sava Koffie, with indicators (*product results, characteristics or additional privileges, reliability, conformity with specifications, durability, usefulness, aesthetics, perceived quality*). The calculated value of t is greater than t of the table and the value of significance is less than the value of alpha. Thus, in this study the first hypothesis (H_1) was accepted.

This shows that if a product has good quality, consumer satisfaction increases. As revealed that the quality of the product has a close relationship with consumer satisfaction, this means that if the taste of food is well maintained, the menu served is varied, the food / drinks displayed are attractive, and the hygienic food is well maintained, it will increase consumer satisfaction (Tombeng & Roring, 2019)

The results of this study are by the research of Dea et al., (2020) stated that product quality has a significant effect on consumer satisfaction which shows that the better the quality of the product owned, the more consumer satisfaction increases and vice versa. And the results of other studies also have the same conclusion where product quality is stated to have a positive and significant effect on consumer satisfaction (Kumrotin, Laili evi, 2021).

The Effect of Price on Consumer Satisfaction at Café Sava Koffie

Based on the second hypothesis test results, it was found that the price variable had no effect on consumer satisfaction at Café Sava Koffie, with indicators (*affordability, price suitability with product quality, competitiveness and conformity of prices with benefits*). The calculated value of t is smaller than t of the table and the value of significance is greater

than the value of alpha. Thus, the second hypothesis (H2) in this study was rejected in this study.

This shows that the fairness of the price does not affect consumer satisfaction. The cheapness or high price of a product is very relative. That means the price is not by what is set by the same café sava koffie. Therefore, the café sava koffie needs to consider or review the policies in pricing so that consumers feel in pricing by what is obtained to create consumer satisfaction because price is the most important decision variable that must be taken by café sava koffie (Kurniawati Tias, 2019).

The results of this study are by the research of Mandey Silvia,. (2015) states that the price does not affect the Consumer Satisfaction of the users of the restaurant ocean 27 manado. And the same study followed by research (Hasbi et al., 2021) price variables do not affect consumer satisfaction. This means that the price does not affect consumer satisfaction, does not attach much importance to the price of the products offered, but pays attention to other factors such as product quality, and physical environment such as the scene of the furniture layout etc.

The Effect of Service Quality on Customer Satisfaction at Café Sava Koffie

Based on the results of the third hypothesis test, it was found that the variables of service quality have a positive and significant effect on consumer satisfaction at Cafe Sava Koffie, with indicators (*tangible, reliability, responsiveness, guarantee and empathy*). The calculated value of t is greater than t of the table and the value of significance is less than the value of alpha. Thus, in this study the third hypothesis (H3) was accepted.

This shows that customer satisfaction will increase if the quality of service provided is very good or good. Because it is very important to create, pay attention to and improve relationships with consumers, if the needs and desires of consumers can be met, it will increase satisfaction with these consumers, good service will increase consumer satisfaction (Asaloei, 2019).

The results of this study are in line with Tombeng & Roring, (2019) which concluded that Service Quality has a significant positive effect on consumer satisfaction (Y). And this research is also in line with the research conducted by Soegoto Supandi, (2018) with the results of the calculation of multiple linear regression analysis with partial testing of the Service Quality variable has a positive and significant influence on the Consumer Satisfaction variable.

IV. Conclusion

In the results of the research that has been carried out that the conclusions in this study are made, namely Product quality (X1) has a positive and significant effect on consumer satisfaction at Café Sava Koffie, the conclusion is that the hypothesis is accepted. The price does not affect consumer satisfaction at Cafe Sava Koffie. service quality (X3) has a positive and significant effect on customer satisfaction at Café Sava

Koffie

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THE EFFECT OF PRODUCT QUALITY, PRICE AND SERVICE QUALITY ON CONSUMER SATISFACTION AT CAFE SAVA KOFFIE

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Abstract

This study examines the effect of product quality, price and service quality on customer satisfaction at Café Sava Koffie. This type of research is quantitative, the research process emphasizes objective measurement of results using statistical analysis. The population in this study are consumers who visit Café Sava Koffie. The total population is 606 people. The sampling technique used is accidental sampling based on certain criteria, namely consumers who visit Café Sava Koffie, while the number of samples is 86 people obtained using the slovin formula. The type of data used in this study is quantitative data. While the data sources are primary and secondary. The data analysis technique uses multiple linear regression using the SPSS version 21.00 program. The hypothesis was tested using the t test at $\alpha = 0.05$. This study indicates that product quality, price, and service quality have a positive and significant effect on consumer satisfaction at Café Sava Koffie.

Keywords: Product Quality, Price, and Service Quality on Consumer Satisfaction.

JEL Classification: L21, L78, M1, M2.

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I. Introduction

In today's business era, competition in the business world is getting tougher. This increasingly fierce competition requires business people to maximize their company's performance to compete in the global market. The company must strive to study and understand the needs and desires of its consumers. The company in retaining consumers is an achievement in itself that reflects the company's reliability in maintaining the quality of products produced by the company, both goods and services.

One of the businesses that is growing rapidly and feeling the tight competition today is the business in the food sector or known as culinary. The increasingly fierce competition is characterized by the number of businesses in the culinary field that produce products of the same type but vary in price and service. Thus, culinary business people are required to create strategies that can attract consumers to consume the products and services offered in order to be able to compete and excel compared to their competitors. Culinary business people must always make changes or innovations and provide the best service to consumers to feel satisfied with the goods or services they have purchased.

Consumer satisfaction is always a must to every company, especially the culinary field in carrying out its business activities. Many culinary businesses are increasingly understanding the importance of consumer satisfaction and strategizing to provide satisfaction for their consumers. According to (Tombeng & Roring, 2019) defines Consumer satisfaction is the state of consumers both satisfied and unsatisfied after achieving wishes and expectations for the menu, prices, facilities and services provided, consumer satisfaction is determined by consumer perceptions of the performance of products or services in meeting consumer expectations. Consumers feel satisfied if expectations are met or will be very satisfied if consumer expectations are exceeded. Irawan argues that there are three main drivers of consumers: service quality, price, and product quality.

Consumer satisfaction is an important aspect to keep consumers using the company's products. retaining consumers who have used the product is more difficult than finding new consumers. Therefore, every company needs to ensure that consumers are satisfied with their products. Satisfied consumers can help companies to promote through recommendations from these consumers because they already have their own experience with the product so that it becomes more convincing (Komang & Sintia, 2021)

According to (Dea et al., 2020), factors that can encourage consumer satisfaction include product quality, price, service quality, emotional factors, location, cost, and convenience. It is hoped that business owners, especially in the culinary field, really pay attention to the factors driving this satisfaction. This will create satisfaction for consumers after consuming goods or services of a company.

Good product quality can be one of the supporting factors for creating satisfaction for consumers. Consumers will feel more fasting if the products' quality exceeds their expectations. Therefore, the company must be able to provide its characteristics of the product in order to attract consumer interest, the quality of the product must be considered because it will show the identity of the company, if the product being marketed has a problem, consumers will feel dissatisfied and will switch to other similar companies to get better quality. Products that have different characteristics from others will make them superior products compared to similar products and balanced with quality that does not disappoint (Komang & Sintia, 2021)

According to research (Windarti & Ibrahim, 2017) In product quality there are eight main dimensions used are as follows: Product Results (*Performance*), Additional characteristics or privileges (*Features*), *Reliability (Reliability)* , Conformance to Specification (*Conformance to Specification*), Durability (*Durability*), Usefulness (*Serviceability*), Aesthetics, *Perceived Quality*

Product quality is closely related to the product's ability to perform its functions, including the overall product, reliability, accuracy, ease of operation and repair, and other valuable attributes. According to (Dea et al., 2020), there are 9 factors that affect product quality which is usually known as 9M, namely: Market (market), Money (money), Management (management), Man (human), Motivation (motivation), Material, Machine and Mechanization (materials, machinery and mechanization), Modern Information Method (modern information methods), Mounting Product Requirement (production process requirements). In this study, four indicators will be used: product features, durability of the packaging, and good taste.

According to the study results, product quality has a significant effect on consumer satisfaction, which shows that the better the quality of the product owned, the more consumer satisfaction increases and vice versa. Based on testing and observations for product quality variables, it has a positive effect and significantly affects consumer satisfaction. This means that if the taste of food is maintained properly, the menu served is varied, the food / drinks displayed are attractive, and the hygienic food is well maintained, it will increase consumer satisfaction (Tombeng & Roring, 2019)

According to research (Kumrotin, Laili evi, 2021) From the test results, the variable influence of quality on the T test obtained significant and positive results which were shown by product quality variables on consumer satisfaction.

H₁ =it is suspected that product quality has a positive and significant effect on consumer satisfaction.

In addition to product quality, price is also an important factor that the company must consider in selling a product. The company must survey determining a reasonable price

for its products. Improper pricing can be a big loss for the company, because it will make its products unsold in the market (Komang & Sintia, 2021)

Price has a very important role in influencing consumers' purchasing decisions. Price has a major role in the consumer decision-making process, namely the role of allocation and information, The role of allocation from price is the function of price in helping consumers to decide how to obtain the highest expected benefit or utility based on the power of buying it, Buyers tend to compare prices from various available alternatives, then decide on the desired allocation of funds.

The role of information from prices is to provide information to consumers, for example quality. The perception that often prevails among consumers is that expensive prices reflect high quality, The higher the consumer satisfaction, the better the price given to consumers (Windarti & Ibrahim, 2017).

According to (Hasbi et al., 2021), the price is a certain amount of money exchanged for a product or service. Furthermore, price is the value that consumers exchange for some benefits by owning or using a good or service. Price is the amount of money (added some goods if possible) needed to obtain a combination of goods and services

According to (Asaloei, 2019) Price is a determination of the value of a product. The more economical the price offered, coupled with satisfactory product quality, the more interested and satisfied consumers will be so that consumers want to revisit the place. Vice versa, if according to consumers the price that is not offered is too expensive and the taste is not by what is expected, then the consumer will not revisit the place. For this reason, the price factor determines the level of satisfaction of consumers who visit, because consumers also compare prices with other locations.

According to research (Hasbi et al., 2021) the price variable has a positive effect on consumer satisfaction, according to the results of the study (Tombeng & Roring, 2019) it is known that for the price variable (X₂) it partially has a significant effect on the consumer satisfaction variable (Y) . This means that if the price offered is affordable, the price is by the taste of the food and is cheaper than other restaurants, it will increase consumer satisfaction. And t research (Kumrotin, Laili evi, 2021) The second result of variable testing against the price variable T test showed a significant and positive effect on consumer satisfaction. According to research (Komang & Sintia, 2021) The Effect of Price (X₂) on Consumer Satisfaction (Y) at Hidden Garden Agro Cafe Baturiti Tabanan Bali. This means that partially the price has a positive and significant effect on consumer satisfaction at Hidden Garden Agro Cafe Baturiti Tabanan Bali.

H₂ = it is suspected that the price has a positive and significant effect on consumer satisfaction .

In addition to product quality and price, the quality of service can also affect a consumer's satisfaction. Good service will also leave a good impression in the minds of consumers so that they can attract consumers' interest better. Ensuring consumers get

the best service is also one of the strategies that can be used to attract consumers and increase consumer satisfaction with the company's products. Good service can also be an added value of the products sold by the company (Komang & Sintia, 2021) According to (Windarti & Ibrahim, 2017) service quality is the expected level of excellence and control over the level of excellence to meet customer desires.

Service quality affects customer satisfaction, service quality is a characteristic or trait that influences satisfy stated needs. If employees provide good service to consumers, then consumers will feel comfortable so that consumer satisfaction will increase (Asaloei, 2019) According to research (Hasbi et al., 2021) Price variables have a positive effect on consumer satisfaction. Producers will have quality in the restaurant, if the services provided meet or exceed consumer expectations.

Based on the Tombeng & Roring study results, 2019 it is known that the Service Quality variable (X3) partially has a significant effect on the consumer satisfaction variable (Y). Thus the result) which states that the quality of service has a positive and significant effect on consumer satisfaction. And the study (soegoto supandi, 2018) with the results of calculations of multiple linear regression analysis with partial testing of the Service Quality variable has a positive and significant influence on the Consumer Satisfaction variable.

H₃ = it is suspected that the quality of service has a positive and significant effect on customer satisfaction

II. Material and Method

The type of research in this study is quantitative. The object in this study focuses on consumers shopping at Café Sava Koffie. The population contained in this study were consumers at Café Sava Koffie. However, the number of consumers at Café Sava Koffie is so large that it is difficult to know the exact number. So that sampling is carried out with *an accidental sampling* technique with a sampling method by setting certain criteria for the sample (Sugiyono, 2017). And obtained the number of samples using the slovin formula with the following formula:

$$n = \frac{N}{1 + Ne^2}$$

$$n = \frac{606}{1 + 606(0.1)^2}$$

$$n = 85.84$$

Where:

n= Sample Size

N= Population Size

e= Estimated Error Rate

based on the formula above, it is obtained $n = 85.84$. So in this study the number of samples was rounded to 86 Respondents.

III. Results and Discussion

The results of the research instrument test for the influence of product quality, price and service quality on customer satisfaction at Café Sava Koffie.

Validity test

This test aims to determine whether a study is valid or not, this test is declared valid if the corrected Item-Total Correlation is more than 0.3 and if it is less than 0.3 it will be declared invalid.

Table 2
Consumer Satisfaction Validity Test (Y)

Realization	Corrected Item-total Correlation	Measurement Standards	Conclusion
Y1	0.420	0,300	Valid
Y2	0.521	0,300	Valid
Y3	0.525	0,300	Valid
Y4	0.438	0,300	Valid
Y5	0.449	0,300	Valid
Y6	0.490	0,300	Valid
Y7	0.371	0,300	Valid
Y8	0.340	0,300	Valid

Source : SPSS 21 Data (Data processed in 2022)

From table 2 it is taken that of all the pthe facts regarding the variable of consumer satisfaction dapat is declared valid where *the Corrected Item-Total Correlation* is greater dari 0.300. Therefore all statements can be used in further stages of data processing.

Table 3
Product Quality Validity Test (X1)

Realization	Corrected Item-total Correlation	Measurement Standards	Conclusion
X1.1	0.734	0,300	Valid
X1. 2	0.681	0,300	Valid
X1.3	0.507	0,300	Valid
X1. 4	0.695	0,300	Valid
X1.5	0,347	0,300	Valid

X1. 6th	0.393	0,300	Valid
X1. 7th	0.399	0,300	Valid
X1. 8th	0.399	0,300	Valid

Source : SPSS 21 Data (Data processed in 2022)

From table 3 it is taken that of all the pthe facts regarding the variable product quality dapat is declared valid where *the Corrected Item-Total Correlation* is greater dari 0.300. Therefore all statements can be used in further stages of data processing

Table 4

Price Validity Test (X2)

Realization	Corrected Item-total Correlation	Measurement Standards	Conclusion
X2.1	0.496	0,300	Valid
X2.2	0.487	0,300	Valid
X2.3	0.643	0,300	Valid
X2.4	0.490	0,300	Valid
X2.5	0.366	0,300	Valid
X2.6	0.526	0,300	Valid
X2.7	0.500	0,300	Valid
X2.8	0,440	0,300	Valid

Source : Data SPSS 21 (Data diolah year 2022)

From table 4 it can be seen that from all the pthe inverse of the variable price dapat is declared valid where *the Corrected Item-Total Correlation* is greater dari 0.300. Therefore all statements can be used in further stages of data processing.

Table 5

Service Quality Validity Test (X3)

Realization	Corrected Item-total Correlation	Measurement Standards	Conclusion
X3.1	0.553	0,300	Valid
X3.2	0.605	0,300	Valid
X3.3	0.653	0,300	Valid
X3.4	0.786	0,300	Valid
X3.5	0.487	0,300	Valid
X3.6	0.712	0,300	Valid
X3.7	0,533	0,300	Valid
X3.8	0,403	0,300	Valid

Source : SPSS 21 Data (Data processed in 2022)

From table 5 it can be seen that all thep-eds regarding the quality of service dapat is declared valid where *the Corrected Item-Total Correlation* is greater than 0.30 0. Therefore all statements can be used in further stages of data processing.

Reliability test

The Reliability Test is carried out using an Alpha cronback which if the value is more than 0.60 then shows the reliability (reability) of the instrument, and what if the value is less than 0.60 it is stated that the instrument is less reliable

Table 6
Reliability Test

No.	Research Variables	Cronbach's Alpha	Role Of Thumb	Conclusion
1.	Product Quality (X1)	0.748	0,600	Reliable
2.	Price (X2)	0.802	0,600	Reliable
3.	Quality of Service (X3)	0.788	0,600	Reliable
4.	Customer Satisfaction (Y)	0.847	0,600	Reliable

Source : SPSS 21 Data (Data processed in 2022)

Based on the reliability test results in table 8, it is shown that the value of Cronbach's Alpha on the variables of product quality, price, quality of service, and customer satisfaction > 0.600 . The table above shows that *Cronbach's Alpha* is greater than 0.600. So it can be concluded that the answers given by the respondents are reliable so that the next stage of data processing can be carried out.

Normality test

This test was carried out using the Kolmogorov-Smirnov test so that it could become a normal distribution. A data is said to be normally distributed if the result ≥ 0.05 and if it is not normal if the result shows ≤ 0.5 . (Sugiyono, 2017). For more information, please see the tale below.

Table 7
Normality Test

Asymp. Sig. (2-tailed)	Alpha	Conclusion
0.838	0.05	Normally Distributed

Source : SPSS 21 Data (Data processed in 2022)

Based on the table in 7, it can be seen from the processed data that the value of Asymp. Sig. (2-tailed) $0.838 > 0.05$, so it can be concluded that the yes n g processed data is normally distributed.

Multicholnearity Test

Mregression model enguji found a correlation between free/independent variables

Table 8

Multicholinerity Test

Variable	VIF	Tollerance	Conclusion
Productquality	1,119	0.893	No multicholinerity
Price	1,091	0.917	No multicholinerity
Quality of Service	1,028	0,973	No multicholinerity

Source : SPSS 24 Data (Data processed in 2022)

Based on the results of the multicholinerity test in table 10, it shows the toll valuelerance dari product quality variable $0.893 > 0.1$ and VIF values $1,119 < 10$, price variable $0.917 > 0.1$ and VIF value $1.091 < 10$, variable service quality $0.973 > 0.1$ and VIF value $1.028 < 10$, it can be concluded that between the two variables there is no multicholinerity problem or commonly called free from symptoms of multicholinerity.

Heteroskedasticity Test

Heteroskedasticity test is to test for differences in variance from the residual of one observation to another, where if this happens, it is concluded that there are symptoms of heteroskedasticity

Table 11
Heteroskedasticity Test

Variable	Sign	Alpha	Conclusion
Productquality	0.432	0,05	No heteroskedasticity occurs
Price	0.414	0,05	No heteroskedasticity occurs
Quality of Service	0.742	0,05	No heteroskedasticity occurs

Source : SPSS 21 Data (Data processed in the year (2022))

Based on the results of the heteroskedasticity test through SPSS, it can be seen that the sig value. each independent variable above is greater than the Alpha value (0.05). So it can be concluded that all independent variables do not indicate heteroskedasticity.

Multiple Linear Regression Analysis

(Ipan Ginanjar & Juarsa Badri, 2019) Based on the calculation of multiple linear regression between product quality (X1), price (X2), service quality (X3) and consumer satisfaction (Y) which in the calculation is assisted by the SPSS program so that the following results are obtained in the table below:

Table 4.13

Summary of Multiple Linear Regression Analysis Results

Information	Coefficient
Constand	8,542
Product Quality	0.386
Price	0.122
Quality of Service	0.234

Source: SPSS 21 Data (Data processed in 2022)

Based on table 4.13 can be obtained a model of regression equations as follows:

$$Y = \alpha + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + e$$

$$Y = 8.542 + 0.386 X_1+ 0.122 X_2+ 0.234 X_3 + e$$

Where that is to say, the regression equation above shows the relationship between independent variables and dependent variables partially, from the equation can be concluded that:

1. The value of the constant is 8,542. This means that if the variables of product quality (X1), price (X2) and service quality (X3) are assumed to be zero value, then consumer satisfaction (Y) will remain at 8,542 units.
2. The value of $X_1 = 0.386$. This means that the product quality regression coefficient indicates a positive direction. This means that if the product quality increases by one unit, consumer satisfaction will also increase by 0.386 units and the assumption of variable prices and constant service quality
3. The value of $X_2 = 0.122$. This means that the price regression coefficient shows a positive direction. This means that if the price increases by one unit, consumer satisfaction will also increase by 0.122 units and the assumption of variables of product quality and constant service quality
4. The value of $X_3 = 0.234$. This means that the coefficient of regression of service quality shows a positive direction. This means that if the quality of service increases by one unit, consumer satisfaction will also increase by 0.234 units and the assumption of product quality variables and prices is constant.

Hypothesis Test t

In this test, to be able to find out the tester in determining the influence of independent variables on dependent variables partially and used to measure the significant influence of independent variables on dependent variables.

Table 13
Hypothesis Test t

No.	Variable	t-count	t-table	A	Sign	Conclusion
1	Product Quality ((X1)	2,210	1.663	0,05	0.030	H1diterima
2	Price (X2)	2,836	1.663	0,05	0.000	H2 accepted
3	Quality of Service (X3)	2,021	1,663	0,05	0,047	H3 accepted

Source : SPSS 21 Data (Data processed in the year (2022)

Based on the partial test table above, it can be seen that each independent variable of product quality, price and service quality has a t-count value > t-table, where the product quality has a t-count value of 4,276 > 1,663, then the price has a t-count value of 1,629 > 1,663, and the quality of service has a t-count value of 3,248 > 1,663. Then it can be concluded that:

- a. Effect of product quality variables on consumer satisfaction (H₁)

Product quality variables positively affect consumer satisfaction at Café Sava Koffie with a t-count value greater than the t-table ($4,276 > 1,663$) and a significance value smaller than the alpha value ($0.000 < 0.05$).

Then in this case it is stated H_1 is accepted.

b. The effect of price variables on consumer satisfaction (H_2)

The price variable had no effect on consumer satisfaction at Café Sava Koffie with a t-count value smaller than the t-table ($1,629 < 1,663$) and a significance value greater than the alpha value ($0.107 < 0.05$).

Then in this case it is stated H_2 is rejected.

c. The effect of service quality variables on customer satisfaction (H_3)

The service quality variable positively affects consumer satisfaction at Café Sava Koffie with a t-count value greater than the t-table ($3,248 > 1,663$) and a significance value smaller than the alpha value ($0.002 < 0.05$).

Then in this case it is stated H_3 is accepted.

Discussion

The Effect of Product Quality on Consumer Satisfaction at Café Sava Koffie

Based on the results of the first hypothesis testing, it was found that product quality variables have a positive and significant effect on consumer satisfaction at Café Sava Koffie, with indicators (*product results, characteristics or additional privileges, reliability, conformity with specifications, durability, usefulness, aesthetics, perceived quality*). The calculated value of t is greater than t of the table and the value of significance is less than the value of alpha. Thus, in this study the first hypothesis (H_1) was accepted.

This shows that if a product has good quality, consumer satisfaction increases. As revealed that the quality of the product has a close relationship with consumer satisfaction, this means that if the taste of food is well maintained, the menu served is varied, the food / drinks displayed are attractive, and the hygienic food is well maintained, it will increase consumer satisfaction (Tombeng & Roring, 2019)

The results of this study are by the research of Dea et al., (2020) stated that product quality has a significant effect on consumer satisfaction which shows that the better the quality of the product owned, the more consumer satisfaction increases and vice versa. And the results of other studies also have the same conclusion where product quality is stated to have a positive and significant effect on consumer satisfaction (Kumrotin, Laili evi, 2021).

The Effect of Price on Consumer Satisfaction at Café Sava Koffie

Based on the second hypothesis test results, it was found that the price variable had no effect on consumer satisfaction at Café Sava Koffie, with indicators (*affordability, price suitability with product quality, competitiveness and conformity of prices with benefits*). The calculated value of t is smaller than t of the table and the value of significance is greater

than the value of alpha. Thus, the second hypothesis (H2) in this study was rejected in this study.

This shows that the fairness of the price does not affect consumer satisfaction. The cheapness or high price of a product is very relative. That means the price is not by what is set by the same café sava koffie. Therefore, the café sava koffie needs to consider or review the policies in pricing so that consumers feel in pricing by what is obtained to create consumer satisfaction because price is the most important decision variable that must be taken by café sava koffie (Kurniawati Tias, 2019).

The results of this study are by the research of Mandey Silvia,. (2015) states that the price does not affect the Consumer Satisfaction of the users of the restaurant ocean 27 manado. And the same study followed by research (Hasbi et al., 2021) price variables do not affect consumer satisfaction. This means that the price does not affect consumer satisfaction, does not attach much importance to the price of the products offered, but pays attention to other factors such as product quality, and physical environment such as the scene of the furniture layout etc.

The Effect of Service Quality on Customer Satisfaction at Café Sava Koffie

Based on the results of the third hypothesis test, it was found that the variables of service quality have a positive and significant effect on consumer satisfaction at Cafe Sava Koffie, with indicators (*tangible, reliability, responsiveness, guarantee and empathy*). The calculated value of t is greater than t of the table and the value of significance is less than the value of alpha. Thus, in this study the third hypothesis (H3) was accepted.

This shows that customer satisfaction will increase if the quality of service provided is very good or good. Because it is very important to create, pay attention to and improve relationships with consumers, if the needs and desires of consumers can be met, it will increase satisfaction with these consumers, good service will increase consumer satisfaction (Asaloei, 2019).

The results of this study are in line with Tombeng & Roring, (2019) which concluded that Service Quality has a significant positive effect on consumer satisfaction (Y). And this research is also in line with the research conducted by Soegoto Supandi, (2018) with the results of the calculation of multiple linear regression analysis with partial testing of the Service Quality variable has a positive and significant influence on the Consumer Satisfaction variable.

IV. Conclusion

In the results of the research that has been carried out that the conclusions in this study are made, namely Product quality (X1) has a positive and significant effect on consumer satisfaction at Café Sava Koffie, the conclusion is that the hypothesis is accepted. The price does not affect consumer satisfaction at Cafe Sava Koffie. service quality (X3) has a positive and significant effect on customer satisfaction at Café Sava

Koffie

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THE INFLUENCE OF ORGANIZATIONAL FACTORS AND INDIVIDUAL FACTORS ON WORK STRESS IN EMPLOYEES OF PT. LION MENTARI PADANG

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Abstract

This study aimed to determine and analyze the effect of organizational factors and individual factors on work stress on employees of PT. Lion Mentari Padang. The population in this study were all employees of PT. Lion Mentari Padang, totaling 80 people. The sampling technique used is saturated sample. Because the population in this study was relatively small, and less than a hundred people, the entire population could be sampled. The data analysis technique used to test the hypothesis is the statistical t test. The results showed that organizational factors affects work stress of employees of PT. Lion Mentari Padang. This is because organizational factors has a significant value of 0.005, this significant value is smaller than alpha 0.05. This means that organizational factors has a significant effect on work stress. Individual factors affect on work stress of employees of PT. Lion Mentari Padang. This is because individual factors have a significant value of 0.000, this significant value is smaller than alpha 0.05. This means that individual factors have a significant effect on work stress.

Keywords: Organizational Factors, Individual Factors And Work Stress

JEL Classification: L21, L78, M1, M2.

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I. Introduction

The rapid development of the economy, the streamlining of enterprises, the merger and bankruptcy of several enterprises due to the prolonged crisis, have caused a very detrimental impact on thousands or even millions of workers. Workers at every level are subjected to stress and uncertainty. They must be willing to be transferred to a section that they are very unable to master and not know how much longer they will be able to survive or be employed. In addition, they have to face the new boss, strict supervision, welfare benefits are reduced than before, and have to work longer and harder to maintain the family's socioeconomic status. This situation often triggers work stress.

Problems related to work stress include; conflicts between employees and leaders, poor communication between employees can lead to conflicts, perceived excessive working time, the leader's unfair attitude in assigning tasks, and such a large load of tasks tends to be the dominant cause of stress, because employees have to work more with their abilities. By paying attention to the indications that have the potential to cause work stress, it is hoped that the company will be able to avoid this work stress which will later have an impact on the services provided by the company and if work stress does not get special attention, it will have an impact on work accidents that will be fatal to the company.

One of the companies engaged in aviation service support services, PT Lion Mentari Padang, carried out air transportation service activities and supporting services from airports in West Sumatra Indonesia. Lion Mentari Padang always prioritizes the best service. In this regard, with the existence of other companies engaged in the same field and the rapid air transportation in Indonesia, PT.

Lion Mentari Padang, both as an individual and a member of an organization / company. The increasingly fierce competition has given rise to the demands for the role of each PT employee. One of PT Lion Mentari Padang's efforts to reduce the level of employee work stress is to pay attention to organizational and individual factors. Based on researchers' observations, in the organizational environment of PT Lion Mentari Padang, various causes of stress include; Pressure to complete tasks over a limited period, excessive workload, leaders who create a culture of tension, fear, and anxiety, and non-compact colleagues. Personal factors that trigger the emergence of stress include; family problems in the employee concerned, personal economic problems, innate personal characteristics, and excessive workload.

The Relationship of Organizational Factors to Work Stress

According to Robbins, Stephen P. & Judge, (2011), stress management can be done with two organizational approaches. Penelitian conducted by Amiri, (2019), Veluchamy & Rani, (2018), Aiyub, (2018), Febriandini & Hartanti, (2016), Ebrahimi, Firoozi, Jafari, & Gudarzi, (2015), Kulkarni, Bell, Hartman, & Herman-smith, (2013), Jeyaraj, Lecturer, & Junior, (2013), and Setyono, Rahardjo, Nugraheni, & Rahardja, (2007), the results of the study found that organizational factors have a significant effect on work stress. Some of the factors that cause stress are mainly the demands of the task and the management controls the demands of the role. By itself, such factors can be modified or changed. Strategies management can consider include better personnel selection and job placement, training, and realistic goal setting. Redesign of work, increased employee engagement, improvements in organizational communication, offers of sabbatical leave or sabbatical periods (usually for research, college, or travel) to employees, and the implementation of corporate welfare programs.

H₁ It is suspected that organizational factors **positively affect** work stress in PT employees. Lion Mentari Padang.

The Relationship of Individual Factors to Work Stress

An employee who has a personal responsibility to reduce stress levels. According to Robbins, Stephen P. & Judge, (2011), stress management can be done with two individual approaches. Individual strategies that have proven effective include applying time management techniques, the addition of sports time, relaxation training, and the expansion of social support networks. Conducted by Aiyub, (2018), Febriandini & Hartanti, (2016), Jeyaraj, Lecturer, & Junior, (2013), and Setyono, Rahardjo, Nugraheni, & Rahardja, (2007) b Based on the results of the study, it was found that there is an influence between individual factors and work stress.

H₂ It is suspected that individual factors **positively affect** work stress in PT employees. Lion Mentari Padang.

II. Material and Method

According to Sugiyono, (2013) "population is a generalized area consisting of objects / subjects that have a certain quantity or characteristic set by the researcher to be studied and then drawn conclusions." As for being the population in this study, all employees of PT. Lion Mentari Padang which numbers 80 people. In this study, the sampling technique used was non-probability sampling, which is a sampling technique that does not provide equal opportunities for each element or member of the population to be selected as a sample (Sugiyono, 2013). Furthermore, the sample technique used is a saturated sample. Because the total population in this study is relatively small, and there

are less than one hundred people, the entire population can be sampled, the population in this study is as many as 80 people.

III. Results and Discussion

Instrument Testing

Validity Test

The validity test results on these statement items can be seen in Table 3 below:

Table 3. Validity Test Results

Variable	Number of Items	R Calculate	R Table	Conclusion
Organizational Factors (X ₁)	1 - 8	0.494 to 0.826	0,219	Valid
Individual Factors (X ₂)	1 - 8	0.409 to 0.763	0,219	Valid
Work Stress (Y)	1 - 10	0.528 to 0.834	0,219	Valid

Source: Processed SPSS Data.

Based on there is a table tersebut, dapat it is known that semua item statement the value of r count is greater than the value of r of the table, which is 0.219. Moreover, there is no item whose calculated value of r is below the number 0.219, thus it can be concluded that all statement items are valid. So that the next stage of data processing can be carried out.

Reliability Test

From the reliability testing process that has been carried out, a summary of the results of the test is obtained as shown in Table 4 below:

Table 4. Reliability Testing Results

Variable	Cronbach's alpha	Critical Value	Conclusion
Organizational Factors (X ₁)	0,845	0,60	Reliable
Individual Factors (X ₂)	0,837	0,60	Reliable
Work Stress (Y)	0,897	0,60	Reliable

Source: Processed SPSS Data.

Based on pthere is a table above dapat it is known that for semua the variable has its *Cronbach's alpha* value > 0.60. This can then be concluded that the item pernyataan to measure the research variables tersebut reliable, seuntil later the stages that will be carried out for the next data processing can be continued.

Data Analysis Results

Descriptive Analysis

The free variables in this study have two variables consisting of organizational factors and individual factors, while the bound variables are work stress. In the following section, the author will explain a description of each research variable. The frequency distribution of each variable will be presented in the frequency distribution table.

Table 5. Frequency Distribution of Respondents' Answers

No.	Variable	Total Score	Average Score	TCR (%)	Information
1	Organizational Factors (X ₁)	317	3.97	79.4	High Enough
2	Individual Factors (X ₂)	300	3.76	75.1	High Enough
3	Work Stress (Y)	298	3.74	74.7	High Enough

Source: Processed Primary Data.

Based on the Table, it can be seen that organizational factors with an average score of 3.97 and TCR of 79.4%, this means that organizational factors fall into the category of quite high. This is due to the demands of tasks, roles, interpersonal demands, and organizational structure. Individual factors with an average score of 3.76 and tcr of 75.1%, this means that individual factors fall into the category of quite high. This is due to family, economic, personality, and knowledge factors. Employee work sres with an average score of 3.74 and TCR of 74.7%, this means that work stress is included in the category of quite high. This is due to the leader's workload, pressure and attitude, time and equipment of work, and repayment or low salary.

Normality Test

From the normality test process that has been carried out, a summary of the results of separti is found as shown in Table 6 below:

Table 6. Data Normality Test Results

Variable	<i>Asymp Sig</i>	<i>Alpha</i>	Conclusion
Organizational Factors (X ₁)	0,345	0,05	Normally Distributed Data
Individual Factors (X ₂)	0,053	0,05	Normally Distributed Data
Work Stress (Y)	0,054	0,05	Normally Distributed Data

Source: Processed SPSS Data.

From the table above, the normality test results show that in this research data, the distribution is normal because the value of *Asymp Sig* for all variables is greater than *Alpha* (0.05).

Multicollinearity Test

From the results of multicollinearity testing can be seen in Table 7 below:

Table 7. Multicollinearity Test Results

Variable	<i>Collinearity Statistics</i>		Conclusion
	<i>Tolerance</i>	<i>VIF</i>	
Organizational Factors (X ₁)	0.627	1,595	Multicollinearity-free
Individual Factors (X ₂)	0.627	1,595	Multicollinearity-free

Source: Processed SPSS Data.

Based on the table above which has been explained, it can be known that between the variables in the research are not related to each other, because the *tolerance* values for all variables do not have a *tolerance* value smaller than 0.10 and also with *vif* value, not even one variable has a *vif* value greater than ten.

Heteroskedasticity Test

From the results of the data heteroskedasticity test through the SPSS tool, it can be seen in Table 8 below:

Table 8. Heteroskedasticity Test Results

Variable	<i>Sig.</i>	<i>Alpha</i>	Conclusion
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Organizational Factors (X ₁)	0.645	0,05	Free Heteroskedasticity
Individual Factors (X ₂)	0.433	0,05	Free Heteroskedasticity

Source: Processed SPSS Data.

For the heteroskedasticity p test there is a table above there is not a single free variable with a significance value smaller than 0.05. Then penelitian is free from heteroskedasticity and the next stage dapat is done.

Hypothesis Testing Results

Multiple Linear Regression Analysis

From the results of multiple linear regression analysis can be summarized in Table 9 below:

Table 9. Summary of Multiple Linear Regression Analysis Results

Bound Variables	Constants and Free Variables	Regression Coefficient
	Constant (a)	0.291
Work Stress (Y)	Organizational Factors (X ₁)	0.231
	Individual Factors (X ₂)	0.667

Source: Spss Data Processing.

Based on the results of the multifaceted linear regression analysis presented in Table 9 above, the following can be put forward the multiple linear regression equation:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2$$

$$Y = 0.291 + 0.231X_1 + 0.667X_2$$

Statistical T-Test

In conducting hypothesis tests, the test tool used is a t-statistical test. The results of the hypothesis test will be presented in Table 10 as follows:

Table 10. Statistical T Test Results

Free Variables	Significant Level	Sig.	Conclusion
Organizational Factors (X ₁)	0,05	0,005	H ₁ Accepted
Individual Factors (X ₂)	0,05	0,000	H ₂ Accepted

Source: SPSS Data Processing

Discussion

Influence of Organizational Factors on Work Stress

The results showed that the first hypothesis in this study was that organizational factors had a significant effect on work stress in PT employees. Lion Mentari Padang.

According to Robbins, Stephen P. & Judge, (2011), potential sources of stress include organizational factors, such as task returns are factors related to a person's work. The role's demands relate to the pressure exerted on a person as a function of a certain role that he plays in the organization. Such demands include the design of individual work (autonomy, diversity of tasks, degree of automation), working conditions, and the physical layout of the work. Working in an overcrowded room or in a location that is always disturbed by noise can increase anxiety and stress. Role conflicts create expectations that maybe difficult to resolve or meet. Excessive role burdens are placed when employees are expected to do more work than in the time available. Role ambiguity is created when the expectations of the role are not clearly understood and the employee is not sure what he should do. Interpersonal demands are pressures created by other employees. The absence of support from colleagues and poor interpersonal relationships can cause stress, especially among employees with high social needs.

This is by research conducted by Amiri, (2019), Veluchamy & Rani, (2018), Aiyub, (2018), Febriandini & Hartanti, (2016), Ebrahimi, Firoozi, Jafari, & Gudarzi, (2015), Kulkarni, Bell, Hartman, & Herman-smith, (2013) , Jeyaraj, Lecturer, & Junior, (2013), and Setyono, Rahardjo, Nugraheni, & Rahardja, (2007), the results of the study found that organizational factors have a significant effect on work stress.

Influence of Individual Factors on Work Stress

The study results found that the second hypothesis in this study of individual factors had a significant effect on work stress in PT employees. Lion Mentari Padang.

Robbins, Stephen P. & Judge, (2011), potential sources of stress include personal factors, such as: family, various difficulties in marital life, fractured relationships, and

difficulty in discipline problems with children are some examples of relationship problems that create stress for employees, which are then carried to the workplace. Ekonomi, because an irregular lifestyle especially regarding life expenses greater than income is another personal constraint that creates stress for employees and interferes with their work concentration. Personality, everyone has an inherent tendency to act on the asination of the negative aspects of the world in general. Individual factors that significantly affect stress are the basic traits of a person. The symptoms of stress expressed at work may come from the person's personality.

This is by research conducted by Aiyub, (2018), Febriandini & Hartanti, (2016), Jeyaraj, Lecturer, & Junior, (2013), and Setyono, Rahardjo, Nugraheni, & Rahardja, (2007) based on the results of the study found that there is an influence between individual factors and work stress.

IV. Conclusion

Based on the results of research and discussion, several research conclusions can be presented as follows: 1) Forganizational actors affect work stress in PT employees. Lion Mentari Padang. This is because the organizational factor has asignificant value of 0.005, the significant value is smaller than the alpha of 0.05. 2) Findividual actors significantly affect work stress in karyawan PT. Lion Mentari Padang. This is because the promotion opportunity has a significant value of 0.000, the significant value is smaller than the alpha of 0.05.

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THE INFLUENCE OF ORGANIZATIONAL FACTORS AND INDIVIDUAL FACTORS ON WORK STRESS IN EMPLOYEES OF PT. LION MENTARI PADANG

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I. Introduction

The rapid development of the economy, the streamlining of enterprises, the merger and bankruptcy of several enterprises due to the prolonged crisis, have caused a very detrimental impact on thousands or even millions of workers. Workers at every level are subjected to stress and uncertainty. They must be willing to be transferred to a section that they are very unable to master and not know how much longer they will be able to survive or be employed. In addition, they have to face the new boss, strict supervision, welfare benefits are reduced than before, and have to work longer and harder to maintain the family's socioeconomic status. This situation often triggers work stress.

Problems related to work stress include; conflicts between employees and leaders, poor communication between employees can lead to conflicts, perceived excessive working time, the leader's unfair attitude in assigning tasks, and such a large load of tasks tends to be the dominant cause of stress, because employees have to work more with their abilities. By paying attention to the indications that have the potential to cause work stress, it is hoped that the company will be able to avoid this work stress which will later have an impact on the services provided by the company and if work stress does not get special attention, it will have an impact on work accidents that will be fatal to the company.

One of the companies engaged in aviation service support services, PT Lion Mentari Padang, carried out air transportation service activities and supporting services from airports in West Sumatra Indonesia. Lion Mentari Padang always prioritizes the best service. In this regard, with the existence of other companies engaged in the same field and the rapid air transportation in Indonesia, PT.

Lion Mentari Padang, both as an individual and a member of an organization / company. The increasingly fierce competition has given rise to the demands for the role of each PT employee. One of PT Lion Mentari Padang's efforts to reduce the level of employee work stress is to pay attention to organizational and individual factors. Based on researchers' observations, in the organizational environment of PT Lion Mentari Padang, various causes of stress include; Pressure to complete tasks over a limited period, excessive workload, leaders who create a culture of tension, fear, and anxiety, and non-compact colleagues. Personal factors that trigger the emergence of stress include; family problems in the employee concerned, personal economic problems, innate personal characteristics, and excessive workload.

The Relationship of Organizational Factors to Work Stress

According to Robbins, Stephen P. & Judge, (2011), stress management can be done with two organizational approaches. Penelitian conducted by Amiri, (2019), Veluchamy & Rani, (2018), Aiyub, (2018), Febriandini & Hartanti, (2016), Ebrahimi, Firoozi, Jafari, & Gudarzi, (2015), Kulkarni, Bell, Hartman, & Herman-smith, (2013), Jeyaraj, Lecturer, & Junior, (2013), and Setyono, Rahardjo, Nugraheni, & Rahardja, (2007), the results of the study found that organizational factors have a significant effect on work stress. Some of the factors that cause stress are mainly the demands of the task and the management controls the demands of the role. By itself, such factors can be modified or changed. Strategies management can consider include better personnel selection and job placement, training, and realistic goal setting. Redesign of work, increased employee engagement, improvements in organizational communication, offers of sabbatical leave or sabbatical periods (usually for research, college, or travel) to employees, and the implementation of corporate welfare programs.

H₁ It is suspected that organizational factors **positively affect** work stress in PT employees. Lion Mentari Padang.

The Relationship of Individual Factors to Work Stress

An employee who has a personal responsibility to reduce stress levels. According to Robbins, Stephen P. & Judge, (2011), stress management can be done with two individual approaches. Individual strategies that have proven effective include applying time management techniques, the addition of sports time, relaxation training, and the expansion of social support networks. Conducted by Aiyub, (2018), Febriandini & Hartanti, (2016), Jeyaraj, Lecturer, & Junior, (2013), and Setyono, Rahardjo, Nugraheni, & Rahardja, (2007) b Based on the results of the study, it was found that there is an influence between individual factors and work stress.

H₂ It is suspected that individual factors **positively affect** work stress in PT employees. Lion Mentari Padang.

II. Material and Method

According to Sugiyono, (2013) "population is a generalized area consisting of objects / subjects that have a certain quantity or characteristic set by the researcher to be studied and then drawn conclusions." As for being the population in this study, all employees of PT. Lion Mentari Padang which numbers 80 people. In this study, the sampling technique used was non-probability sampling, which is a sampling technique that does not provide equal opportunities for each element or member of the population to be selected as a sample (Sugiyono, 2013). Furthermore, the sample technique used is a saturated sample. Because the total population in this study is relatively small, and there

are less than one hundred people, the entire population can be sampled, the population in this study is as many as 80 people.

III. Results and Discussion

Instrument Testing

Validity Test

The validity test results on these statement items can be seen in Table 3 below:

Table 3. Validity Test Results

Variable	Number of Items	R Calculate	R Table	Conclusion
Organizational Factors (X ₁)	1 - 8	0.494 to 0.826	0,219	Valid
Individual Factors (X ₂)	1 - 8	0.409 to 0.763	0,219	Valid
Work Stress (Y)	1 - 10	0.528 to 0.834	0,219	Valid

Source: Processed SPSS Data.

Based on there is a table tersebut, dapat it is known that semua item statement the value of r count is greater than the value of r of the table, which is 0.219. Moreover, there is no item whose calculated value of r is below the number 0.219, thus it can be concluded that all statement items are valid. So that the next stage of data processing can be carried out.

Reliability Test

From the reliability testing process that has been carried out, a summary of the results of the test is obtained as shown in Table 4 below:

Table 4. Reliability Testing Results

Variable	Cronbach's alpha	Critical Value	Conclusion
Organizational Factors (X ₁)	0,845	0,60	Reliable
Individual Factors (X ₂)	0,837	0,60	Reliable
Work Stress (Y)	0,897	0,60	Reliable

Source: Processed SPSS Data.

Based on pthere is a table above dapat it is known that for semua the variable has its *Cronbach's alpha* value > 0.60. This can then be concluded that the item pernyataan to measure the research variables tersebut reliable, seuntil later the stages that will be carried out for the next data processing can be continued.

Data Analysis Results

Descriptive Analysis

The free variables in this study have two variables consisting of organizational factors and individual factors, while the bound variables are work stress. In the following section, the author will explain a description of each research variable. The frequency distribution of each variable will be presented in the frequency distribution table.

Table 5. Frequency Distribution of Respondents' Answers

No.	Variable	Total Score	Average Score	TCR (%)	Information
1	Organizational Factors (X ₁)	317	3.97	79.4	High Enough
2	Individual Factors (X ₂)	300	3.76	75.1	High Enough
3	Work Stress (Y)	298	3.74	74.7	High Enough

Source: Processed Primary Data.

Based on the Table, it can be seen that organizational factors with an average score of 3.97 and TCR of 79.4%, this means that organizational factors fall into the category of quite high. This is due to the demands of tasks, roles, interpersonal demands, and organizational structure. Individual factors with an average score of 3.76 and tcr of 75.1%, this means that individual factors fall into the category of quite high. This is due to family, economic, personality, and knowledge factors. Employee work sres with an average score of 3.74 and TCR of 74.7%, this means that work stress is included in the category of quite high. This is due to the leader's workload, pressure and attitude, time and equipment of work, and repayment or low salary.

Normality Test

From the normality test process that has been carried out, a summary of the results of separti is found as shown in Table 6 below:

Table 6. Data Normality Test Results

Variable	<i>Asymp Sig</i>	<i>Alpha</i>	Conclusion
Organizational Factors (X ₁)	0,345	0,05	Normally Distributed Data
Individual Factors (X ₂)	0,053	0,05	Normally Distributed Data
Work Stress (Y)	0,054	0,05	Normally Distributed Data

Source: Processed SPSS Data.

From the table above, the normality test results show that in this research data, the distribution is normal because the value of *Asymp Sig* for all variables is greater than *Alpha* (0.05).

Multicollinearity Test

From the results of multicollinearity testing can be seen in Table 7 below:

Table 7. Multicollinearity Test Results

Variable	<i>Collinearity Statistics</i>		Conclusion
	<i>Tolerance</i>	<i>VIF</i>	
Organizational Factors (X ₁)	0.627	1,595	Multicollinearity-free
Individual Factors (X ₂)	0.627	1,595	Multicollinearity-free

Source: Processed SPSS Data.

Based on the table above which has been explained, it can be known that between the variables in the research are not related to each other, because the *tolerance* values for all variables do not have a *tolerance* value smaller than 0.10 and also with *vif* value, not even one variable has a *vif* value greater than ten.

Heteroskedasticity Test

From the results of the data heteroskedasticity test through the SPSS tool, it can be seen in Table 8 below:

Table 8. Heteroskedasticity Test Results

Variable	<i>Sig.</i>	<i>Alpha</i>	Conclusion
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Organizational Factors (X ₁)	0.645	0,05	Free Heteroskedasticity
Individual Factors (X ₂)	0.433	0,05	Free Heteroskedasticity

Source: Processed SPSS Data.

For the heteroskedasticity p test there is a table above there is not a single free variable with a significance value smaller than 0.05. Then penelitian is free from heteroskedasticity and the next stage dapat is done.

Hypothesis Testing Results

Multiple Linear Regression Analysis

From the results of multiple linear regression analysis can be summarized in Table 9 below:

Table 9. Summary of Multiple Linear Regression Analysis Results

Bound Variables	Constants and Free Variables	Regression Coefficient
	Constant (a)	0.291
Work Stress (Y)	Organizational Factors (X ₁)	0.231
	Individual Factors (X ₂)	0.667

Source: Spss Data Processing.

Based on the results of the multifaceted linear regression analysis presented in Table 9 above, the following can be put forward the multiple linear regression equation:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2$$

$$Y = 0.291 + 0.231X_1 + 0.667X_2$$

Statistical T-Test

In conducting hypothesis tests, the test tool used is a t-statistical test. The results of the hypothesis test will be presented in Table 10 as follows:

Table 10. Statistical T Test Results

Free Variables	Significant Level	Sig.	Conclusion
Organizational Factors (X ₁)	0,05	0,005	H ₁ Accepted
Individual Factors (X ₂)	0,05	0,000	H ₂ Accepted

Source: SPSS Data Processing

Discussion

Influence of Organizational Factors on Work Stress

The results showed that the first hypothesis in this study was that organizational factors had a significant effect on work stress in PT employees. Lion Mentari Padang.

According to Robbins, Stephen P. & Judge, (2011), potential sources of stress include organizational factors, such as task returns are factors related to a person's work. The role's demands relate to the pressure exerted on a person as a function of a certain role that he plays in the organization. Such demands include the design of individual work (autonomy, diversity of tasks, degree of automation), working conditions, and the physical layout of the work. Working in an overcrowded room or in a location that is always disturbed by noise can increase anxiety and stress. Role conflicts create expectations that maybe difficult to resolve or meet. Excessive role burdens are placed when employees are expected to do more work than in the time available. Role ambiguity is created when the expectations of the role are not clearly understood and the employee is not sure what he should do. Interpersonal demands are pressures created by other employees. The absence of support from colleagues and poor interpersonal relationships can cause stress, especially among employees with high social needs.

This is by research conducted by Amiri, (2019), Veluchamy & Rani, (2018), Aiyub, (2018), Febriandini & Hartanti, (2016), Ebrahimi, Firoozi, Jafari, & Gudarzi, (2015), Kulkarni, Bell, Hartman, & Herman-smith, (2013) , Jeyaraj, Lecturer, & Junior, (2013), and Setyono, Rahardjo, Nugraheni, & Rahardja, (2007), the results of the study found that organizational factors have a significant effect on work stress.

Influence of Individual Factors on Work Stress

The study results found that the second hypothesis in this study of individual factors had a significant effect on work stress in PT employees. Lion Mentari Padang.

Robbins, Stephen P. & Judge, (2011), potential sources of stress include personal factors, such as: family, various difficulties in marital life, fractured relationships, and

difficulty in discipline problems with children are some examples of relationship problems that create stress for employees, which are then carried to the workplace. Ekonomi, because an irregular lifestyle especially regarding life expenses greater than income is another personal constraint that creates stress for employees and interferes with their work concentration. Personality, everyone has an inherent tendency to act on the asination of the negative aspects of the world in general. Individual factors that significantly affect stress are the basic traits of a person. The symptoms of stress expressed at work may come from the person's personality.

This is by research conducted by Aiyub, (2018), Febriandini & Hartanti, (2016), Jeyaraj, Lecturer, & Junior, (2013), and Setyono, Rahardjo, Nugraheni, & Rahardja, (2007) based on the results of the study found that there is an influence between individual factors and work stress.

IV. Conclusion

Based on the results of research and discussion, several research conclusions can be presented as follows: 1) Forganizational actors affect work stress in PT employees. Lion Mentari Padang. This is because the organizational factor has asignificant value of 0.005, the significant value is smaller than the alpha of 0.05. 2) Findividual actors significantly affect work stress in karyawan PT. Lion Mentari Padang. This is because the promotion opportunity has a significant value of 0.000, the significant value is smaller than the alpha of 0.05.

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EFFECT OF INTEREST RATE AND INFLATION ON DEPOSIT AMOUNT AT BANK NAGARI PADANG MAIN BRANCH

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Abstract

This study aims to determine interest rates and inflation on the number of deposits at Bank Nagari Main Branch Padang. This study uses quantitative methods. The type of data used by the author is time series data. Sources of data that researchers use is secondary data. The secondary data that the author uses is in the form of financial report data for 2016-2020 from the official websites of Bank Nagari and Bank Indonesia through the websites www.banknagari.co.id and www.bi.go.id. In this study, the author uses the method of documenting a company's report. Based on the study results, interest rates have an effect on the number of deposits, inflation has no effect on the number of deposits and interest rates and inflation have a simultaneous effect on the number of deposits. These results were obtained from the Eviews8 data processing.

Keywords: Interest Rates, Inflation, Amount of Deposits

JEL Classification: L21, L78, M1, M2.

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I. Introduction

The banking world is a financial body and rules that continue to compete to obtain funds from the public and these funds will be distributed to people in need. According

to the Law of the Republic of Indonesia No. 10 of 1988 dated November 10, 1988, banking is the ability to collect, distribute funds and serve customers well. Deposits, savings, current accounts and time deposits are activities to collect and distribute funds from the community and make it easier for people to save money or invest in the dep period an (Faridah, 2019).

Bank Nagari is the only bank owned by the West Sumatra Regional Government that seeks to improve the economy of the citizens of West Sumatra. Bank Nagari is headquartered in the city of Padang. Bank Nagari was established on March 12, 1962 under the name OF PT. West Sumatra Regional Development Bank. Number 13 dated July 21, 2021 Based on the decision of the First Agenda regarding the evaluation of the change in the Name of PT. West Sumatra Regional Development Bank, then approved changes to article 1 paragraph (1) of the Articles of Association related to the name of the company PT. The West Sumatra Regional Development Bank called Bank Nagari was changed to PT. Nagari Bank. Henceforth the nickname PT. Nagari Bank is Nagari Bank. Deposits are the activities of banks to receive funds from residents, which banks need in bank activities such as circulating funds to residents, for example, providing loans. Customers who deposit their funds in banks are called depositors. The depositor can take back the money according to the agreement made with the relevant bank at a certain time. The benefit of deposits is that it stimulates the economy. The deposit interest rate is a loan by the borrower then deposited to the creditor, namely the interest of both business people, individuals, entrepreneurs, managers in carrying out business activities and economy with various alternatives both investment and financing (Sudian et al., 2017).

Deposits are the activities of banks to receive funds from uk penduds, which are necessary for banks in bank activities such as circulating funds to residents, for example providing loans. Customers who deposit their funds in banks are called depositors. The depositor can take back the money according to the agreement made with the relevant bank at a certain time. The benefit of deposits is to stabilize the economy. The deposit interest rate is a loan by the borrower then deposited to the creditor, namely the interest of both business people, individuals, entrepreneurs, managers in carrying out business activities is and an economy with various alternatives, both investment and financing (Sudian et al., 2017).

(Cashmere, 2014) states the deposit has a certain period. The wak tu period usually varies from 1, 2, 3, 6, 12, 18 to 24 months. Time deposits are issued in the name of both individuals and institutions. This means that the name of a person or institution is listed in the deposit certificate. According to the term, interest on deposits can be withdrawn after the month or after maturity (term), both cash and non-cash withdrawals (book transfers) and are subject to tax on the amount of interest it receives. The amount

deposited is in the number of round shapes and there is a minimum limit. Deposit candancers before maturity are subject to a *penalty rate* (fine).

At the end of 1998, the exchange rate weakened and impacted the nation's economic development. Initially, there were various policies from the government to make it easier for the private sector and banks to carry out their business operations in collecting money from the hands of the public. With the ease with which the government competition between banks to attract customers is getting tighter, there has been the emergence of new branches and various types of interest rates that are held erikan, intended to distribute funds in the community. In improving each company, it should strive to strive for the results of the financial sector, the main thing in increasing the number of customers in collecting funds from the public in order to increase the number of ah funds that are then made as business capital for other companies, so that the spread of banks both government and private that reach the sub-district level continues increase the equalization and allocation of funds or financing of economic activities in the region to create jobs (Ibrahim, 2011).

The banking sector depends on the position of the exchange rate because transactions use foreign currencies. If the exchange rate position weakens, it will have an impact on the exchange rate, the domestic interest rate. The situation is getting worse for the National economy such as interest income from small borrower customers compared to interest costs that banks charge to customers, the situation results in banks finding it difficult to make a profit (Wibowo & Syaichu, 2013).

The case related to deposits reported by kompas.com explained the case of deposits of IDR 56 billion. Some customers of PT Bank Mega Tbk lost their deposit funds placed at bank Mega Gatot Subroto branch, Denpasar, Bali. 14 nasabah were victims with a total loss of around Rp 56 billion. Previously, the case that emerged in February 2021 initially only involved 9 customers, the loss of the nine customers was around IDR 33.45 billion. Then the deposit funds at Bank Mega were 5 customers with a total loss of Rp 23 billion. Since saving at Bank Mega, customers have never disbursed deposits since 2015-2019. Deposit products taken from 1 month to 3 months are extended otomatis. So that customers come to Bank Mega in November 2020 to find their deposits. The bank official said the customer's deposits had been disbursed and frozen the accounts. The cause of this case was due to a change of leadership in the bank. This case can be resolved by the bank confiscating the seized assets of the accused, to be returned to the rightful party (Kompas.com).

According to (Sadono Sukirno, 2005), interest rates are the price of money today and tomorrow will be different. The value for money on this day will be different in the future. If spent today and then spent in the future, money will be different in price. So,

the price of money today is the price that must be imagined differently from in the future because there is an exchange between one rupiah.

Sinungan, (2018) stated that interest rates are a conventional instrument to control or suppress the growth rate of the inflation rate. If interest rates are high, people will be more interested in keeping their money in banks than investing in industry or manufacturing, which is a much higher risk than investing in banks, especially deposits. The interest rate is the commission that the bank must give from receiving a certain amount of funds. The interest rate is also said to be the cost of the loan, or the price given by the lender for the loan of funds provided by the bank. The interest rate is determined by the intersection of the investment demand curve and the savings curve. The interest rate is the cost of using money, as per the biddern and the demand for money.

Boediono, (2014) states that interest rates are considered rents for the use of money for a certain period, or prices for the use of money. The agreed price is the price of using the money for a mutually determined period. This price is usually expressed per unit time (per month or according to applicable customs).

The research conducted (Mirza, 2011) found a "positive and significant influence of interest rates on the number of depots. High interest rates will encourage people to keep their money in the bank, not invest in the manufacturing sector, which is a much higher risk, encouraging people to keep their money in the bank. bank". Based on these assumptions, the peneliti proposes a hypothesis that will be empirically proven :

H₁: Interest Rate has a positive and significant effect on the amount of deposits

Effect of Inflation on Deposit Amount

Inflation is one of the economic problems that has always been experienced by, almost all countries. Talk of inflation is always associated with rising prices, because it is price that is an important indicator rather than inflation. Inflation is a condition in which there is a tendency to increase the price of goods in general and continuously temporary. The results of the study (Rahayu & Siregar, 2018) inflation has a positive and significant effect on the number of deposits. This is because when there is inflation, people can maintain their consumption level and from uncertainty, the amount of deposits in banks increases. According to (Anwar, 2018) Inflation has a positive and significant effect on deposits, this is because the inflation rate on a light or heavy scale also greatly affects public interest to deposit its funds in the bank.

Research conducted (Zalukhu et al., 2011) Inflation has a negative but not significant influence on the amount of deposits. This means that any increase in inflation will reduce the amount of deposits. When inflation occurs, the nominal price of goods and services increases so that people's purchasing power will decrease. If the customer has a goal to maintain his consumption level, then the originally allocated income as a deposit will be used partly or completely for consumption purposes.

Research according to (Gumelar, 2013) Inflation has a negative effect. The amount of inflation in Indonesia has deviated far from economic projections, but monthly, Indonesia's inflation is still in line with expectations, namely at 1 percent. The existence of this inflation shows that the money supply in the community is increasing, so there is a need for policies from the government. One of them is to increase the interest rate on savings, so that people are interested in hoarding.

H₂: Inflation has a positive effect on the amount of deposits

Effect of Interest Rate and Inflation on Deposit Amount

According to (Rahayu & Siregar, 2018) interest rates and Inflation have a positive and significant influence on the amount of deposit funds. Interest rates and inflation can influence deposits. because the size of deposits and the interest rate affect the number of deposits and in the event of inflation the people can maintain their consumption level and protect them from being overcrowded or fluctuating in the future so that it will increase the amount of deposits in the bank, it will have a positive and significant impact on the amount of deposit funds.

According to (Anwar, 2018), interest rates and inflation positively influence deposits. This is because interest rates and inflation on a light or heavy scale also greatly affect the need for people to deposit their funds in banks.

According to (Febriani, 2019), interest rates and inflation positively impact the number of deposits. In the *Inflation Targeting* policy scheme, the government usually directly addresses the increase in inflation with a policy of monetary tightening through an increase in the *BI Rate*. But there is often an intersection between the banking response and the government's expectations. This is due to the difference in views between the government and the banking world in responding to inflation and its effect on the accumulation of capital stored in the form of savings and depositors' ito.

According to (Gumelar, 2013), research research interest rates and inflation have a positive effect on the number of deposits. The amount of inflation in Indonesia has deviated far from economic projections, but monthly, Indonesia's inflation is still in line

with expectations, below 1 percent. The existence of this inflation shows that the money supply in the community is increasing, so there is a need for policies from the government. One of them is to increase the interest rate on savings, so that people are interested in turning the corner.

The study concludes that there is a strong relationship between interest rates and inflation and the amount of deposits. In the Inflation Targeting policy scheme, the government usually directly addresses the increase in inflation with a policy of tightening the money through an increase in the BI Rate. But there is often an intersection between the banking response and the government's expectations. This is due to the difference in views between the government and the banking world in responding to the phenomenon of inflation and its opposition to the accumulation of capital stored in the form of savings and deposits.

H₃ : Interest Rate and Inflation have a positive effect on the Amount of Deposits

II. Material and Method

In this study, the authors used quantitative methods. A quantitative approach is a research method used to examine a population or sample to test a certain established hypothesis (Sugiyono, 2017). This research uses quantitative research methods because the data uses figures from the annual financial statements used for the researcher's variable independent, namely interest rate on deposits and the number of customers. The results of the processed numbers are then processed using the Eviews program.

The type of data that the authors used in this study was Time Series data. This Time Series data is data that has a time series of more than one year on an object or data collected over time against an object. While the measurement scale uses a ratio scale. Ratio data is the data with the highest level of measurement in other types of data (Winarno, 2011).

The data source used in this study is secondary data. Secondary data is data collected from various sources that already exist by researchers. The data can be obtained from various sources such as central bureau of statistics, books, annual reports, journals and others (Radjab & Jam'an, 2017).

III. Results and Discussion

Descriptive Statistical Analysis

Descriptive analysis describes the object of study through sample data, without conducting an analysis and making generally accepted conclusions. The descriptive analysis in this study includes the variables of dividend policy, liquidity, profitability, and company growth shown in the following table:

Table 2

Descriptive Statistics

	Pendapatan Native Region	Capital Expenditures	Regional Financial Performance
Maximum	8.390.723	4.945833	3.120500
Minimum	11.470.894	6.000.000	4.450.000
Mean	5.997.474.	3.750.000	1.320.000
Standard Deviation	1.267.799.	0.660784	0.740.470
Observation	60	60	60

Source: Secondary Data processed by E-Views 8

Based on the table above , it can be seen that the observations in this study amounted to 60 data. Data on the Amount of Deposit shows that the maximum value is IDR11,470,894 which was found in December 2020. As well as the minimum value on the Total Deposit is worthRp 5,997,474 in July 2017. And the average amount of money circulating in Indonesia from January 2016 to December 2020 is worth Rp . 8,390,723.

The interest rate variable shows thatthe maximum value is 6.00 from November 2018 to June 2019. And the minimum value at the interest rate is 3.75 which occurs in two consecutive months, namely in November 2020–December 2020. As well as the average (Mean) of the a tribe datais 4.94.

The inflation variable shows that the maximum value is 4.45which occurred in March 2016 and for the minimum value is 1.32which was in August 2020. And the average (mean) of inflation in Indonesia is 3.12.

Hypothesis Test

T Test

Table 3

T Test Results

Variables	Coefficient	Std. Error	t-Statistics	Prob.
Y	10.437.355	885754.6	11.78357	0.0000
X1	425627.0	182507.3	2.332109	0.0233
X2	-1330464.	162866.5	-8.169042	0.0000

Source : Secondary data processed with E-Views 8, 2022

1. The effect of the interest rate on the amount of deposits

The test results above show a positive interest rate value, this shows that the direction of the coefficient is positive, where the value of the interest rate probability is $0.0233 < 0.05$ so that the first hypothesis is accepted. Then it can be concluded that the interest rate positively influences the amount of deposits on the nagari bank of the padang main branch.

2. The effect of inflation on the amount of deposits

The test results with the test above show a probability value of $0.0000 < 0.05$ but towards negative. so that the second hypothesis is accepted. So it can be concluded that inflation has a significant negative effect on the amount of deposits at the Nagari bank , the main branch of Padang.

Test F

Table 4

F Test Results

Information	Coefficient
F-statistics	33.43538
Prob(F-statistics)	0.000000

Source: Secondary Data Processed with E-Views 8, 2022

Based on the table above, it can be explained that the hypothesis test is a probability value of $0.000 < 0.05$, then H_0 is rejected H_a accepted, so it can be interpreted that there is a simultaneous and significant influence of variable interest rates and inflation on the amount of deposits.

R test

Table 5

R Test Results

R-squared	0.539843	Mean dependent var	8.390.723.
Adjusted R-squared	0.523697	S.D. dependent var	1267799.

Source : Secondary Data processed with E-Views 8, 2022

Based on the estimation results as presented in the table above , it can be seen that the value of the Adjusted determinant coefficient R^2 is 0.523697 (52.37%). This shows that the contribution made by interest rates and inflation to the amount of deposits is 52.37% and the remaining 46.63% is influenced by other factors that are not contained in this study.

Effect of Interest Rate on Deposit Amount

Based on the research obtained after testing 60 observational data taken from the Bank Indonesia website and the Bank Nagari website, it can be concluded that Hypothesis 1 proposed in this study is that it is suspected that interest rates affect the amount of deposits. The proposition of the interest rate is $0.0233 < 0.05$ so the first hypothesis is accepted. So it can be concluded that the interest rate positively influences the amount of deposits at the Nagari bank padang main branch.

The interest rate is the commission that the bank must give from the receipt of an amount of funds. According to (Sinungan, 2018) interest rates are a control or suppressor of the growth rate of the inflation rate. If interest rates are high, people will be more interested in keeping their money in banks than investing in industry or manufacturing, which is a much higher risk than investing in banks, especially in deposits.

The results of this study are also strengthened by previous research researched by (Sudian et al., 2017) also said that that interest rates have a positive and significant effect on the number of deposits there is a strong relationship between interest rates on deposit funds, from the overall study it was found that the use of deposit rates an effect is significant on the amount of deposits, the size of deposits and the interest rate affects the amount of deposit funds.

The interest rate is the commission that the bank must give from receiving a certain amount of funds. The use of deposit rates has a significant effect on the number of deposits, the size of deposits and the increase in interest affects the amount of deposit funds. If interest rates are high, people will be more interested in keeping their money

in banks than investing in industry or manufacturing, which is a much higher risk than investing in banks, especially in deposits.

Effect of Inflation on Deposit Amount

Based on the study results obtained after testing 60 observational data which are data taken from the Bank Indonesia website and the Bank Nagari website, it can be concluded that Hypothesis 1 proposed in this study is that inflation is suspected to affect the amount of deposits. Inflation shows a probability value of $0.0000 < 0.05$ but is negative. So it can be concluded that inflation has a significant negative effect on the amount of deposits at the Nagari bank, the main branch of Padang. This means that any increase in Inflation will decrease the Deposit Amount. When inflation occurs, the nominal price of goods and services increases so that people's purchasing power will decrease. The increase in the inflation rate will impact increasing the number of consumption due to the continuous increase in general prices which will ultimately reduce the share in savings.

According to (Febriani, 2019) In the *Inflation Targeting* policy scheme, the increase in inflation is usually directly addressed by the government with a policy of monetary tightening through an increase in the *BI Rate*. But there is often an intersection between the banking response and the government's expectations. This is due to the difference in views between the government and the banking world in responding to the phenomenon of inflation and its influence on the accumulation of capital stored in the form of savings and deposits.

The results of this study are strengthened by research researched by According to (Yunizar, 2019) and (Zalukhu et al., 2011) which states that inflation has a significant negative effect on the number of deposits. This is because if the price of goods increases then the value of the currency weakens, and if this happens continuously it will result in a worsening of the economic condition thorough and able to shake the political order of a country.

Every increase in inflation will reduce the amount of deposits. When inflation occurs, the nominal price of goods and services increases so that people's purchasing power will decrease. The increase in the inflation rate will have an impact on the increase in the amount of consumption due to the continuous increase in general prices which will eventually reduce the share in savings

Effect of Inflation on Deposit Amount

Based on the study results obtained after testing 60 observasi data which are data taken from the Bank Indonesia website and bank Nagari website, it can be concluded that Hypothesis 1 proposed in this study is that it is suspected that interest rates and inflation affect the number of depositors. The Interest Rate and inflation show a probability value of $0.000 < 0.05$, then H_0 is rejected H_a accepted, so it can be interpreted that there is a simultaneous and significant influence of variable interest rates and inflation on the amount of deposits. Interest rates and inflation can influence deposits. because the size of the deposits and the interest rate affect the amount of deposits and in the event of inflation the public can maintain its consumption level and protect it from non-disclosure certain or fluctuating in the future so that it will increase the amount of deposits in the bank, it will have a positive and significant impact on the amount of deposit funds.

According to (Rahayu & Siregar, 2018) interest rates and inflation have a positive and significant influence on the amount of deposit funds. Interest rates and inflation can influence deposits. because the size of deposits and the interest rate affect the jumlah of deposits and in the event of inflation the public can maintain its consumption level and protect it from uncertainty or fluctuating in the future so that it will increase the amount of deposits in the bank, it will have a positive and significant impact on the amount of deposit funds.

The results of this study are strengthened by research researched by According to (Rahayu & Siregar, 2018), (Febriani, 2019) and (Gumelar, 2013) which states that interest rates and inflation have an effect positive and significant to the amount of deposits. Interest rates and inflation affect deposits, since the size of the deposito and the interest rate affect the amount of deposits. When inflation occurs, society can maintain consumption and protect it from uncertainty or fluctuations in the future increasing the number of deposits in the bank.

Interest rates and inflation can influence deposits. because the size of deposits and the interest rate affect the number of deposits and in the event of inflation the public can maintain its level of consumption and protect it from non-disclosure certain or volatile in the future so that it will increase the amount of deposits in the bank, it will have a positive and significant impact on the amount of deposit funds

IV. Conclusion

Based on the results of research that has been carried out entitled The Effect of Interest Rates and Inflation on the Amount of Deposits, the following conclusions can be obtained:

1. The Interest Rate has a positive and significant effect on the Amount of Deposits. The interest rate is an important factor when investing, the desired investment rate will be lower if the higher the interest rate. High interest rates will encourage people to keep their money in banks instead of investing in the manufacturing sector, which is much higher risk than investing money in banks in deposits.

2. Inflation has a negative and significant effect on the Amount of Deposits. Hal this is plannedn any increase in Inflation will reduce the Amount of Deposits. When inflation occurs, the nominal price of goods and services increases so that people's purchasing power will decrease. The increase in the inflation rate will impact increasing the amount of consumption due to the continuous increase in general prices which will eventually reduce the share in savings.

Interest rates and inflation can influence deposits. because the size of the deposits of its depositors and the interest rate affect the amount of deposits and in the event of inflation the people can maintain their level of consumption and protect it from uncertainty or fluctuating in the future so that it will increase the amount of deposits in the bank, it will have a positive and significant impact on the amount of deposit funds

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EFFECT OF INTEREST RATE AND INFLATION ON DEPOSIT AMOUNT AT BANK NAGARI PADANG MAIN BRANCH

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Abstract

This study aims to determine interest rates and inflation on the number of deposits at Bank Nagari Main Branch Padang. This study uses quantitative methods. The type of data used by the author is time series data. Sources of data that researchers use is secondary data. The secondary data that the author uses is in the form of financial report data for 2016-2020 from the official websites of Bank Nagari and Bank Indonesia through the websites www.banknagari.co.id and www.bi.go.id. In this study, the author uses the method of documenting a company's report. Based on the study results, interest rates have an effect on the number of deposits, inflation has no effect on the number of deposits and interest rates and inflation have a simultaneous effect on the number of deposits. These results were obtained from the Eviews8 data processing.

Keywords: Interest Rates, Inflation, Amount of Deposits

JEL Classification: L21, L78, M1, M2.

Type of paper: Research Paper

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I. Introduction

The banking world is a financial body and rules that continue to compete to obtain funds from the public and these funds will be distributed to people in need. According

to the Law of the Republic of Indonesia No. 10 of 1988 dated November 10, 1988, banking is the ability to collect, distribute funds and serve customers well. Deposits, savings, current accounts and time deposits are activities to collect and distribute funds from the community and make it easier for people to save money or invest in the dep period an (Faridah, 2019).

Bank Nagari is the only bank owned by the West Sumatra Regional Government that seeks to improve the economy of the citizens of West Sumatra. Bank Nagari is headquartered in the city of Padang. Bank Nagari was established on March 12, 1962 under the name OF PT. West Sumatra Regional Development Bank. Number 13 dated July 21, 2021 Based on the decision of the First Agenda regarding the evaluation of the change in the Name of PT. West Sumatra Regional Development Bank, then approved changes to article 1 paragraph (1) of the Articles of Association related to the name of the company PT. The West Sumatra Regional Development Bank called Bank Nagari was changed to PT. Nagari Bank. Henceforth the nickname PT. Nagari Bank is Nagari Bank. Deposits are the activities of banks to receive funds from residents, which banks need in bank activities such as circulating funds to residents, for example, providing loans. Customers who deposit their funds in banks are called depositors. The depositor can take back the money according to the agreement made with the relevant bank at a certain time. The benefit of deposits is that it stimulates the economy. The deposit interest rate is a loan by the borrower then deposited to the creditor, namely the interest of both business people, individuals, entrepreneurs, managers in carrying out business activities and economy with various alternatives both investment and financing (Sudian et al., 2017).

Deposits are the activities of banks to receive funds from uk penduds, which are necessary for banks in bank activities such as circulating funds to residents, for example providing loans. Customers who deposit their funds in banks are called depositors. The depositor can take back the money according to the agreement made with the relevant bank at a certain time. The benefit of deposits is to stabilize the economy. The deposit interest rate is a loan by the borrower then deposited to the creditor, namely the interest of both business people, individuals, entrepreneurs, managers in carrying out business activities is and an economy with various alternatives, both investment and financing (Sudian et al., 2017).

(Cashmere, 2014) states the deposit has a certain period. The wak tu period usually varies from 1, 2, 3, 6, 12, 18 to 24 months. Time deposits are issued in the name of both individuals and institutions. This means that the name of a person or institution is listed in the deposit certificate. According to the term, interest on deposits can be withdrawn after the month or after maturity (term), both cash and non-cash withdrawals (book transfers) and are subject to tax on the amount of interest it receives. The amount

deposited is in the number of round shapes and there is a minimum limit. Deposit candancers before maturity are subject to a *penalty rate* (fine).

At the end of 1998, the exchange rate weakened and impacted the nation's economic development. Initially, there were various policies from the government to make it easier for the private sector and banks to carry out their business operations in collecting money from the hands of the public. With the ease with which the government competition between banks to attract customers is getting tighter, there has been the emergence of new branches and various types of interest rates that are held erikan, intended to distribute funds in the community. In improving each company, it should strive to strive for the results of the financial sector, the main thing in increasing the number of customers in collecting funds from the public in order to increase the number of ah funds that are then made as business capital for other companies, so that the spread of banks both government and private that reach the sub-district level continues increase the equalization and allocation of funds or financing of economic activities in the region to create jobs (Ibrahim, 2011).

The banking sector depends on the position of the exchange rate because transactions use foreign currencies. If the exchange rate position weakens, it will have an impact on the exchange rate, the domestic interest rate. The situation is getting worse for the National economy such as interest income from small borrower customers compared to interest costs that banks charge to customers, the situation results in banks finding it difficult to make a profit (Wibowo & Syaichu, 2013).

The case related to deposits reported by kompas.com explained the case of deposits of IDR 56 billion. Some customers of PT Bank Mega Tbk lost their deposit funds placed at bank Mega Gatot Subroto branch, Denpasar, Bali. 14 nasabah were victims with a total loss of around Rp 56 billion. Previously, the case that emerged in February 2021 initially only involved 9 customers, the loss of the nine customers was around IDR 33.45 billion. Then the deposit funds at Bank Mega were 5 customers with a total loss of Rp 23 billion. Since saving at Bank Mega, customers have never disbursed deposits since 2015-2019. Deposit products taken from 1 month to 3 months are extended otomatis. So that customers come to Bank Mega in November 2020 to find their deposits. The bank official said the customer's deposits had been disbursed and frozen the accounts. The cause of this case was due to a change of leadership in the bank. This case can be resolved by the bank confiscating the seized assets of the accused, to be returned to the rightful party (Kompas.com).

According to (Sadono Sukirno, 2005), interest rates are the price of money today and tomorrow will be different. The value for money on this day will be different in the future. If spent today and then spent in the future, money will be different in price. So,

the price of money today is the price that must be imagined differently from in the future because there is an exchange between one rupiah.

Sinungan, (2018) stated that interest rates are a conventional instrument to control or suppress the growth rate of the inflation rate. If interest rates are high, people will be more interested in keeping their money in banks than investing in industry or manufacturing, which is a much higher risk than investing in banks, especially deposits. The interest rate is the commission that the bank must give from receiving a certain amount of funds. The interest rate is also said to be the cost of the loan, or the price given by the lender for the loan of funds provided by the bank. The interest rate is determined by the intersection of the investment demand curve and the savings curve. The interest rate is the cost of using money, as per the biddern and the demand for money.

Boediono, (2014) states that interest rates are considered rents for the use of money for a certain period, or prices for the use of money. The agreed price is the price of using the money for a mutually determined period. This price is usually expressed per unit time (per month or according to applicable customs).

The research conducted (Mirza, 2011) found a "positive and significant influence of interest rates on the number of depots. High interest rates will encourage people to keep their money in the bank, not invest in the manufacturing sector, which is a much higher risk, encouraging people to keep their money in the bank. bank". Based on these assumptions, the peneliti proposes a hypothesis that will be empirically proven :

H₁: Interest Rate has a positive and significant effect on the amount of deposits

Effect of Inflation on Deposit Amount

Inflation is one of the economic problems that has always been experienced by, almost all countries. Talk of inflation is always associated with rising prices, because it is price that is an important indicator rather than inflation. Inflation is a condition in which there is a tendency to increase the price of goods in general and continuously temporary. The results of the study (Rahayu & Siregar, 2018) inflation has a positive and significant effect on the number of deposits. This is because when there is inflation, people can maintain their consumption level and from uncertainty, the amount of deposits in banks increases. According to (Anwar, 2018) Inflation has a positive and significant effect on deposits, this is because the inflation rate on a light or heavy scale also greatly affects public interest to deposit its funds in the bank.

Research conducted (Zalukhu et al., 2011) Inflation has a negative but not significant influence on the amount of deposits. This means that any increase in inflation will reduce the amount of deposits. When inflation occurs, the nominal price of goods and services increases so that people's purchasing power will decrease. If the customer has a goal to maintain his consumption level, then the originally allocated income as a deposit will be used partly or completely for consumption purposes.

Research according to (Gumelar, 2013) Inflation has a negative effect. The amount of inflation in Indonesia has deviated far from economic projections, but monthly, Indonesia's inflation is still in line with expectations, namely at 1 percent. The existence of this inflation shows that the money supply in the community is increasing, so there is a need for policies from the government. One of them is to increase the interest rate on savings, so that people are interested in hoarding.

H₂: Inflation has a positive effect on the amount of deposits

Effect of Interest Rate and Inflation on Deposit Amount

According to (Rahayu & Siregar, 2018) interest rates and Inflation have a positive and significant influence on the amount of deposit funds. Interest rates and inflation can influence deposits. because the size of deposits and the interest rate affect the number of deposits and in the event of inflation the people can maintain their consumption level and protect them from being overcrowded or fluctuating in the future so that it will increase the amount of deposits in the bank, it will have a positive and significant impact on the amount of deposit funds.

According to (Anwar, 2018), interest rates and inflation positively influence deposits. This is because interest rates and inflation on a light or heavy scale also greatly affect the need for people to deposit their funds in banks.

According to (Febriani, 2019), interest rates and inflation positively impact the number of deposits. In the *Inflation Targeting* policy scheme, the government usually directly addresses the increase in inflation with a policy of monetary tightening through an increase in the *BI Rate*. But there is often an intersection between the banking response and the government's expectations. This is due to the difference in views between the government and the banking world in responding to inflation and its effect on the accumulation of capital stored in the form of savings and depositors ito.

According to (Gumelar, 2013), research research interest rates and inflation have a positive effect on the number of deposits. The amount of inflation in Indonesia has deviated far from economic projections, but monthly, Indonesia's inflation is still in line

with expectations, below 1 percent. The existence of this inflation shows that the money supply in the community is increasing, so there is a need for policies from the government. One of them is to increase the interest rate on savings, so that people are interested in turning the corner.

The study concludes that there is a strong relationship between interest rates and inflation and the amount of deposits. In the Inflation Targeting policy scheme, the government usually directly addresses the increase in inflation with a policy of tightening the money through an increase in the BI Rate. But there is often an intersection between the banking response and the government's expectations. This is due to the difference in views between the government and the banking world in responding to the phenomenon of inflation and its opposition to the accumulation of capital stored in the form of savings and deposits.

H₃ : Interest Rate and Inflation have a positive effect on the Amount of Deposits

II. Material and Method

In this study, the authors used quantitative methods. A quantitative approach is a research method used to examine a population or sample to test a certain established hypothesis (Sugiyono, 2017). This research uses quantitative research methods because the data uses figures from the annual financial statements used for the researcher's variable independent, namely interest rate on deposits and the number of customers. The results of the processed numbers are then processed using the Eviews program.

The type of data that the authors used in this study was Time Series data. This Time Series data is data that has a time series of more than one year on an object or data collected over time against an object. While the measurement scale uses a ratio scale. Ratio data is the data with the highest level of measurement in other types of data (Winarno, 2011).

The data source used in this study is secondary data. Secondary data is data collected from various sources that already exist by researchers. The data can be obtained from various sources such as central bureau of statistics, books, annual reports, journals and others (Radjab & Jam'an, 2017).

III. Results and Discussion

Descriptive Statistical Analysis

Descriptive analysis describes the object of study through sample data, without conducting an analysis and making generally accepted conclusions. The descriptive analysis in this study includes the variables of dividend policy, liquidity, profitability, and company growth shown in the following table:

Table 2

Descriptive Statistics

	Pendapatan Native Region	Capital Expenditures	Regional Financial Performance
Maximum	8.390.723	4.945833	3.120500
Minimum	11.470.894	6.000.000	4.450.000
Mean	5.997.474.	3.750.000	1.320.000
Standard Deviation	1.267.799.	0.660784	0.740.470
Observation	60	60	60

Source: Secondary Data processed by E-Views 8

Based on the table above , it can be seen that the observations in this study amounted to 60 data. Data on the Amount of Deposit shows that the maximum value is IDR11,470,894 which was found in December 2020. As well as the minimum value on the Total Deposit is worthRp 5,997,474 in July 2017. And the average amount of money circulating in Indonesia from January 2016 to December 2020 is worth Rp . 8,390,723.

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Hypothesis Test

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1. The effect of the interest rate on the amount of deposits

The test results above show a positive interest rate value, this shows that the direction of the coefficient is positive, where the value of the interest rate probability is $0.0233 < 0.05$ so that the first hypothesis is accepted. Then it can be concluded that the interest rate positively influences the amount of deposits on the nagari bank of the padang main branch.

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The test results with the test above show a probability value of $0.0000 < 0.05$ but towards negative. so that the second hypothesis is accepted. So it can be concluded that inflation has a significant negative effect on the amount of deposits at the Nagari bank , the main branch of Padang.

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Table 4

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Information	Coefficient
F-statistics	33.43538
Prob(F-statistics)	0.000000

Source: Secondary Data Processed with E-Views 8, 2022

Based on the table above, it can be explained that the hypothesis test is a probability value of $0.000 < 0.05$, then H_0 is rejected H_a accepted, so it can be interpreted that there is a simultaneous and significant influence of variable interest rates and inflation on the amount of deposits.

R test

Table 5

R Test Results

R-squared	0.539843	Mean dependent var	8.390.723.
Adjusted R-squared	0.523697	S.D. dependent var	1267799.

Source : Secondary Data processed with E-Views 8, 2022

Based on the estimation results as presented in the table above , it can be seen that the value of the Adjusted determinant coefficient R^2 is 0.523697 (52.37%). This shows that the contribution made by interest rates and inflation to the amount of deposits is 52.37% and the remaining 46.63% is influenced by other factors that are not contained in this study.

Effect of Interest Rate on Deposit Amount

Based on the research obtained after testing 60 observational data taken from the Bank Indonesia website and the Bank Nagari website, it can be concluded that Hypothesis 1 proposed in this study is that it is suspected that interest rates affect the amount of deposits. The proposition of the interest rate is $0.0233 < 0.05$ so the first hypothesis is accepted. So it can be concluded that the interest rate positively influences the amount of deposits at the Nagari bank padang main branch.

The interest rate is the commission that the bank must give from the receipt of an amount of funds. According to (Sinungan, 2018) interest rates are a control or suppressor of the growth rate of the inflation rate. If interest rates are high, people will be more interested in keeping their money in banks than investing in industry or manufacturing, which is a much higher risk than investing in banks, especially in deposits.

The results of this study are also strengthened by previous research researched by (Sudian et al., 2017) also said that that interest rates have a positive and significant effect on the number of deposits there is a strong relationship between interest rates on deposit funds, from the overall study it was found that the use of deposit rates an effect is significant on the amount of deposits, the size of deposits and the interest rate affects the amount of deposit funds.

The interest rate is the commission that the bank must give from receiving a certain amount of funds. The use of deposit rates has a significant effect on the number of deposits, the size of deposits and the increase in interest affects the amount of deposit funds. If interest rates are high, people will be more interested in keeping their money

in banks than investing in industry or manufacturing, which is a much higher risk than investing in banks, especially in deposits.

Effect of Inflation on Deposit Amount

Based on the study results obtained after testing 60 observational data which are data taken from the Bank Indonesia website and the Bank Nagari website, it can be concluded that Hypothesis 1 proposed in this study is that inflation is suspected to affect the amount of deposits. Inflation shows a probability value of $0.0000 < 0.05$ but is negative. So it can be concluded that inflation has a significant negative effect on the amount of deposits at the Nagari bank, the main branch of Padang. This means that any increase in Inflation will decrease the Deposit Amount. When inflation occurs, the nominal price of goods and services increases so that people's purchasing power will decrease. The increase in the inflation rate will impact increasing the number of consumption due to the continuous increase in general prices which will ultimately reduce the share in savings.

According to (Febriani, 2019) In the *Inflation Targeting* policy scheme, the increase in inflation is usually directly addressed by the government with a policy of monetary tightening through an increase in the *BI Rate*. But there is often an intersection between the banking response and the government's expectations. This is due to the difference in views between the government and the banking world in responding to the phenomenon of inflation and its influence on the accumulation of capital stored in the form of savings and deposits.

The results of this study are strengthened by research researched by According to (Yunizar, 2019) and (Zalukhu et al., 2011) which states that inflation has a significant negative effect on the number of deposits. This is because if the price of goods increases then the value of the currency weakens, and if this happens continuously it will result in a worsening of the economic condition thorough and able to shake the political order of a country.

Every increase in inflation will reduce the amount of deposits. When inflation occurs, the nominal price of goods and services increases so that people's purchasing power will decrease. The increase in the inflation rate will have an impact on the increase in the amount of consumption due to the continuous increase in general prices which will eventually reduce the share in savings

Effect of Inflation on Deposit Amount

Based on the study results obtained after testing 60 observasi data which are data taken from the Bank Indonesia website and bank Nagari website, it can be concluded that Hypothesis 1 proposed in this study is that it is suspected that interest rates and inflation affect the number of depositors. The Interest Rate and inflation show a probability value of $0.000 < 0.05$, then H_0 is rejected H_a accepted, so it can be interpreted that there is a simultaneous and significant influence of variable interest rates and inflation on the amount of deposits. Interest rates and inflation can influence deposits. because the size of the deposits and the interest rate affect the amount of deposits and in the event of inflation the public can maintain its consumption level and protect it from non-disclosure certain or fluctuating in the future so that it will increase the amount of deposits in the bank, it will have a positive and significant impact on the amount of deposit funds.

According to (Rahayu & Siregar, 2018) interest rates and inflation have a positive and significant influence on the amount of deposit funds. Interest rates and inflation can influence deposits. because the size of deposits and the interest rate affect the jumlah of deposits and in the event of inflation the public can maintain its consumption level and protect it from uncertainty or fluctuating in the future so that it will increase the amount of deposits in the bank, it will have a positive and significant impact on the amount of deposit funds.

The results of this study are strengthened by research researched by According to (Rahayu & Siregar, 2018), (Febriani, 2019) and (Gumelar, 2013) which states that interest rates and inflation have an effect positive and significant to the amount of deposits. Interest rates and inflation affect deposits, since the size of the deposito and the interest rate affect the amount of deposits. When inflation occurs, society can maintain consumption and protect it from uncertainty or fluctuations in the future increasing the number of deposits in the bank.

Interest rates and inflation can influence deposits. because the size of deposits and the interest rate affect the number of deposits and in the event of inflation the public can maintain its level of consumption and protect it from non-disclosure certain or volatile in the future so that it will increase the amount of deposits in the bank, it will have a positive and significant impact on the amount of deposit funds

IV. Conclusion

Based on the results of research that has been carried out entitled The Effect of Interest Rates and Inflation on the Amount of Deposits, the following conclusions can be obtained:

1. The Interest Rate has a positive and significant effect on the Amount of Deposits. The interest rate is an important factor when investing, the desired investment rate will be lower if the higher the interest rate. High interest rates will encourage people to keep their money in banks instead of investing in the manufacturing sector, which is much higher risk than investing money in banks in deposits.

2. Inflation has a negative and significant effect on the Amount of Deposits. Hal this is plannedn any increase in Inflation will reduce the Amount of Deposits. When inflation occurs, the nominal price of goods and services increases so that people's purchasing power will decrease. The increase in the inflation rate will impact increasing the amount of consumption due to the continuous increase in general prices which will eventually reduce the share in savings.

Interest rates and inflation can influence deposits. because the size of the deposits of its depositors and the interest rate affect the amount of deposits and in the event of inflation the people can maintain their level of consumption and protect it from uncertainty or fluctuating in the future so that it will increase the amount of deposits in the bank, it will have a positive and significant impact on the amount of deposit funds

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THE EFFECT OF SELF-EFFICACY AND JOB SATISFACTION ON EMPLOYEE PERFORMANCE IN EMPLOYEES EDUCATION AND CULTURE OFFICE SOUTH COAST DISTRICT

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Abstract

The performance of employees in the Government is one of the determining factors in efforts to improve the quality of services to the community, it is necessary to give serious attention from various parties. This study aims to determine the effect of self-efficacy and job satisfaction on employee performance. The population of this study were employees in the Pesisir Selatan Regency Education and Culture Office as 60 people. The sample in this study was 60 people with the sampling technique used was saturated sampling. Therefore, the data analysis is the statistical analysis in the form of multiple linear regression tests. These results indicate that the variable self efficacy has a positive and significant effect on employee performance and variable job satisfaction has a positive and significant effect on employee performance.

Keywords: employee performance, job satisfaction, self efficacy

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I. Introduction

Human resources are the most essential part of a work activity (Saridawati, 2018). The role of human beings as organizational resources is always needed to achieve organizational goals. The organisation's success in achieving its goals and the continuity of the organization can continue to be maintained depending on the performance of employees (Effendy & Fitria, 2020). According to Darmasanthi & Sudiyani (2020) employee work can affect the achievement of the goals and objectives of the organization or agency.

According to Mangkunegara (2017) employee work is the result obtained by employees for their work judged by the quality and quantity of work can be completed through the high responsibility of employees for the organization in which he works. In creating high employee performance, it is necessary to improve optimal work standards and goals in order to be able to achieve organizational goals.

In the Education Office and Kebudayaan of Pesisir Selatan Regency, there are still phenomena related to employee performance such as many employees who fill their work time by chatting during working hours, exit permits during working hours, or work permits because there are busyness that makes employees not make good use of their working hours, so from this phenomenon impact on the ability of employees to complete their duties on time.

The problem of employee performance in the Education Office and Kebudayaan of Pesisir Selatan Regency based on field observations can also be seen from the Community Satisfaction Index (IKM) related to employee performance which is still relatively low. This can be seen from acquiring the average IKM score of the Education and Culture Office of Pesisir Selatan Regency of 80.60 with a service score of 3.20, service quality B and "Good" service performance. Among the SMEs of the Education and Culture Office of the South Coast District, only on excellent cost / tariff services, while for other elements such as requirements and others, there are still good and bad ones. Therefore, the Education and Culture Office of The South Coast District needs to evaluate and improve employee performance to improve the quality of services.

One of the determining factors for employee performance is *self-efficacy* (Setyawan, 2017). According to Bandura (2014), *self-efficacy* or self-efficacy is an individual's personal belief in self-competence and ability. It specifically refers to the belief in a person in his ability to solve tasks successfully. Self-efficacy in high individu will make himself confident in his performance ability. Lai & Chen (2012) stated that employees who have good self-efficacy have a greater chance of working better when compared to their colleagues because they have high performance benchmarks.

The job satisfaction factor is also often associated with employee performance. Fattah (2017) said that job satisfaction is a picture of the employee's feelings of pleasure and displeasure towards his work . Pegawai will get job satisfaction if stability and stability in his work baik it is his career and the world of work (Kader et al., 2021). Worksatisfaction leads to improved employee performance so that employees will work

better in fulfilling their obligations, encouraging creativity, improving *problem solving* and decision-making, and improving memory and attracting much work-related information (Sari & Hadijah, 2016). High job satisfaction from employees will show good performance (Sudiyanto, 2020).

The results of an interview with the Education and Culture Office of The South Coast District regarding job satisfaction, it is known that there are still employees who are not satisfied with the various activities carried out because in the service itself, every activity that is an employee's obligation is a permanent procedure that the instructions of the leader must carry out. This also makes employees dissatisfied in the freedom to carry out their work because the opportunity to think and act independently is small.

Self efficacy has been studied previously by Khaerana (2020), which proves that *self-efficacy* has a positive and significant effect on employee performance, meaning that the higher the *self-efficacy* of an employee, the higher the performance produced. In Wulansari's research (2019), the results were obtained that job satisfaction affects employee performance positively and significantly. From the study's findings, it is known that *self-efficacy* and job satisfaction can affect employee performance, although these influences may be different in each organization. This research is a replication of previous research because it is still considered relevant and important to be researched.

Hypothesis Development

According to Mahawati & Sulistiyan (2021) the influence of employee *self-efficacy* is the main strength of the organization and has a direct effect on organizational development. If *employees' self-efficacy* in the organization is good, then employees can accept work challenges and have confidence to be able to solve challenges at work. This is reinforced by the opinion of Moorhead & Griffin (2013) that people who have high self-efficacy believe that they can perform well on specific tasks. On the contrary, people who have low *self-efficacy* will doubt their ability to carry out specific tasks. Khaerana's research (2020) proves that *self-efficacy* has a positive and significant effect on employee performance, meaning that the higher the *self-efficacy* of an employee, the higher the resulting performance. Saefudin et al., (2021) proved that self-efficacy has a positive and significant effect on employee performance. Meanwhile, Darmasanthi & Sudiyani (2020) stated that employee performance is positively influenced by self-efficacy.

H₁: Self Efficacy has a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District

Employee satisfaction is a feeling of pleasure and displeasure of an employee terhadap the work done (Fattah, 2017). The results of previous studies have succeeded in proving that job satisfaction has a positive and significant impact on employee performance (Wulansari, 2019). This finding is also supported by Wahyudi & Tupti (2019) with a study conducted on employees of the Education and Culture Office of Aceh Tamiang Regency, Adha & Wandu (2019) with a study conducted on employees of the Industry, Trade and Energy and Mineral Resources Office of Pandeglang Regency . These findings indicate that employee job satisfaction is a factor that affects employee

performance. If job satisfaction is high, it can improve employee performance (Sari & Hadijah, 2016).

H₂: Job satisfaction has a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District

II. Material and Method

This type of research belongs to quantitative research with a descriptive approach. Darmadi (2013) said that research with a descriptive approach aims to show the characteristics of each research variable, yes, it is *self-efficacy*, job satisfaction and employee performance. The data collection method uses a questionnaire with the form of a likert scale. In this study, the population, namely all employees of the Education Office and Kebudayaan, Pesisir Selatan Regency, totaled 60 people. Researchers used saturated *sampling* techniques in the drawing of research samples. Therefore, the number of research samples was as many as 60 employees of the Education Office and the South Coast District

III. Results and Discussion

Validity Test

Table 2.
Self Efficacy Variable Validity Test Results (X₁)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
X1.1	0.406	0,254	Valid
X1.2	0.588	0,254	Valid
X1.3	0.687	0,254	Valid
X1.4	0.619	0,254	Valid
X1.5	0.539	0,254	Valid
X1.6	0.523	0,254	Valid
X1.7	0.580	0,254	Valid
X1.8	0.664	0,254	Valid
X1.9	0.537	0,254	Valid
X1.10	0.688	0,254	Valid
X1.11	0.647	0,254	Valid
X1.12	0.693	0,254	Valid
X1.13	0.605	0,254	Valid
X1.14	0.714	0,254	Valid
X1.15	0.763	0,254	Valid

X1.16	0.679	0,254	Valid
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Source: Processed primary data, 2022

Based on Table 2 above, all statements of the self-efficacy variable (X_1) are declared valid because the calculated r value (*corrected item-total correlations*) > the table r value, so that it can be used for subsequent testing.

Table 3.
Job Satisfaction Variable Validity Test Results (X_2)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
X2.1	0.473	0,254	Valid
X2.2	0.616	0,254	Valid
X2.3	0.404	0,254	Valid
X2.4	0.410	0,254	Valid
X2.5	0.578	0,254	Valid
X2.6	0.659	0,254	Valid
X2.7	0.620	0,254	Valid
X2.8	0.550	0,254	Valid
X2.9	0.518	0,254	Valid
X2.10	0.612	0,254	Valid

Source: Processed primary data, 2022

Based on Table 3 above, all statements of the job satisfaction variable (X_2) are declared valid because the calculated r value (*corrected item-total correlations*) > the r value of tabel, so that it can be used for subsequent testing.

Table 4.
Employee Performance Variable Validity Test Results (Y)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
Y.1	0,600	0,254	Valid
Y.2	0,520	0,254	Valid
Y.3	0,686	0,254	Valid
Y.4	0,465	0,254	Valid
Y.5	0,623	0,254	Valid
Y.6	0,749	0,254	Valid
Y.7	0,791	0,254	Valid
Y.8	0,845	0,254	Valid
Y.9	0,841	0,254	Valid
Y.10	0,802	0,254	Valid
Y.11	0,426	0,254	Valid
Y.12	0,338	0,254	Valid

Source: Processed primary data, 2022

Based on Table 4 above, all statements of employee performance variables (Y) are declared valid because the calculated r value (*corrected item-total correlations*) > the r value of tabel, so that it can be used for subsequent testing.

Reliability Test

Table 5.
Reliability Test Results

Variable	Cronbach Alpha	Rule of thumb	Number of Items
Self efficacy (X ₁)	0.919	0,7	Reliable
Job satisfaction (X ₂)	0.846	0,7	Reliable
Employee performance (Y)	0.907	0,7	Reliable

Source: Processed primary data, 2022

From the table above, all research variables are declared reliable, where the results of the reliability test calculations, each variable of which shows that Cronbach Alpha is more significant than 0.7. This means that the entire variable can be used for further data processing.

Test of Classical Assumptions

Normality Test

Table 6.
Normality Test Results

Asymp. Sig. (2-tailed)	Alpha	Conclusion
0,793	0,05	Normally Distributed

Source: Processed primary data, 2022

From Table 5 above, it can be seen, from the results of this normality variabel *self efficacy* and job satisfaction have an *asymp.sig (2 tailed)* value of 0.793 > 0.05. Then it can be concluded that all variables in this study are normally distributed, thus the classical assumptions about normally distributed data have been met.

Multicholnearity Test

Table 7.
Multicholnearity Test Results

No.	Variable	VIF	Tolerance	Conclusion
1	Self Efficacy	1,993	0.502	Symptom-Free Multicollnearity
2	Job Satisfaction	1,993	0.502	Symptom-Free Multicollnearity

Source: Primary data for processed, 2022.

In Table 4.10, it can be seen that each independent variable used has a *Tolerance* value above 0.10. Meanwhile, the value of *variance inflation factor (VIF)* is below 10 so that it can be concluded that *self-efficacy* and job satisfaction have been free from the

symptoms of multicollinearity so that further data processing stages can be carried out immediately.

Heteroskedasticity Test

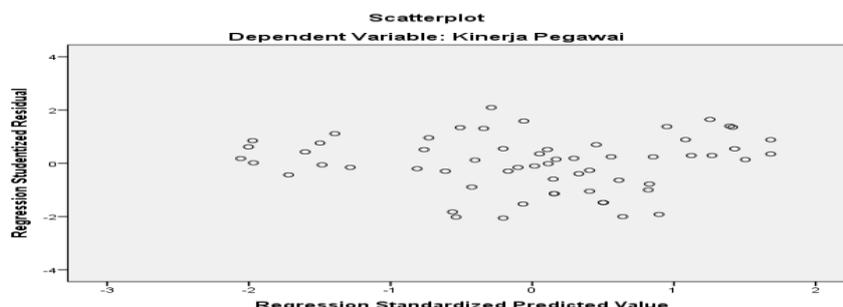


Figure 1.

Heteroskedasticity Test Results

Source : Primary data processed, 2022

From the test results, it can be seen that the residual spread is irregular. This can be seen in the scattered plot above and below the number 0 and does not form a specific pattern. Thus, it can be concluded that heteroskedasticity does not occur in this regression model.

Multiple Linear Regression Analysis

Multiple regression analysis helps look at the equations of *self-efficacy* and job satisfaction with employee performance, which is carried out using the SPSS Version 23 program as in the following table:

Tabel 8.

Multiple Linear Regression Analysis Results

Information	Coefficients	Standard Error	Significant
(Constant)	2,778	3,238	0,394
<i>Self Efficacy</i>	0,376	0,066	0,000
Job Satisfaction	0,515	0,112	0,000

Source: Processed primary data, 2022

Based on the regression results from Table 8 above, it can be determined that the multiple linear regression equation in this study is as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + e$$

$$Y = 2.778 + 0.376 X_1 + 0.515 X_2 + e$$

The interplay over the regression equation obtained is as follows:

1. The constant of 2,778 states that if the *variables of self-efficacy* (X_1) and job satisfaction (X_2) are considered equal to 0 or ignored, then employee performance (Y) is 2,778 units.
2. The *self efficacy* regression coefficient (X_1) is 0.376, meaning that if *self-efficacy* increases by 1 unit and other variables the value is fixed / constant, then employee performance will experience an increase of 0.376 units.

- The regression coefficient of job satisfaction (X_2) is 0.515 meaning that if job satisfaction increases by 1 unit and other variables the value is fixed / constant, then employee performance will increase by 0.515 units.

Hypothesis Test

Table 9.
Hypothesis Test Results

Variable	t_{count}	t_{table}	Conclusion
Self Efficacy	5,664	2,002	H_1 accepted
Job Satisfaction	4,595	2,002	H_2 accepted

Source: Processed primary data, 2022

Based on the Table above, a calculated t value $> t_{of\ the\ table}$ ($5.664 > 2.002$) with a significance of $0.000 < of\ 0.05$ is obtained, then $H\alpha_1$ is accepted. It can be concluded that *self-efficacy* has a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District. The higher the *self-efficacy*, the more employee performance will increase. On the contrary, low *self-efficacy*, employee performance is decreasing.

The table above also shows the acquisition of calculated t values $> t_{of\ the\ table}$ ($4.595 > 2.002$) with a significance of $0.000 < of\ 0.05$, then $H\alpha_2$ is accepted. It can be concluded that job satisfaction has a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District. The higher the job satisfaction, the more employee performance will increase. On the contrary, low job satisfaction, employee performance decreases.

DISCUSSION

The Effect of Self Efficacy on Employee Performance

Based on the results in this study, the *variable self-efficacy* (X_1) had a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District, then H_1 was accepted.

This study shows that the higher the *self-efficacy* of employees of the Education and Culture Office of the South Coast District, the higher the employee performance will be. These results are because most respondents already feel that *self efficacy* can cause changes in behavior, especially in completing tasks and goals, so it has a significant effect on employee performance.

Employee self-efficacy is the main force of the organization and has a direct effect on the development of the organization. If *the employees' self-efficacy in the organization is good, then employees are able to accept work challenges and have the confidence to complete challenges at work* (Mahawati & Sulistiyani, 2021).

This research is in line with research conducted by Khaerana (2020) proving that *self-efficacy* has a positive and significant effect on employee performance, meaning that the higher the *self-efficacy* of an employee, the higher the performance produced.

Saefudin et al., (2021) proved that *self-efficacy* has a positive and significant effect on employee performance. In this study, it was explained that employees who have confidence in their abilities tend to link failure to lack of effort, not to their inability to

complete tasks and employees will try to improve their business so that their performance is more optimal. Meanwhile, employees with low levels of *self-efficacy* will give up more quickly and attribute failure to their inability to carry out tasks.

Darmasanthi & Sudiyani (2020) in their research proves that employee performance is influenced by *self-efficacy* positively and significantly. The thing that needs to be considered by employees to improve their *self-efficacy* is to be willing to seriously attend job training and make failure an experience and learning so that they can face difficult and easy jobs. Motivation and support from a leader to subordinates are also needed so that employees are confident that they can complete their duties correctly.

The Effect of Job Satisfaction on Employee Performance

The results in this study prove that the job satisfaction variable (X_2) was declared to have a positive and significant effect on the performance of employees of the South Coast District Education and Culture Office, so H_2 was accepted.

This study shows that the higher the job satisfaction of employees of the Education and Culture Office of the South Coast District, the higher the employee performance will be. Most respondents already feel that job satisfaction can be employees, which will lead to employee job satisfaction, and employee performance will increase.

This result is in line with previous research conducted by Wulansari (2019) that proved that job satisfaction has a positive and significant basis on employee performance. Adequate job satisfaction from employees will spur employee enthusiasm and creativity at work, thus showing good performance.

In their research, Adha & Wandu (2019) prove that employee job satisfaction is a factor that affects employee performance. Employees are required to complete their tasks and responsibilities effectively and efficiently, these successes are measured through employee satisfaction and the achievement of optimal targets.

Sari & Hadijah (2016) proved that job satisfaction has a positive and significant effect on the performance of employees of the Education and Culture Office of Pesisir Selatan Regency. People with high job satisfaction will have an impact on employee performance. In other words, job satisfaction is one of the essential factors to pay attention to in improving employee performance.

IV. Conclusion

Based on the results of the first hypothesis test, it was found that *the self-efficacy* variable had a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District. Thus it can be concluded that the first hypothesis is accepted. The higher the *self-efficacy*, the more employee performance will increase.

Based on the second hypothesis test results, it was found that the job satisfaction variable had a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District. Thus it can be concluded that the second

hypothesis is accepted. The higher the job satisfaction, the more employee performance will increase.

V. Acknowledgments

The researcher would like to thank those who have supported the course of this research. Thank you to Dinas Education and Culture of Pesisir Selatan District for providing the information and data that the author needs to conduct this research smoothly. The researchers also expressed their appreciation and gratitude to the Head of the College of Economics "Banking finance and development" especially the Management Study program which has provided motivation and support to the author to conduct research and write this journal. As well as appreciation and gratitude of researchers convey to supervisors who have always taken the time to continue to provide motivation and guidance to researchers in conducting this research.

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THE EFFECT OF SELF-EFFICACY AND JOB SATISFACTION ON EMPLOYEE PERFORMANCE IN EMPLOYEES EDUCATION AND CULTURE OFFICE SOUTH COAST DISTRICT

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Abstract

The performance of employees in the Government is one of the determining factors in efforts to improve the quality of services to the community, it is necessary to give serious attention from various parties. This study aims to determine the effect of self-efficacy and job satisfaction on employee performance. The population of this study were employees in the Pesisir Selatan Regency Education and Culture Office as 60 people. The sample in this study was 60 people with the sampling technique used was saturated sampling. Therefore, the data analysis is the statistical analysis in the form of multiple linear regression tests. These results indicate that the variable self efficacy has a positive and significant effect on employee performance and variable job satisfaction has a positive and significant effect on employee performance.

Keywords: employee performance, job satisfaction, self efficacy

JEL Classification: L21, L78, M1, M2.

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I. Introduction

Human resources are the most essential part of a work activity (Saridawati, 2018). The role of human beings as organizational resources is always needed to achieve organizational goals. The organisation's success in achieving its goals and the continuity of the organization can continue to be maintained depending on the performance of employees (Effendy & Fitria, 2020). According to Darmasanthi & Sudiyani (2020) employee work can affect the achievement of the goals and objectives of the organization or agency.

According to Mangkunegara (2017) employee work is the result obtained by employees for their work judged by the quality and quantity of work can be completed through the high responsibility of employees for the organization in which he works. In creating high employee performance, it is necessary to improve optimal work standards and goals in order to be able to achieve organizational goals.

In the Education Office and Kebudayaan of Pesisir Selatan Regency, there are still phenomena related to employee performance such as many employees who fill their work time by chatting during working hours, exit permits during working hours, or work permits because there are busyness that makes employees not make good use of their working hours, so from this phenomenon impact on the ability of employees to complete their duties on time.

The problem of employee performance in the Education Office and Kebudayaan of Pesisir Selatan Regency based on field observations can also be seen from the Community Satisfaction Index (IKM) related to employee performance which is still relatively low. This can be seen from acquiring the average IKM score of the Education and Culture Office of Pesisir Selatan Regency of 80.60 with a service score of 3.20, service quality B and "Good" service performance. Among the SMEs of the Education and Culture Office of the South Coast District, only on excellent cost / tariff services, while for other elements such as requirements and others, there are still good and bad ones. Therefore, the Education and Culture Office of The South Coast District needs to evaluate and improve employee performance to improve the quality of services.

One of the determining factors for employee performance is *self-efficacy* (Setyawan, 2017). According to Bandura (2014), *self-efficacy* or self-efficacy is an individual's personal belief in self-competence and ability. It specifically refers to the belief in a person in his ability to solve tasks successfully. Self-efficacy in high individu will make himself confident in his performance ability. Lai & Chen (2012) stated that employees who have good self-efficacy have a greater chance of working better when compared to their colleagues because they have high performance benchmarks.

The job satisfaction factor is also often associated with employee performance. Fattah (2017) said that job satisfaction is a picture of the employee's feelings of pleasure and displeasure towards his work. Pegawai will get job satisfaction if stability and stability in his work baik it is his career and the world of work (Kader et al., 2021). Worksatisfaction leads to improved employee performance so that employees will work

better in fulfilling their obligations, encouraging creativity, improving *problem solving* and decision-making, and improving memory and attracting much work-related information (Sari & Hadijah, 2016). High job satisfaction from employees will show good performance (Sudiyanto, 2020).

The results of an interview with the Education and Culture Office of The South Coast District regarding job satisfaction, it is known that there are still employees who are not satisfied with the various activities carried out because in the service itself, every activity that is an employee's obligation is a permanent procedure that the instructions of the leader must carry out. This also makes employees dissatisfied in the freedom to carry out their work because the opportunity to think and act independently is small.

Self efficacy has been studied previously by Khaerana (2020), which proves that *self-efficacy* has a positive and significant effect on employee performance, meaning that the higher the *self-efficacy* of an employee, the higher the performance produced. In Wulansari's research (2019), the results were obtained that job satisfaction affects employee performance positively and significantly. From the study's findings, it is known that *self-efficacy* and job satisfaction can affect employee performance, although these influences may be different in each organization. This research is a replication of previous research because it is still considered relevant and important to be researched.

Hypothesis Development

According to Mahawati & Sulistiyan (2021) the influence of employee *self-efficacy* is the main strength of the organization and has a direct effect on organizational development. If *employees' self-efficacy* in the organization is good, then employees can accept work challenges and have confidence to be able to solve challenges at work. This is reinforced by the opinion of Moorhead & Griffin (2013) that people who have high self-efficacy believe that they can perform well on specific tasks. On the contrary, people who have low *self-efficacy* will doubt their ability to carry out specific tasks. Khaerana's research (2020) proves that *self-efficacy* has a positive and significant effect on employee performance, meaning that the higher the *self-efficacy* of an employee, the higher the resulting performance. Saefudin et al., (2021) proved that self-efficacy has a positive and significant effect on employee performance. Meanwhile, Darmasanthi & Sudiyani (2020) stated that employee performance is positively influenced by self-efficacy.

H₁: Self Efficacy has a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District

Employee satisfaction is a feeling of pleasure and displeasure of an employee terhadap the work done (Fattah, 2017). The results of previous studies have succeeded in proving that job satisfaction has a positive and significant impact on employee performance (Wulansari, 2019). This finding is also supported by Wahyudi & Tupti (2019) with a study conducted on employees of the Education and Culture Office of Aceh Tamiang Regency, Adha & Wandu (2019) with a study conducted on employees of the Industry, Trade and Energy and Mineral Resources Office of Pandeglang Regency . These findings indicate that employee job satisfaction is a factor that affects employee

performance. If job satisfaction is high, it can improve employee performance (Sari & Hadijah, 2016).

H₂: Job satisfaction has a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District

II. Material and Method

This type of research belongs to quantitative research with a descriptive approach. Darmadi (2013) said that research with a descriptive approach aims to show the characteristics of each research variable, yes, it is *self-efficacy*, job satisfaction and employee performance. The data collection method uses a questionnaire with the form of a likert scale. In this study, the population, namely all employees of the Education Office and Kebudayaan, Pesisir Selatan Regency, totaled 60 people. Researchers used saturated *sampling* techniques in the drawing of research samples. Therefore, the number of research samples was as many as 60 employees of the Education Office and the South Coast District

III. Results and Discussion

Validity Test

Table 2.
Self Efficacy Variable Validity Test Results (X₁)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
X1.1	0.406	0,254	Valid
X1.2	0.588	0,254	Valid
X1.3	0.687	0,254	Valid
X1.4	0.619	0,254	Valid
X1.5	0.539	0,254	Valid
X1.6	0.523	0,254	Valid
X1.7	0.580	0,254	Valid
X1.8	0.664	0,254	Valid
X1.9	0.537	0,254	Valid
X1.10	0.688	0,254	Valid
X1.11	0.647	0,254	Valid
X1.12	0.693	0,254	Valid
X1.13	0.605	0,254	Valid
X1.14	0.714	0,254	Valid
X1.15	0.763	0,254	Valid

X1.16	0.679	0,254	Valid
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Source: Processed primary data, 2022

Based on Table 2 above, all statements of the self-efficacy variable (X_1) are declared valid because the calculated r value (*corrected item-total correlations*) > the table r value, so that it can be used for subsequent testing.

Table 3.
Job Satisfaction Variable Validity Test Results (X_2)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
X2.1	0.473	0,254	Valid
X2.2	0.616	0,254	Valid
X2.3	0.404	0,254	Valid
X2.4	0.410	0,254	Valid
X2.5	0.578	0,254	Valid
X2.6	0.659	0,254	Valid
X2.7	0.620	0,254	Valid
X2.8	0.550	0,254	Valid
X2.9	0.518	0,254	Valid
X2.10	0.612	0,254	Valid

Source: Processed primary data, 2022

Based on Table 3 above, all statements of the job satisfaction variable (X_2) are declared valid because the calculated r value (*corrected item-total correlations*) > the r value of tabel, so that it can be used for subsequent testing.

Table 4.
Employee Performance Variable Validity Test Results (Y)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
Y.1	0,600	0,254	Valid
Y.2	0,520	0,254	Valid
Y.3	0,686	0,254	Valid
Y.4	0,465	0,254	Valid
Y.5	0,623	0,254	Valid
Y.6	0,749	0,254	Valid
Y.7	0,791	0,254	Valid
Y.8	0,845	0,254	Valid
Y.9	0,841	0,254	Valid
Y.10	0,802	0,254	Valid
Y.11	0,426	0,254	Valid
Y.12	0,338	0,254	Valid

Source: Processed primary data, 2022

Based on Table 4 above, all statements of employee performance variables (Y) are declared valid because the calculated r value (*corrected item-total correlations*) > the r value of tabel, so that it can be used for subsequent testing.

Reliability Test

Table 5.
Reliability Test Results

Variable	Cronbach Alpha	Rule of thumb	Number of Items
Self efficacy (X ₁)	0.919	0,7	Reliable
Job satisfaction (X ₂)	0.846	0,7	Reliable
Employee performance (Y)	0.907	0,7	Reliable

Source: Processed primary data, 2022

From the table above, all research variables are declared reliable, where the results of the reliability test calculations, each variable of which shows that Cronbach Alpha is more significant than 0.7. This means that the entire variable can be used for further data processing.

Test of Classical Assumptions

Normality Test

Table 6.
Normality Test Results

Asymp. Sig. (2-tailed)	Alpha	Conclusion
0,793	0,05	Normally Distributed

Source: Processed primary data, 2022

From Table 5 above, it can be seen, from the results of this normality variabel *self efficacy* and job satisfaction have an *asymp.sig (2 tailed)* value of 0.793 > 0.05. Then it can be concluded that all variables in this study are normally distributed, thus the classical assumptions about normally distributed data have been met.

Multicholnearity Test

Table 7.
Multicholnearity Test Results

No.	Variable	VIF	Tolerance	Conclusion
1	Self Efficacy	1,993	0.502	Symptom-Free Multicollnearity
2	Job Satisfaction	1,993	0.502	Symptom-Free Multicollnearity

Source: Primary data for processed, 2022.

In Table 4.10, it can be seen that each independent variable used has a *Tolerance* value above 0.10. Meanwhile, the value of *variance inflation factor (VIF)* is below 10 so that it can be concluded that *self-efficacy* and job satisfaction have been free from the

symptoms of multicollinearity so that further data processing stages can be carried out immediately.

Heteroskedasticity Test



Figure 1.

Heteroskedasticity Test Results

Source : Primary data processed, 2022

From the test results, it can be seen that the residual spread is irregular. This can be seen in the scattered plot above and below the number 0 and does not form a specific pattern. Thus, it can be concluded that heteroskedasticity does not occur in this regression model.

Multiple Linear Regression Analysis

Multiple regression analysis helps look at the equations of *self-efficacy* and job satisfaction with employee performance, which is carried out using the SPSS Version 23 program as in the following table:

Tabel 8.

Multiple Linear Regression Analysis Results

Information	Coefficients	Standard Error	Significant
(Constant)	2,778	3,238	0,394
<i>Self Efficacy</i>	0,376	0,066	0,000
Job Satisfaction	0,515	0,112	0,000

Source: Processed primary data, 2022

Based on the regression results from Table 8 above, it can be determined that the multiple linear regression equation in this study is as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + e$$

$$Y = 2.778 + 0.376 X_1 + 0.515 X_2 + e$$

The interplay over the regression equation obtained is as follows:

1. The constant of 2,778 states that if the *variables of self-efficacy* (X_1) and job satisfaction (X_2) are considered equal to 0 or ignored, then employee performance (Y) is 2,778 units.
2. The *self efficacy* regression coefficient (X_1) is 0.376, meaning that if *self-efficacy* increases by 1 unit and other variables the value is fixed / constant, then employee performance will experience an increase of 0.376 units.

- The regression coefficient of job satisfaction (X_2) is 0.515 meaning that if job satisfaction increases by 1 unit and other variables the value is fixed / constant, then employee performance will increase by 0.515 units.

Hypothesis Test

Table 9.
Hypothesis Test Results

Variable	t_{count}	t_{table}	Conclusion
Self Efficacy	5,664	2,002	H_1 accepted
Job Satisfaction	4,595	2,002	H_2 accepted

Source: Processed primary data, 2022

Based on the Table above, a calculated t value $> t_{of\ the\ table}$ ($5.664 > 2.002$) with a significance of $0.000 < of\ 0.05$ is obtained, then $H\alpha_1$ is accepted. It can be concluded that *self-efficacy* has a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District. The higher the *self-efficacy*, the more employee performance will increase. On the contrary, low *self-efficacy*, employee performance is decreasing.

The table above also shows the acquisition of calculated t values $> t_{of\ the\ table}$ ($4.595 > 2.002$) with a significance of $0.000 < of\ 0.05$, then $H\alpha_2$ is accepted. It can be concluded that job satisfaction has a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District. The higher the job satisfaction, the more employee performance will increase. On the contrary, low job satisfaction, employee performance decreases.

DISCUSSION

The Effect of Self Efficacy on Employee Performance

Based on the results in this study, the *variable self-efficacy* (X_1) had a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District, then H_1 was accepted.

This study shows that the higher the *self-efficacy* of employees of the Education and Culture Office of the South Coast District, the higher the employee performance will be. These results are because most respondents already feel that *self efficacy* can cause changes in behavior, especially in completing tasks and goals, so it has a significant effect on employee performance.

Employee self-efficacy is the main force of the organization and has a direct effect on the development of the organization. If *the employees' self-efficacy in the organization is good, then employees are able to accept work challenges and have the confidence to complete challenges at work* (Mahawati & Sulistiyani, 2021).

This research is in line with research conducted by Khaerana (2020) proving that *self-efficacy* has a positive and significant effect on employee performance, meaning that the higher the *self-efficacy* of an employee, the higher the performance produced.

Saefudin et al., (2021) proved that *self-efficacy* has a positive and significant effect on employee performance. In this study, it was explained that employees who have confidence in their abilities tend to link failure to lack of effort, not to their inability to

complete tasks and employees will try to improve their business so that their performance is more optimal. Meanwhile, employees with low levels of *self-efficacy* will give up more quickly and attribute failure to their inability to carry out tasks.

Darmasanthi & Sudiyani (2020) in their research proves that employee performance is influenced by *self-efficacy* positively and significantly. The thing that needs to be considered by employees to improve their *self-efficacy* is to be willing to seriously attend job training and make failure an experience and learning so that they can face difficult and easy jobs. Motivation and support from a leader to subordinates are also needed so that employees are confident that they can complete their duties correctly.

The Effect of Job Satisfaction on Employee Performance

The results in this study prove that the job satisfaction variable (X_2) was declared to have a positive and significant effect on the performance of employees of the South Coast District Education and Culture Office, so H_2 was accepted.

This study shows that the higher the job satisfaction of employees of the Education and Culture Office of the South Coast District, the higher the employee performance will be. Most respondents already feel that job satisfaction can be employees, which will lead to employee job satisfaction, and employee performance will increase.

This result is in line with previous research conducted by Wulansari (2019) that proved that job satisfaction has a positive and significant basis on employee performance. Adequate job satisfaction from employees will spur employee enthusiasm and creativity at work, thus showing good performance.

In their research, Adha & Wandu (2019) prove that employee job satisfaction is a factor that affects employee performance. Employees are required to complete their tasks and responsibilities effectively and efficiently, these successes are measured through employee satisfaction and the achievement of optimal targets.

Sari & Hadijah (2016) proved that job satisfaction has a positive and significant effect on the performance of employees of the Education and Culture Office of Pesisir Selatan Regency. People with high job satisfaction will have an impact on employee performance. In other words, job satisfaction is one of the essential factors to pay attention to in improving employee performance.

IV. Conclusion

Based on the results of the first hypothesis test, it was found that *the self-efficacy* variable had a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District. Thus it can be concluded that the first hypothesis is accepted. The higher the *self-efficacy*, the more employee performance will increase.

Based on the second hypothesis test results, it was found that the job satisfaction variable had a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District. Thus it can be concluded that the second

hypothesis is accepted. The higher the job satisfaction, the more employee performance will increase.

V. Acknowledgments

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THE INFLUENCE OF HUMAN RELATIONS AND THE WORKING ENVIRONMENT TOWARDS EMPLOYEE WORK ETHIC (Case Study at the South Coast District Inspectorate)

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Abstract

This study aimed to analyze and prove the influence of human relations and work environment on employee work ethics in the Inspectorate Office of Pesisir Selatan District. The sampling technique used is saturated sampling, while the number of samples used for analysis is 47 people. The data analysis technique used to test the hypothesis is multiple linear regression. In this study, there are two independent variables: human relations and work environment. Based on the results of multiple linear regression analysis, it was found that the human relations variable has a positive and significant effect on work ethic, work environment has a positive and significant effect on work ethic, and human relations and work environment simultaneously has a positive and significant effect on Employee Work Ethics in the Inspectorate Office of Pantai Selatan District. South. This study provides practical recommendations to the Inspectorate Office of Pesisir Selatan District to continue to improve work ethic in the future.

Keywords: work ethics, work environment, human relations

JEL Classification: L21, L78, M1, M2.

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I. Introduction

Work ethic is an individual's view and attitude towards what he does. If individuals in organizations view their work as sublime to human existence, then the work ethic they have tends to be high. On the contrary, if the attitudes and views of the individual over his work are of low value to life, then the work ethic by itself will be low (Anoraga in Priansa, 2016). For Civil Servants, referring to Government Regulation (PP) No. 42 of 2004, improving the work ethic of civil servants is the purpose of fostering the soul of the civil servant corps, so its achievement can be done with the civil servant code of ethics, namely a guideline for the attitudes, behaviors and actions of civil servants in carrying out their work duties and daily life associations.

The formation of work ethic in an organization is influenced by several factors, including harmonious relations between employees (*human relations*), situations and physical conditions of the work environment, work security and safety for employees, social conditions in the work environment, attention to spiritual and physical, self-esteem, leadership, and incentives received by employees (Muliyani, 2019).

The South Coast District Inspectorate is tasked with assisting the Regent in formulating policies and technical planning and supervising the implementation of government management in the District and supervision of government affairs in line with laws and regulations. The implementation of the primary duties and functions of the South Coast District Inspectorate is supported by 47 Civil Servants. The results of the initial *survey* on the work ethic of employees of the South Coast District Inspectorate in December 2020 can be explained that employees' work ethic is still relatively low. This can be seen from the percentage on the work indicator is grace where 52% of employees do not want to accept negative criticism of their work, the work indicator is a mandate shows that 56% of employees do not want to do other things outside of their job responsibilities, work indicators are calls where 52% of employees do not complete work by predetermined work procedures. In addition, the work indicator is self-actualization shows that 64% of employees produce bad results in every job done, the work indicator is worship shows 56% of employees do not carry out tasks based on conscience not compulsion, work indicators are art where 44% of employees feel that *bercanda* with friends cannot get rid of boredom when working, the work indicator is honor shows that 60% of employees think the position does not make themselves valued by colleagues, and the work indicator is service shows that 48% of employees do not want to help colleagues who have difficulties while working. It can be concluded that from the results of the initial survey, employees have work ethic problems.

proved that work ethic can be improved through *human relations*. In their research, Najib & Ramlawati (2018) show that human relations have a positive and significant effect on employees' work ethic. However, the research of Suryani & Aji (2020) still found differences in research results, namely that human relations did not significantly affect work ethic. Kaburito et al. (2020) stated that *human relations* has a significant effect on the smoothness of the cooperation process in the organization, good relations

between leaders and subordinates make it easier to understand work and provide their enthusiasm to carry out their respective duties and responsibilities. This condition is thought to affect the work ethic of employees. The survey results prove from the percentage of indicators of communication relationships with colleagues prove that 52% of employees feel that communication with colleagues is not well established and open. The behavioral relationship indicators with colleagues show that 60% of employees feel that they cannot foster a sense of brotherhood and improve work ethic. Indicators of communication relationships with superiors prove that 68% of employees find it challenging to communicate with superiors. Furthermore, the indicators of behavioral relationships with superiors prove that 60% of employees feel that their superiors do not want to listen to employee complaints.

Work environment factors also affect the work ethic of employees. A comfortable work environment will create a working group with high solidarity and high work ethic, where the ultimate goal is the formation of employee attitudes and behaviors that are by the vision and mission determined in advance to achieve organizational goals (Muliyani, 2019). Yonaldi et al. (2018) proved that the work environment affects employees' work ethic. Suryadin & Mistar (2020) in their research stated that the conditions of the work environment have a significant effect on work ethic. Research Evendi et al. (2018) also proved that the work environment significantly affects work ethic. The results of the work environment survey at the South Coast District Inspectorate are still not conducive in terms of the physical work environment and non-physical work environment, 44% feel that the work environment is in the excellent category and 56% in the wrong category. This is also strengthened from the results of interviews with several employees related to the work environment, where the non-conducive work environment can be seen from the workplace conditions that do not have good air circulation. The felt workspace is sometimes too cold or hot, making employees uncomfortable while working. In addition, the uneven communication between employees and colleagues which results in debates and disputes makes the employment relationship not well established. It is not good that the work environment is a serious matter and must be improved immediately because it will affect the work ethic of employees and impact the performance of the South Coast District Inspectorate. In his research, Najib & Ramlawati (2018) stated that the condition of the physical work environment has a significant effect on work ethic, but in conjunction with Suryadin & Mistar (2020) who found that the conditions of the work environment did not have a significant effect on the work ethic of employees.

Work ethic is the morale of employees to be willing to collaborate, argue about things, or achieve that can produce something tangible and contribute to the organisation's progress (Moeheriono, 2014). Anoraga in Priansa (2016) reveals that work ethic is a view and attitude of individuals, nations, and people for their work. If an employee in an organization views his work as something noble for human existence, then his work ethic tends to be high. On the other hand, if the attitude and view of work as something that has a low value for life, the work ethic that results in itself is low. The

meaning of another work ethic is something that can increase an individual's self-esteem as a human being, then the individual tends to be active in working, diligent and bringing out all the potential that exists in him (Sutrisno, Ardiansyah (2017)). An employee with a high work ethic in an organization will make himself effective in his work. The attitude of responsibility, desire and courage to make an innovation in work embodies the high work ethic of an employee. As a result, employee performance will continue to experience an increase and the resulting positive impact on the organisation's overall performance (Sugianti et al. , 2020). Sihite (2017) suggests that work ethic is a picture of employee attitudes. In other words, work ethic is an evaluative aspect of an employee's assessment of work.

Noorbaya et al. (2018) stated that *human relations* is a relationship that is established between humans who try to find, identify problems, and discuss them as a way of solving a problem, its form can be in the form of persuasive communication from employees to other employees which is carried out face-to-face in any situation and all areas of life, so that it can cause a sense of happiness and rasa satisfied on both sides. Widjaja in Sugianti et al. (2020) explained what is meant by *human relations*, namely a humanitarian relationship whose direction is towards spiritual elements in the form of traits, dispositions, behaviors of employees, personalities and other psychiatric aspects in humans are focused on happiness and heart satisfaction. Opinion Adawiyah (2019) *human relations* in an organization is persuasive communication between everyone who is in a formal structure for the achievement of goals, for example managers with employees, superiors with subordinates in other organizational structures with subordinates, or in a formal structure of leadership and those who are led. Meanwhile, manuputty's opinion (2018) *human relations* is a harmonious relationship created by awareness to prioritize common interests over individual interests.

According to Bahri (2018), the work environment is everything around the employee that can affect him in doing work. A comfortable and safe physical environment affects employee performance. The physical environment and the non-physical environment, for example, work relationships with colleagues and harmonious work relationships with superiors, also affect employee productivity and performance. Sedarmayanti (2012) stated that the work environment is all equipment and materials around the worker can be in the form of the worker himself, existing work methods, and work arrangements both individually and in groups. Another opinion Sunyoto (2015) states that the work environment is the main component that supports employee work activities. If the work environment is created conducive and able to increase employee work motivation, the employee's work results will be more optimal.

Human relations has a vital role in an organization because it is a liaison between fellow employees and employees with leaders, because by applying *human relations*, leaders and employees can communicate well with each other. Suryadin & Mistar (2020) in his research stated that *human relations* is one of the essences of manajemen which is related to humans in other words the need for cooperation, the ability of a person to have a good relationship between others without being accompanied by differences between

them. This will be able to create a unique view of life in a working group, where this view of life is a shaper of work ethic. Research of Sugianti et al. (2020) proves that *human relations significantly* affect employees' work ethic. In their research, Najib & Ramlawati (2018) show that human relations have a positive and significant effect on employees' work ethic. Sihite (2017) stated that *human relations* have a significant effect on employee work ethic, where the better *the human relations* (human relations) felt by employees, the more it will increase the employee's work ethic and vice versa. Mulyani (2019) proves that *human relations* positively affect employees' work ethic and is expected to increase the company's work productivity.

H₁: Human relations affects the work ethic of employees of the South Coast District Inspectorate

Work ethic is a unique key to success and can be fundamental to success at the personal, social and organizational levels (Sutrisno, 2013). One of the components that affect employees' work ethic is the office work environment (Sinamo in Suryani & Aji, 2020). Environmental conditions that make employees comfortable working will be able to create a solid workgroup and have a high work ethic, which will shape the attitudes and behaviors of employees by the company's vision and mission to achieve its goals (Mulyani, 2019). Yonaldi et al. (2018) proved that the work environment affects employees' work ethic. Suryadin & Mistar (2020) in their research stated that the conditions of the work environment have a significant effect on work ethic. Research by Evendi et al. (2018) also proves that the work environment significantly affects work ethic.

H₂: The work environment affects the work ethic of the South Coast District Inspectorate employees.

Human relations is humane interpersonal communication in the psychological stage, where communicators do not communicate with each other understanding thoughts, feelings and taking actions together so that they can affect the work ethic of employees. Furthermore, the work environment is the overall relationship with employees in the workplace. Employees are in a work environment when working and all forms of relationships involving these employees include from the work environment. *Human relations* and the physical environment affect the work ethic of employees. This is evidenced from his previous research conducted by Najib & Ramlawati (2018) that *Human relations* and the physical work environment have a significant effect on work ethic, and in Mulyani's research (2019) it is stated that if there is an increase in *human relations variables* and the work environment, the work ethic of employees will increase. In his research, Kaburito et al. (2020) states that simultaneously human relationships and the physical work environment have a significant effect on employees' work ethic. Another study conducted by Suryadin & Mistar (2020) found that simultaneously human relations and work environment conditions significantly affect work ethic.

H₃: Human relations and the work environment simultaneously affect the work ethic of the South Coast District Inspectorate employees.

II. Material and Method

This type of research is included in the category of quantitative research with a survey approach chosen because it uses questionnaires as research instruments (Arikunto, 2013). In addition, the form of research is descriptive which aims to show the characteristics of each research variable, yes it is *human relations* (relationships between people), work environment and work ethic of Inspectorate employees South Coast District. The research population is all South Coast District Inspectorate employees, which numbers 47 people. The sampling technique is saturated sampling where all employees in the population are taken into a research sample. Therefore, the number of research samples was 47 South Coast District Inspectorate employees.

III. Results and Discussion

Validity Test

Ghozali (2016) revealed that the validity test is a tool for measuring the validity or validity of a questionnaire. The validity tester in this study used item analysis by correlating the score of each item with a total score which is the number of each item (*corrected item total correlation*) > 0.30.

Human Relation Validity Test (X₁)

Table 2.

Human Relatio Variable Validity Test Results n (X₁)

Items	<i>Corrected Item-Total Correlation (r calculate)</i>	r table	Information
X1.1	0,527	0,30	Valid
X1.2	0,711	0,30	Valid
X1.3	0,711	0,30	Valid
X1.4	0,719	0,30	Valid
X1.5	0,791	0,30	Valid
X1.6	0,649	0,30	Valid
X1.7	0,528	0,30	Valid
X1.8	0,513	0,30	Valid

Source: Processed primary data, 2022

Based on Table 2 above, all *human relation* variable statements (X₁) are declared valid because the *corrected item-total correlation (r calculate)* value > a correlation coefficient of 0.30, so it can be used for subsequent testing.

Work Environment Validity Test (X₂)

Table 3.

Work Environment Variable Validity Test Results (X₂)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
X2.1	0,536	0,30	Valid
X2.2	0,638	0,30	Valid
X2.3	0,722	0,30	Valid
X2.4	0,722	0,30	Valid
X2.5	0,683	0,30	Valid
X2.6	0,715	0,30	Valid
X2.7	0,597	0,30	Valid
X2.8	0,621	0,30	Valid
X2.9	0,660	0,30	Valid
X2.10	0,636	0,30	Valid
X2.11	0,511	0,30	Valid
X2.12	0,465	0,30	Valid

Source: Processed primary data, 2022

Based on Table 3 above, all statements of the Work Environment variable (X₂) are declared valid because the *corrected item-total correlation* (r calculate) value > a correlation coefficient of 0.30, so that it can be used for subsequent testing.

Work Ethic Validity Test (Y)

Table 4.

Work Ethic Variable Validity Test Results (Y)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
Y.1	0,589	0,30	Valid
Y.2	0,665	0,30	Valid
Y.3	0,625	0,30	Valid
Y.4	0,709	0,30	Valid
Y.5	0,746	0,30	Valid
Y.6	0,685	0,30	Valid
Y.7	0,580	0,30	Valid
Y.8	0,639	0,30	Valid
Y.9	0,698	0,30	Valid
Y.10	0,688	0,30	Valid
Y.11	0,569	0,30	Valid
Y.12	0,512	0,30	Valid

Y.13	0,405	0,30	Valid
Y.14	0,529	0,30	Valid
Y.15	0,445	0,30	Valid
Y.16	0,497	0,30	Valid

Source: Processed primary data, 2022

Based on Table 4 above, all statements of the Work Ethic variable (Y) are declared valid because the corrected *value of item-total correlation* (r calculate) > a correlation coefficient of 0.30, so it can be used for subsequent testing.

Reliability Test

The reliability test according to Ghozali (2016), is a measure of the consistency of the research measuring instrument, the basis of the analysis is that if the *cronbach alpha* value > 0.6, then the measuring instrument is consistent or reliabel. The results of the reliability test can be seen in Table 5 below :

Table 5.
Reliability Test Results

Variable	Cronbach Alpha	Number of Items
Human relations (X_1)	0,878	Reliable
Working environment (X_2)	0,903	Reliable
Work ethic (Y)	0,912	Reliable

Source: Processed primary data, 2022

From the presentation of table 5 above, all research variables are declared reliable, where the results of the reliability test calculations, each variable, shows that *Cronbach Alpha* is more significant than 0.6. This means that the entire variable can be used for further data processing.

Normality Test

Table 6.
Normality Test Results

		Unstandardized Residual
N		47
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	4,54299899
	Absolute	,049
Most Extreme Differences	Positive	,049
	Negative	-,041
Kolmogorov-Smirnov Z		,339
Asymp. Sig. (2-tailed)		1,000
a. Test distribution is Normal.		
b. Calculated from data.		

Source: Processed primary data, 2022

From Table 6 above, the *kolmogorov-Smirnov* Z value is 0.339 with an *asympt.sig* (2 tailed) of 1,000 > 0.05. Therefore, the normalisation results of all the variables of this study are normally distributed or the classical assumptions about the normality of the data are met.

Multicholnearity Test

Table 7.
Multicholnearity Test Results

Variable	Collinearity Statistics	
	Tolerance	VIF
<i>Human relations</i>	0,443	2,258
Working environment	0,443	2,258

Source: Primary data for processed, 2022.

Based on Table 7, it can be seen that each independent variable used has a *Tolerance* value above 0.10. Meanwhile, the *variance inflation factor* (VIF) value is below 10 so that it can be concluded that all independent variables are free from the symptoms of multicollinearity so that further stages of data processing can be immediately implemented.

Heterochedasticity Test

Table 8.
Heterochedasticity Test Results

Variable	Sig.
<i>Human relations</i>	0,647
Working environment	0,944

Source: Processed primary data, 2022

From Table 8 above, it can be seen that *human relations* and the work environment have a significance value above 0.05 so it can be concluded that all variables do not occur heteroskedasticity.

Multiple Linear Regression Analysis

Multiple regression analysis helps look at the equations of *human relations* and work environment to work ethic, which is carried out using the SPSS Version 23 program as in the following table:

Tabel 9.
Multiple Linear Regression Analysis Results

Constants and Free Variables	Regression Coefficient	Significant	Information
(Constant)	15,605	0,000	-
Human Relations	0,844	0,000	H1 Accepted
Work Environment	0,449	0,000	H2 Accepted

Source: Processed primary data, 2022

Based on the regression results from Table 9 above, the multiple linear regression equations can be determined in this study as follows:

$$Y = 15.605 + 0.844 X_1 + 0.449 X_2 + e$$

The interplay over the regression equation obtained is as follows:

1. The constant of 15.605 states that if *the variables human relations* (X_1) and work environment (X_2) are considered constant or ignored, then the work ethic (Y) is 15.605.
2. The regression coefficient of *human relations* (X_1) is 0.844 meaning that if other independent variables have a fixed value and *human relations* increases by 1 unit of weight, then the work ethic will experience an increase of 0.844, similarly in the opposite. A positive coefficient means that *human relations* positively affect work ethic.
3. The work ethic regression coefficient (X_2) is 0.449 meaning that if other independent variables have a fixed value and the work environment increases by 1 unit of weight, then the work ethic will experience an increase of 0.449, similarly in the opposite. A positive coefficient means that the work environment positively affects work ethic.

T-test (Partially)

Based on the t test carried out, it can be seen in Table 10 below:

Table 10.
Test Results t

Type	t	Sig.	Information
<i>Human relations</i>	4,534	0,000	Influential
Working environment	3,801	0,000	Influential

Source: Processed primary data, 2022

From the results of the study obtained a regression coefficient of 0.844, and the calculated t value $> t_{table}$ ($4.534 > 2.014$) with a signaling sign of $0.000 < 0.05$, then H_{α_1} is accepted. It can be concluded that *human relations* have a positive and significant effect on the ethos of pegawai. The better *the human relations*, the more the work ethic will increase. On the contrary, the less good *human relations are*, the lower the work ethic.

From the results of the study obtained a regression coefficient of 0.449, and the calculated t value $> t_{table}$ ($3.801 > 2.014$) with a significance of $0.000 < 0.05$, then H_{α_2} is accepted. It can be concluded that the work environment has a positive and significant effect on the ethos of employees. The more conducive the work environment, the more the work ethic will increase. Conversely, the less conducive the work environment is, the lower the work ethic.

F Test (Simultaneously)

Based on the F test carried out, it can be seen in Table 11 below:

Table 11.
F Test Results

Fhitung	Ftabel	Sig.	Information
68,552	3,21	0,000	Influential

Source: Processed primary data, 2022

Obtained the value of $F_{hitung} > F_{tabel}$ ($68.552 > 3.21$) with a significance of $0.000 < 0.05$ (α), then H_3 is accepted. This means that *the variables of human relations and work environment simultaneously have a positive and significant effect on the work ethic of the South Coast District Inspectorate employees.*

DISCUSSION

The Effect of *Human Relations* on Work Ethic

The results of data analysis and the hypothesis proposed by conducting a t test obtained a *variable sig* value $X_1 = 0.000 < 0.05$ so that H_1 was accepted Therefore, human relations had a positive and significant effect on employees' work ethic of the South Coast District Inspectorate. This means that the better *the human relations*, the more the work ethic will increase. On the contrary, the less good *human relations are*, the lower the work ethic.

The results of this study are in line with research conducted by Suryadin & Mistar (2020) proving that *human relations* affects the work ethic of staffs significantly. In his research, it was explained that *human relations* is one of the essences of manajemen which is related to humans in other words the need for cooperation, the ability of a person to have a good relationship between others without being accompanied by differences between them. This will be able to create a unique view of life in a working group, where this view of life is a shaper of work ethic.

Also supported by Najib & Ramlawati (2018), their research shows that human relations have a positive and significant effect on employees' work ethic. In this study, it was explained that the high level of human relations caused employees' work ethic to increase. .

The Effect of the Work Environment on Work Ethic

The results of data analysis and the hypothesis proposed by conducting a t test obtained a *variable sig* value $X_2 = 0.000 < 0.05$ so that H_2 was accepted Therefore, the work environment had a positive and significant effect on the work ethic of employees the South Coast District Inspectorate . The more conducive the work environment, the more the work ethic will increase. Conversely, the less conducive the work environment is, the lower the work ethic.

The results of this study are in line with research conducted by Najib & Ramlawati (2018) proving that the work environment has a positive and significant effect on employees' work ethic. This research explains that the work environment is one of the main factorsthat affect work ethic because a safe, comfortable, clean work environment can create morale according to employee wishes. In this case, the physical environment is related to the facilities provided by the company and the environment around the company, such as architectural design, the amount of lighting in the workplace, arrival sounds, and facilities outside the company, otherwise it will have an impact on reducing work ethic.

In line with Mulyani's research (2019), the physical work environment has a positive and significant effect on work ethic. In his research, it was explained that the environmental conditions that make employees comfortable working will be able to create a solid workgroup and have a high work ethic, which in the end will shape the attitudes and behaviors of employees by the vision and mission of the company to achieve its goals (Mulyani, 2019).

The Effect of Human Relations and Work Environment on Work Ethic

Based on the results of multiple regression analysis by conducting an F test, a significant value of $0.000 < 0.05$ was obtained so that H_3 was accepted, which means that *human relations* and the work environment simultaneously have a positive and significant effect on the work ethic of the employees of the District Inspectorate South Coast. From the coefficient of determination test obtained, *the adjusted R square* value showed that the contribution of *human relations variables* and work environment to employees' work ethic of the South Coast District Inspectorate was 74.6%. In comparison, 25.4% was determined by other factors that were not studied, such as training, organizational culture, HR development, work discipline, communication, etc.

IV. Conclusion

In the results of the research that has been carried out, the conclusion in this study is that *human relation* has a positive and significant effect on the work ethic of the South Coast District Inspectorate employees. The better *the human relations*, the more the work ethic will increase.

The work environment has a positive and significant effect on the South Coast District Inspectorate employees' work ethic. The more conducive the work environment, the more the work ethic will increase. Meanwhile, *human relations* and work environment simultaneously have a positive and significant effect on the work ethic of employees of the South Coast District Inspectorate

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THE INFLUENCE OF HUMAN RELATIONS AND THE WORKING ENVIRONMENT TOWARDS EMPLOYEE WORK ETHIC (Case Study at the South Coast District Inspectorate)

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Abstract

This study aimed to analyze and prove the influence of human relations and work environment on employee work ethics in the Inspectorate Office of Pesisir Selatan District. The sampling technique used is saturated sampling, while the number of samples used for analysis is 47 people. The data analysis technique used to test the hypothesis is multiple linear regression. In this study, there are two independent variables: human relations and work environment. Based on the results of multiple linear regression analysis, it was found that the human relations variable has a positive and significant effect on work ethic, work environment has a positive and significant effect on work ethic, and human relations and work environment simultaneously has a positive and significant effect on Employee Work Ethics in the Inspectorate Office of Pantai Selatan District. South. This study provides practical recommendations to the Inspectorate Office of Pesisir Selatan District to continue to improve work ethic in the future.

Keywords: work ethics, work environment, human relations

JEL Classification: L21, L78, M1, M2.

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I. Introduction

Work ethic is an individual's view and attitude towards what he does. If individuals in organizations view their work as sublime to human existence, then the work ethic they have tends to be high. On the contrary, if the attitudes and views of the individual over his work are of low value to life, then the work ethic by itself will be low (Anoraga in Priansa, 2016). For Civil Servants, referring to Government Regulation (PP) No. 42 of 2004, improving the work ethic of civil servants is the purpose of fostering the soul of the civil servant corps, so its achievement can be done with the civil servant code of ethics, namely a guideline for the attitudes, behaviors and actions of civil servants in carrying out their work duties and daily life associations.

The formation of work ethic in an organization is influenced by several factors, including harmonious relations between employees (*human relations*), situations and physical conditions of the work environment, work security and safety for employees, social conditions in the work environment, attention to spiritual and physical, self-esteem, leadership, and incentives received by employees (Muliyani, 2019).

The South Coast District Inspectorate is tasked with assisting the Regent in formulating policies and technical planning and supervising the implementation of government management in the District and supervision of government affairs in line with laws and regulations. The implementation of the primary duties and functions of the South Coast District Inspectorate is supported by 47 Civil Servants. The results of the initial *survey* on the work ethic of employees of the South Coast District Inspectorate in December 2020 can be explained that employees' work ethic is still relatively low. This can be seen from the percentage on the work indicator is grace where 52% of employees do not want to accept negative criticism of their work, the work indicator is a mandate shows that 56% of employees do not want to do other things outside of their job responsibilities, work indicators are calls where 52% of employees do not complete work by predetermined work procedures. In addition, the work indicator is self-actualization shows that 64% of employees produce bad results in every job done, the work indicator is worship shows 56% of employees do not carry out tasks based on conscience not compulsion, work indicators are art where 44% of employees feel that *bercanda* with friends cannot get rid of boredom when working, the work indicator is honor shows that 60% of employees think the position does not make themselves valued by colleagues, and the work indicator is service shows that 48% of employees do not want to help colleagues who have difficulties while working. It can be concluded that from the results of the initial survey, employees have work ethic problems.

proved that work ethic can be improved through *human relations*. In their research, Najib & Ramlawati (2018) show that human relations have a positive and significant effect on employees' work ethic. However, the research of Suryani & Aji (2020) still found differences in research results, namely that human relations did not significantly affect work ethic. Kaburito et al. (2020) stated that *human relations* has a significant effect on the smoothness of the cooperation process in the organization, good relations

between leaders and subordinates make it easier to understand work and provide their enthusiasm to carry out their respective duties and responsibilities. This condition is thought to affect the work ethic of employees. The survey results prove from the percentage of indicators of communication relationships with colleagues prove that 52% of employees feel that communication with colleagues is not well established and open. The behavioral relationship indicators with colleagues show that 60% of employees feel that they cannot foster a sense of brotherhood and improve work ethic. Indicators of communication relationships with superiors prove that 68% of employees find it challenging to communicate with superiors. Furthermore, the indicators of behavioral relationships with superiors prove that 60% of employees feel that their superiors do not want to listen to employee complaints.

Work environment factors also affect the work ethic of employees. A comfortable work environment will create a working group with high solidarity and high work ethic, where the ultimate goal is the formation of employee attitudes and behaviors that are by the vision and mission determined in advance to achieve organizational goals (Muliyani, 2019). Yonaldi et al. (2018) proved that the work environment affects employees' work ethic. Suryadin & Mistar (2020) in their research stated that the conditions of the work environment have a significant effect on work ethic. Research Evendi et al. (2018) also proved that the work environment significantly affects work ethic. The results of the work environment survey at the South Coast District Inspectorate are still not conducive in terms of the physical work environment and non-physical work environment, 44% feel that the work environment is in the excellent category and 56% in the wrong category. This is also strengthened from the results of interviews with several employees related to the work environment, where the non-conducive work environment can be seen from the workplace conditions that do not have good air circulation. The felt workspace is sometimes too cold or hot, making employees uncomfortable while working. In addition, the uneven communication between employees and colleagues which results in debates and disputes makes the employment relationship not well established. It is not good that the work environment is a serious matter and must be improved immediately because it will affect the work ethic of employees and impact the performance of the South Coast District Inspectorate. In his research, Najib & Ramlawati (2018) stated that the condition of the physical work environment has a significant effect on work ethic, but in conjunction with Suryadin & Mistar (2020) who found that the conditions of the work environment did not have a significant effect on the work ethic of employees.

Work ethic is the morale of employees to be willing to collaborate, argue about things, or achieve that can produce something tangible and contribute to the organisation's progress (Moehariono, 2014). Anoraga in Priansa (2016) reveals that work ethic is a view and attitude of individuals, nations, and people for their work. If an employee in an organization views his work as something noble for human existence, then his work ethic tends to be high. On the other hand, if the attitude and view of work as something that has a low value for life, the work ethic that results in itself is low. The

meaning of another work ethic is something that can increase an individual's self-esteem as a human being, then the individual tends to be active in working, diligent and bringing out all the potential that exists in him (Sutrisno, Ardiansyah (2017)). An employee with a high work ethic in an organization will make himself effective in his work. The attitude of responsibility, desire and courage to make an innovation in work embodies the high work ethic of an employee. As a result, employee performance will continue to experience an increase and the resulting positive impact on the organisation's overall performance (Sugianti et al. , 2020). Sihite (2017) suggests that work ethic is a picture of employee attitudes. In other words, work ethic is an evaluative aspect of an employee's assessment of work.

Noorbaya et al. (2018) stated that *human relations* is a relationship that is established between humans who try to find, identify problems, and discuss them as a way of solving a problem, its form can be in the form of persuasive communication from employees to other employees which is carried out face-to-face in any situation and all areas of life, so that it can cause a sense of happiness and rasa satisfied on both sides. Widjaja in Sugianti et al. (2020) explained what is meant by *human relations*, namely a humanitarian relationship whose direction is towards spiritual elements in the form of traits, dispositions, behaviors of employees, personalities and other psychiatric aspects in humans are focused on happiness and heart satisfaction. Opinion Adawiyah (2019) *human relations* in an organization is persuasive communication between everyone who is in a formal structure for the achievement of goals, for example managers with employees, superiors with subordinates in other organizational structures with subordinates, or in a formal structure of leadership and those who are led. Meanwhile, manuputty's opinion (2018) *human relations* is a harmonious relationship created by awareness to prioritize common interests over individual interests.

According to Bahri (2018), the work environment is everything around the employee that can affect him in doing work. A comfortable and safe physical environment affects employee performance. The physical environment and the non-physical environment, for example, work relationships with colleagues and harmonious work relationships with superiors, also affect employee productivity and performance. Sedarmayanti (2012) stated that the work environment is all equipment and materials around the worker can be in the form of the worker himself, existing work methods, and work arrangements both individually and in groups. Another opinion Sunyoto (2015) states that the work environment is the main component that supports employee work activities. If the work environment is created conducive and able to increase employee work motivation, the employee's work results will be more optimal.

Human relations has a vital role in an organization because it is a liaison between fellow employees and employees with leaders, because by applying *human relations*, leaders and employees can communicate well with each other. Suryadin & Mistar (2020) in his research stated that *human relations* is one of the essences of manajemen which is related to humans in other words the need for cooperation, the ability of a person to have a good relationship between others without being accompanied by differences between

them. This will be able to create a unique view of life in a working group, where this view of life is a shaper of work ethic. Research of Sugianti et al. (2020) proves that *human relations significantly* affect employees' work ethic. In their research, Najib & Ramlawati (2018) show that human relations have a positive and significant effect on employees' work ethic. Sihite (2017) stated that *human relations* have a significant effect on employee work ethic, where the better *the human relations* (human relations) felt by employees, the more it will increase the employee's work ethic and vice versa. Mulyani (2019) proves that *human relations* positively affect employees' work ethic and is expected to increase the company's work productivity.

H₁: Human relations affects the work ethic of employees of the South Coast District Inspectorate

Work ethic is a unique key to success and can be fundamental to success at the personal, social and organizational levels (Sutrisno, 2013). One of the components that affect employees' work ethic is the office work environment (Sinamo in Suryani & Aji, 2020). Environmental conditions that make employees comfortable working will be able to create a solid workgroup and have a high work ethic, which will shape the attitudes and behaviors of employees by the company's vision and mission to achieve its goals (Mulyani, 2019). Yonaldi et al. (2018) proved that the work environment affects employees' work ethic. Suryadin & Mistar (2020) in their research stated that the conditions of the work environment have a significant effect on work ethic. Research by Evendi et al. (2018) also proves that the work environment significantly affects work ethic.

H₂: The work environment affects the work ethic of the South Coast District Inspectorate employees.

Human relations is humane interpersonal communication in the psychological stage, where communicators do not communicate with each other understanding thoughts, feelings and taking actions together so that they can affect the work ethic of employees. Furthermore, the work environment is the overall relationship with employees in the workplace. Employees are in a work environment when working and all forms of relationships involving these employees include from the work environment. *Human relations* and the physical environment affect the work ethic of employees. This is evidenced from his previous research conducted by Najib & Ramlawati (2018) that *Human relations* and the physical work environment have a significant effect on work ethic, and in Mulyani's research (2019) it is stated that if there is an increase in *human relations variables* and the work environment, the work ethic of employees will increase. In his research, Kaburito et al. (2020) states that simultaneously human relationships and the physical work environment have a significant effect on employees' work ethic. Another study conducted by Suryadin & Mistar (2020) found that simultaneously human relations and work environment conditions significantly affect work ethic.

H₃: Human relations and the work environment simultaneously affect the work ethic of the South Coast District Inspectorate employees.

II. Material and Method

This type of research is included in the category of quantitative research with a survey approach chosen because it uses questionnaires as research instruments (Arikunto, 2013). In addition, the form of research is descriptive which aims to show the characteristics of each research variable, yes it is *human relations* (relationships between people), work environment and work ethic of Inspectorate employees South Coast District. The research population is all South Coast District Inspectorate employees, which numbers 47 people. The sampling technique is saturated sampling where all employees in the population are taken into a research sample. Therefore, the number of research samples was 47 South Coast District Inspectorate employees.

III. Results and Discussion

Validity Test

Ghozali (2016) revealed that the validity test is a tool for measuring the validity or validity of a questionnaire. The validity tester in this study used item analysis by correlating the score of each item with a total score which is the number of each item (*corrected item total correlation*) > 0.30.

Human Relation Validity Test (X₁)

Table 2.

Human Relatio Variable Validity Test Results n (X₁)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
X1.1	0,527	0,30	Valid
X1.2	0,711	0,30	Valid
X1.3	0,711	0,30	Valid
X1.4	0,719	0,30	Valid
X1.5	0,791	0,30	Valid
X1.6	0,649	0,30	Valid
X1.7	0,528	0,30	Valid
X1.8	0,513	0,30	Valid

Source: Processed primary data, 2022

Based on Table 2 above, all *human relation* variable statements (X₁) are declared valid because the corrected *item-total correlation* (r calculate) value > a correlation coefficient of 0.30, so it can be used for subsequent testing.

Work Environment Validity Test (X₂)

Table 3.

Work Environment Variable Validity Test Results (X₂)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
X2.1	0,536	0,30	Valid
X2.2	0,638	0,30	Valid
X2.3	0,722	0,30	Valid
X2.4	0,722	0,30	Valid
X2.5	0,683	0,30	Valid
X2.6	0,715	0,30	Valid
X2.7	0,597	0,30	Valid
X2.8	0,621	0,30	Valid
X2.9	0,660	0,30	Valid
X2.10	0,636	0,30	Valid
X2.11	0,511	0,30	Valid
X2.12	0,465	0,30	Valid

Source: Processed primary data, 2022

Based on Table 3 above, all statements of the Work Environment variable (X₂) are declared valid because the *corrected item-total correlation* (r calculate) value > a correlation coefficient of 0.30, so that it can be used for subsequent testing.

Work Ethic Validity Test (Y)

Table 4.

Work Ethic Variable Validity Test Results (Y)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
Y.1	0,589	0,30	Valid
Y.2	0,665	0,30	Valid
Y.3	0,625	0,30	Valid
Y.4	0,709	0,30	Valid
Y.5	0,746	0,30	Valid
Y.6	0,685	0,30	Valid
Y.7	0,580	0,30	Valid
Y.8	0,639	0,30	Valid
Y.9	0,698	0,30	Valid
Y.10	0,688	0,30	Valid
Y.11	0,569	0,30	Valid
Y.12	0,512	0,30	Valid

Y.13	0,405	0,30	Valid
Y.14	0,529	0,30	Valid
Y.15	0,445	0,30	Valid
Y.16	0,497	0,30	Valid

Source: Processed primary data, 2022

Based on Table 4 above, all statements of the Work Ethic variable (Y) are declared valid because the corrected *value of item-total correlation* (r calculate) > a correlation coefficient of 0.30, so it can be used for subsequent testing.

Reliability Test

The reliability test according to Ghozali (2016), is a measure of the consistency of the research measuring instrument, the basis of the analysis is that if the *cronbach alpha* value > 0.6, then the measuring instrument is consistent or reliabel. The results of the reliability test can be seen in Table 5 below :

Table 5.
Reliability Test Results

Variable	Cronbach Alpha	Number of Items
Human relations (X_1)	0,878	Reliable
Working environment (X_2)	0,903	Reliable
Work ethic (Y)	0,912	Reliable

Source: Processed primary data, 2022

From the presentation of table 5 above, all research variables are declared reliable, where the results of the reliability test calculations, each variable, shows that *Cronbach Alpha* is more significant than 0.6. This means that the entire variable can be used for further data processing.

Normality Test

Table 6.
Normality Test Results

		Unstandardized Residual
N		47
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	4,54299899
	Absolute	,049
Most Extreme Differences	Positive	,049
	Negative	-,041
Kolmogorov-Smirnov Z		,339
Asymp. Sig. (2-tailed)		1,000
a. Test distribution is Normal.		
b. Calculated from data.		

Source: Processed primary data, 2022

From Table 6 above, the *kolmogorov-Smirnov* Z value is 0.339 with an *asympt.sig* (2 tailed) of 1,000 > 0.05. Therefore, the normalisation results of all the variables of this study are normally distributed or the classical assumptions about the normality of the data are met.

Multicholnearity Test

Table 7.
Multicholnearity Test Results

Variable	Collinearity Statistics	
	Tolerance	VIF
<i>Human relations</i>	0,443	2,258
Working environment	0,443	2,258

Source: Primary data for processed, 2022.

Based on Table 7, it can be seen that each independent variable used has a *Tolerance* value above 0.10. Meanwhile, the *variance inflation factor* (VIF) value is below 10 so that it can be concluded that all independent variables are free from the symptoms of multicollinearity so that further stages of data processing can be immediately implemented.

Heterochedasticity Test

Table 8.
Heterochedasticity Test Results

Variable	Sig.
<i>Human relations</i>	0,647
Working environment	0,944

Source: Processed primary data, 2022

From Table 8 above, it can be seen that *human relations* and the work environment have a significance value above 0.05 so it can be concluded that all variables do not occur heteroskedasticity.

Multiple Linear Regression Analysis

Multiple regression analysis helps look at the equations of *human relations* and work environment to work ethic, which is carried out using the SPSS Version 23 program as in the following table:

Tabel 9.
Multiple Linear Regression Analysis Results

Constants and Free Variables	Regression Coefficient	Significant	Information
(Constant)	15,605	0,000	-
Human Relations	0,844	0,000	H1 Accepted
Work Environment	0,449	0,000	H2 Accepted

Source: Processed primary data, 2022

Based on the regression results from Table 9 above, the multiple linear regression equations can be determined in this study as follows:

$$Y = 15.605 + 0.844 X_1 + 0.449 X_2 + e$$

The interplay over the regression equation obtained is as follows:

1. The constant of 15.605 states that if *the variables human relations* (X_1) and work environment (X_2) are considered constant or ignored, then the work ethic (Y) is 15.605.
2. The regression coefficient of *human relations* (X_1) is 0.844 meaning that if other independent variables have a fixed value and *human relations* increases by 1 unit of weight, then the work ethic will experience an increase of 0.844, similarly in the opposite. A positive coefficient means that *human relations* positively affect work ethic.
3. The work ethic regression coefficient (X_2) is 0.449 meaning that if other independent variables have a fixed value and the work environment increases by 1 unit of weight, then the work ethic will experience an increase of 0.449, similarly in the opposite. A positive coefficient means that the work environment positively affects work ethic.

T-test (Partially)

Based on the t test carried out, it can be seen in Table 10 below:

Table 10.
Test Results t

Type	t	Sig.	Information
<i>Human relations</i>	4,534	0,000	Influential
Working environment	3,801	0,000	Influential

Source: Processed primary data, 2022

From the results of the study obtained a regression coefficient of 0.844, and the calculated t value $> t_{table}$ ($4.534 > 2.014$) with a signaling sign of $0.000 < 0.05$, then $H\alpha_1$ is accepted. It can be concluded that *human relations* have a positive and significant effect on the ethos of pegawai. The better *the human relations*, the more the work ethic will increase. On the contrary, the less good *human relations are*, the lower the work ethic.

From the results of the study obtained a regression coefficient of 0.449, and the calculated t value $> t_{table}$ ($3.801 > 2.014$) with a significance of $0.000 < 0.05$, then $H\alpha_2$ is accepted. It can be concluded that the work environment has a positive and significant effect on the ethos of employees. The more conducive the work environment, the more the work ethic will increase. Conversely, the less conducive the work environment is, the lower the work ethic.

F Test (Simultaneously)

Based on the F test carried out, it can be seen in Table 11 below:

Table 11.
F Test Results

Fhitung	Ftabel	Sig.	Information
68,552	3,21	0,000	Influential

Source: Processed primary data, 2022

Obtained the value of $F_{hitung} > F_{tabel}$ ($68.552 > 3.21$) with a significance of $0.000 < 0.05$ (α), then H_3 is accepted. This means that *the variables of human relations* and work environment simultaneously have a positive and significant effect on the work ethic of the South Coast District Inspectorate employees.

DISCUSSION

The Effect of *Human Relations* on Work Ethic

The results of data analysis and the hypothesis proposed by conducting a t test obtained a *variable sig* value $X_1 = 0.000 < 0.05$ so that H_1 was accepted Therefore, human relations had a positive and significant effect on employees' work ethic of the South Coast District Inspectorate. This means that the better *the human relations*, the more the work ethic will increase. On the contrary, the less good *human relations are*, the lower the work ethic.

The results of this study are in line with research conducted by Suryadin & Mistar (2020) proving that *human relations* affects the work ethic of staffs significantly. In his research, it was explained that *human relations* is one of the essences of manajemen which is related to humans in other words the need for cooperation, the ability of a person to have a good relationship between others without being accompanied by differences between them. This will be able to create a unique view of life in a working group, where this view of life is a shaper of work ethic.

Also supported by Najib & Ramlawati (2018), their research shows that human relations have a positive and significant effect on employees' work ethic. In this study, it was explained that the high level of human relations caused employees' work ethic to increase. .

The Effect of the Work Environment on Work Ethic

The results of data analysis and the hypothesis proposed by conducting a t test obtained a *variable sig* value $X_2 = 0.000 < 0.05$ so that H_2 was accepted Therefore, the work environment had a positive and significant effect on the work ethic of employees the South Coast District Inspectorate . The more conducive the work environment, the more the work ethic will increase. Conversely, the less conducive the work environment is, the lower the work ethic.

The results of this study are in line with research conducted by Najib & Ramlawati (2018) proving that the work environment has a positive and significant effect on employees' work ethic. This research explains that the work environment is one of the main factorsthat affect work ethic because a safe, comfortable, clean work environment can create morale according to employee wishes. In this case, the physical environment is related to the facilities provided by the company and the environment around the company, such as architectural design, the amount of lighting in the workplace, arrival sounds, and facilities outside the company, otherwise it will have an impact on reducing work ethic.

In line with Mulyani's research (2019), the physical work environment has a positive and significant effect on work ethic. In his research, it was explained that the environmental conditions that make employees comfortable working will be able to create a solid workgroup and have a high work ethic, which in the end will shape the attitudes and behaviors of employees by the vision and mission of the company to achieve its goals (Mulyani, 2019).

The Effect of Human Relations and Work Environment on Work Ethic

Based on the results of multiple regression analysis by conducting an F test, a significant value of $0.000 < 0.05$ was obtained so that H_3 was accepted, which means that *human relations* and the work environment simultaneously have a positive and significant effect on the work ethic of the employees of the District Inspectorate South Coast. From the coefficient of determination test obtained, the *adjusted R square* value showed that the contribution of *human relations variables* and work environment to employees' work ethic of the South Coast District Inspectorate was 74.6%. In comparison, 25.4% was determined by other factors that were not studied, such as training, organizational culture, HR development, work discipline, communication, etc.

IV. Conclusion

In the results of the research that has been carried out, the conclusion in this study is that *human relation* has a positive and significant effect on the work ethic of the South Coast District Inspectorate employees. The better *the human relations*, the more the work ethic will increase.

The work environment has a positive and significant effect on the South Coast District Inspectorate employees' work ethic. The more conducive the work environment, the more the work ethic will increase. Meanwhile, *human relations* and work environment simultaneously have a positive and significant effect on the work ethic of employees of the South Coast District Inspectorate

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