LOYALTY ASPECT: INCREASING THE EFFECTIVENESS OF EMPLOYEE PERFORMANCE

Soulthan Saladin Batubara[1*] , Niken Wulandari[2]

[1,2]*Universitas Pembangunan Panca Budi, Indonesia*

*e-mail: soulthanbatubara@dosen.pancabudi.ac.id

ABSTRACT

Government employees as the spearhead of service are required to have loyalty in order to achieve performance targets optimally in order to meet the achievement of institutional goals in providing public services, namely public welfare. This study was conducted to determine the influence of employee loyalty towards employee performance of the Binjai City Transportation Office. This study used an associative approach with a correlational analytic design. Data is collected through questionnaires, interviews and documentation studies. Questionnaires are calculated with likert scale measurement units, and processed using the SPSS (statistical product and service solution) program The results of the study showed that employee loyalty has a positive and significant effect on employee performance.

Keywords: Loyalty, Employee Performance

1. Introduction

Improving employee performance is important considering the change in the direction of government policy as desired by the spirit of reform to more broadly provide space for the community in government and development activities where the government and its apparatus act more as facilitators. This change in policy direction has implications for the ability of employee professionalism in responding to the challenges of the globalization era in facing competition. So improving the performance of the apparatus is a very important thing to note (Nitisemito, 2014). Performance is a concrete work result that can be observed and measured within a certain time span. According to Mangkunegara, (2017), employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given. Good performance is optimal performance, which is performance that meets organizational standards and supports the achievement of organizational goals. The performance of each individual activity is key to the achievement of organizational goals. Performance can be interpreted as an overview of the level of achievement of the implementation of an activity or program and policies in realizing the goals, objectives, mission and vision of the organization contained in the strategic plan of an organization (Dessler, 2014).

In general, the data describes the condition of employee performance within the Binjai City Transportation Office in carrying out their duties has not shown the expected results, this is certainly very important to pay attention to because performance is the real foundation in an organization, without performance goals will be difficult to achieve (Rivai, 2010). To be able to improve performance, organizations are required to develop, and manage their human resources to be able to

Theme: Loyalty Aspect: Increasing the Effectiveness of
Employee Performance

work professionally. This human resource management really needs support from top management as the first step. In a government organization, success or failure in the implementation of duties and administration of government is influenced by several things including leadership (Hasibuan, 2018).

In carrying out their performance achievements, the State Civil Apparatus will not be separated from loyalty and work attitude, so that the Civil Apparatus will always carry out the work well and feel a deep pleasure in the work done. Soegandh (2013) explained that loyalty is the willingness of employees with all abilities, skills, thoughts, and time to participate in achieving organizational goals and keep organizational secrets and not take actions that harm the organization as long as that person is still an employee. Loyalty is a set of positive behaviors rooted in fundamental beliefs or culture accompanied by a total commitment to doing work (R. Wayne Mondy, 2014). Loyalty is basically related to ethics, morals, enthusiasm and responsibility at work which is reflected in the values that a person believes in him. Moekijat (2022) in his research states that employees who have good loyalty will have high morale or enthusiasm in working in their group, where it will all lead to high loyalty as well.

Loyalty can also be said to be a person's loyalty to something that is not only in the form of physical loyalty, but more to non-physical loyalty such as thought and attention. Therefore, disloyal employees will do work insincerely, trivially to the tasks given, often neglect their duties so that their duties are not completed on time, and do not care about the development of the agency where they work where all of these things will have an impact on the performance of the civil apparatus (Dongoran & Batubara, 2019).

2.   Methods

This study uses an associative approach with a correlational analytical design (correlational study). Correlational research aims to reveal correlative relationships between variables. Correlational research uses instruments to determine whether there is a relationship between two or more variables that can be quantified (Sekaran & Bougie, 2009). The scope in this study includes leadership, compensation and loyalty variables. This research focuses on employees within the Binjai City Transportation Office. The data analysis method used to test the hypothesis is to use multiple linear regression with the help of SPSS software for windows 21.0.

The population in this study is employees of the Binjai City Transportation Office which amounts to 104 people. Samples can be part of the number or characteristics possessed by the population and carefully selected from the population (Ikhsan et al, 2014). However, in this study, samples were taken using census techniques where the entire population was sampled so that the results were more concrete. So, the sample in this study is all Civil Apparatus within the Binjai City Transportation Office as many as 104 people.

3.   Results and Discussion

Statistical test t is performed to test whether or not the free variable (X) has a significant relationship to the bound variable (Y).

Theme: Loyalty Aspect: Increasing the Effectiveness of Employee Performance

Table 1. Hypothesis Test Result
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.347	1.423		1.214	.000
	Loyalty	.162	.029	.120	.1.211	.000

a. Dependent Variable : Performance

From the table 1 above, the equation formula can be made below:

Y = 3.347 + 0.162X1 + e

Thus it can be interpreted as follows:

1) From the regression equation, that Employee Performance obtained has a constant value of 3.347 without being influenced by Loyalty
2) Loyalty positively affects 0.162 to employee performance means that every addition of 1 loyalty effectiveness will increase the level of employee performance.

The Effect of Loyalty on Performance

Based on table 1 of the test results of the effect of loyalty on performance obtained a significance value of 0.000 (Sig.>0.05) then Ha was accepted and H0 was rejected. This means that loyalty have a positive and significant effect on employee performance at Binjai City Transportation Office.

Coefficient of Determination (R2)

The coefficient of determination (R2) was conducted to see how the variation in the value of loyalty variable was affected by the variation in the value of the free variable. The coefficient of determination is determined by the value of R Square, can be seen in the table below:

Table 2. Predictors Coefficient of Determination Results
Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.215[a]	.170	.204	1.102

a. Predictors: (Constant), Loyalty
b. Dependent Variable: Employee Performance

Table 2 shows that the value of r square is 0.170 which means that the percentage of influence of the independent variable (leadership) on the dependent variable (performance) is equal to the value of the coefficient of determination or 17.0%. While the remaining 83.0% was influenced or explained by other variables that were not included in this research model.

4. Conlusion

The examination expects to decide and investigate the impact of the Coronavirus pandemic Based on the results of research and discussion that the author did in the previous chapter using SPSS, then in this chapter the author gives a conclusion based on the previous chapter. From the test, it can be seen that variable X (loyalty) has an influence on variable Y (performance). Based on the partial test (t) obtained a value of $0.000 < 0.05$ then, H0 was rejected and Ha accepted, the loyalty had a significant effect on the performance of the employees at Labor Binjai City Transportation Office.

5. References

Dessler, G. (2014). Fundamentals of Human Resource Management Gary Dessler. *Human Resource Management*.

Dongoran, F. R., & Batubara, S. S. (2019). Pegawai Di Lingkungan Biro Rektor Universitas Negeri Medan. *Jurnal Ilmu Pendidikan Dan Sosial*.

Hasibuan. (2018). Manajemen Sumber Daya Manusia In Manajemen Sumber Daya Manusia. *Edisi Revisi Jakarta: Bumi Aksara*.

Mangkunegara. (2016). Mangkunegara 2016. *Kinerja*.

Mangkunegara. (2017). Pelaksanaan Pelatihan dan Pengembangan Karyawan di Koperasi Mahasiswa Universitas Negeri Yogyakarta Periode 2010-2011. *Jurnal Ilmiah Manajemen Bisnis*.

Moekijat. (2022). Manajemen Sumber Daya Manusia. In *Edisi Revisi Jakarta: Bumi Aksara*.

Nitisemito, A. (2014). Manajemen sumber Daya Manusia. *Yogyakarta :BPFE UGM*.

R. Wayne Mondy. (2014). Manajemen Sumber Daya Manusia Lanjutan. *1*.

Rivai, V. (2010). Manajemen Sumber Daya Manusia untuk Perusahaan; dari Teori ke Praktek, Penerbit PT. *RajaGrafindo Persada, Jakarta*.

Sekaran, U., & Bougie, R. (2009). Research Method for Business Textbook: A Skill Building Approach. *John Wiley & Sons Ltd.*

Soegandhi, V. (2013). Pengaruh kepuasan kerja dan loyalitas kerja terhadap perilaku kewargaan organisasional pada karyawan PT. Surya Timur Sakti Jatim. *Agora*.