

Benefits Of Organizational Commitment And Job Satisfaction In Solving Employee Performance Problems In Micro And Medium Enterprises In Serang Banten

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Abstract.

This study aims to determine the effect of Organizational Commitment and Job Satisfaction on Employee Performance in Micro and Medium Enterprises in Serang Regency, Banten. The method used is quantitative. The type of data used in this study is in the form of secondary data based on the results of the questionnaire. In this study the authors used two independent variables consisting of (Organizational Commitment and Job Satisfaction) or called the independent variable and one dependent variable (Employee Performance) which is known as the dependent variable. The population in this study were employees of the Micro and Medium Enterprises in Serang Banten Regency as many as 42 employees. Data were analyzed using multiple linear regression models and using SPSS version 25. Based on the results of the study, it can be concluded that: 1). There is no positive and significant effect between Organizational Commitment on Employee Performance. 2). There is a positive and significant influence between job satisfaction on employee performance. 3). Simultaneously there is a positive and significant influence between Organizational Commitment and Job Satisfaction on Employee Performance.

Keywords : *Organizational Commitment, Job Satisfaction, Employee Performance*

I. INTRODUCTION

Human resources have an important role either individually or in groups, and human resources are one of the main drivers for the smooth running of business activities, the progress of the company/organization is determined by the presence of human resources. Every company or organization needs to pay attention and regulate the existence of employees in an effort to improve good performance. Every employee in a company needs to get satisfaction at work which can also have an impact on increasing employee performance, which states that job satisfaction causes increased performance, so satisfied workers will be more productive at work. If the employee is satisfied with his job, he likes and is motivated to carry out his work and his performance is high, otherwise if he is not satisfied with his job he is not motivated to carry out his work and his performance is low. Job satisfaction is a pleasant condition or emotionally positive that comes from a person's assessment of his work or work experience. Job satisfaction is a positive feeling about one's job which is the result of an evaluation of its characteristics. Likewise in Micro and Medium Enterprises in Serang Banten Regency, organizational commitment and employee satisfaction are obtained from the work and also from superiors on how to provide a clear understanding so that employees can understand what is given, thus commitment and job satisfaction can run smoothly.

Gibson, Ivancevich, and Donnelly (2017) state that organizational commitment involves three attitudes, namely: identification with organizational goals; a feeling of involvement in organizational tasks; and feelings of loyalty to the organization. This means that employees who are committed to the organization view the values and interests of the organization as integrated with their personal goals. The work that is his duty is understood as a personal interest, and has a desire to always be loyal for the betterment of the organization. Ivancevich, Konopaske, and Matteson (2017) state that organizational commitment is a sense of identification, involvement, and loyalty expressed by employees towards their organization. Yulk (2017) states that organizational commitment is an employee's approval of job satisfaction or organizational requests and makes a serious effort to carry out the request or implement the decision in accordance with the interests of the organization. Luthans (2017) states that as an attitude, organizational commitment is often defined as: a) a strong desire to remain a member of a particular organization; b) the desire to strive according to the wishes of the organization; c) certain beliefs, and acceptance of organizational values and goals. In other

words, it is an attitude that reflects employee loyalty to the organization and the ongoing process in which members of the organization express their concern for the organization and its continued success and progress.

Roe and Byars (2017) say that high job satisfaction will encourage the realization of organizational goals effectively. While a low level of job satisfaction is a threat that will bring destruction or setbacks to the organization, quickly or slowly. Warther and Davis (2017) suggest that employees like or dislike their work. Robbins (2016) states that job satisfaction is a general attitude of an individual towards his work. Likewise, Gibson, Ivancevich, and Donnelly (2016) state that job satisfaction is a person's attitude towards their services, that attitude comes from their perception of their work. George and Jones (2016) state that job satisfaction is a collection of feelings, beliefs, and thoughts about how a person responds to his work. Mathis and Jackson (2016) state that performance is basically what employees do or don't do in carrying out their work. Rivai and Sagala (2016) state that performance is a real behavior displayed by everyone as a work achievement produced by employees in accordance with their role in the organization. Benardin and Russell (2016) stated that performance is the result produced by certain job functions or activities at certain jobs during a certain period of time. The results of the work are the results of abilities, skills, and desires achieved. Milkovich and Boudreau (2016) state that performance is the level at which employees carry out their work in accordance with predetermined conditions.

H_1 : It is suspected that the influence of organizational commitment on the performance of employees of Micro and Medium Enterprises in Serang Regency, Banten

H_2 : It is suspected that the effect of job satisfaction on the performance of employees of Micro and Medium Enterprises in Serang Regency, Banten

H_3 : It is suspected that the influence of organizational commitment and job satisfaction on the performance of employees of Micro and Medium Enterprises in Serang Regency, Banten

II. METHODS

The method used to conduct this research is an explanatory survey. According to Sugiono (2006: 76), an explanatory survey is a survey used to resolve the relationship between two or more variables through a hypothesis test. By using a questionnaire as a data collection tool. Explanatory surveys are used to predict and explain the relationship or influence of one variable to another. This method uses facts that are supported by distributing questionnaires to respondents and understanding the literature. Population according to Sugiono (2016: 80) is a generalization area consisting of : objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions. The population used in this study were all employees of Micro and Medium Enterprises in Serang Banten Regency totaling 42 employees.

III. RESULT AND DISCUSSION

Micro and Medium Enterprises is one of the companies engaged in services such as making bags for seminar participants, training and packages of events or activities carried out by the government. Micro and Medium Enterprises were founded by *Dagang Wijaya Mekar* in 1995 this company was continued by his wife, Hj. Kuraesin and then there is the addition of the word *Abadi*, the previous owner and leader of the company can develop until now. The description and number of genders in employees in Micro and Medium Enterprises in Serang Regency, Banten, can be seen in full in table 4.1 below:

Table 4.1. Gender

No	Gender	Amount	
		Frequency	Percentage (%)
1	Man	35	83%
2	Woman	7	17%
Amount		42	100%

Based on table 4.1 of 42 respondents, namely employees of Micro and Medium Enterprises in Serang Banten Regency, it shows that as many as 35 respondents or 83% are male and 7 respondents or 17% are female. These results can prove that the employees of Micro and Medium Enterprises in Serang Regency, Banten employ a lot of male workers. final education level of the respondents, namely the employees of Micro and Medium Enterprises in Serang Banten Regency, can be seen in full in table 4.2 below:

Table 4.2. Educational Stage

No	Educational Stage	Amount	
		Frequency	Percentage (%)
1	Senior High School	31	74%
2	Diploma (D3)	3	7%
3	Bachelors (S1)	8	19%
Amount		42	100%

Based on table 4.2 of 42 respondents from employees in Micro and Medium Enterprises in Serang Banten Regency, it can be seen that as many as 31 respondents or 74% are Senior High School, 3 respondents or 7% are Diploma, and 8 respondents or 19% are Bachelors. Based on these results, it can be concluded that most of the employees of Micro and Medium Enterprises in Serang Banten Regency have a high school/ vocational education level. This condition can show that the company pays attention to skills.

Table 4.2. Multicollinearity

Model		Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistics	
		B	Std. Error	Beta	T	Sig.	Tolerance VIF
1	(Constant)	15,135	7.908		1,914	.063	
	Organizational Commitment	-.060	.154	-.065	-.392	.697	.713 1,402
	Job satisfaction	.690	.229	.505	3.020	.004	.713 1,402

a. Dependent Variable: Employee performance

Based on table 4.2 above, the tolerance for organizational commitment and job satisfaction variables is $0.713 > 0.10$. Meanwhile, the value of VIF for the variables of organizational commitment and job satisfaction is $1.402 < 10.00$. So it can be concluded that there is no symptom of multicollinearity in the regression model.

Table 4.3. Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.473 ^a	.223	.184	2.28576

a. Predictors: (Constant), Job Satisfaction, Organizational Commitment

Based on the output results above, the correlation coefficient value between Preventive Discipline (X1) and Hierarchical Culture (X2) and Employee Performance (Y) is 0.223. Furthermore, the calculation of the coefficient of determination is used as follows:

$$\begin{aligned}
 kd &= r^2 \times 100\% \\
 &= 0,223^2 \times 100\% \\
 &= 22.3\%
 \end{aligned}$$

From the calculation above, the value of the contribution of the relationship between organizational commitment factors (X₁) and job satisfaction (X₂) in employee performance is 0.223. This means that the contribution of the relationship between organizational commitment (X₁) and job satisfaction (X₂) with employee performance (Y) of 22.3% and the rest is influenced by other factors not examined by the author.

Table 4.4. t-test

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	15,135	7.908		1,914	0.063
	Organizational Commitment	-0.060	0.154	-0.065	-0.392	0.697
	Job satisfaction	0.690	0.229	0.505	3.020	0.004

a. Dependent Variable: Employee performance

Based on the table and the statement above, it can be seen that t Count is $-0.392 < 2.021$ t-Table and the significance value is $0.697 > 0.05$, so it can be concluded that H_0 is accepted and H_a is rejected, which means that there is no effect positive and significant between Organizational Commitment (X1) on Employee Performance (Y). Based on the table and statement above, it can be seen that the t-count is $3.020 > 2.021$ t-table and the significance value is $0.004 < 0.05$, it can be concluded that H_0 is rejected and H_a is accepted, which means that there is a positive and positive effect between Job Satisfaction (X2) on Employee Performance (Y). Thus, if the value of Job Satisfaction (X2) increases, then Employee Performance (Y) will also increase.

Table 4.5. f-Test

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	58,641	2	29,321	5,612	.007 ^b
Residual	203.763	39	5.225		
Total	262.405	41			

a. Dependent Variable: Employee performance

b. Predictors: (Constant), Job Satisfaction, Organizational Commitment

Based on the table above shows the F test Count $>$ F Table that is $5,612 > 3,23$ and the significance value $<$ $0,05$ is $0,007 < 0,05$ So it can be concluded that H_0 is rejected H_a is accepted, meaning Organizational Commitment (X1) and Job Satisfaction (X2) together have a positive effect on Employee Performance (Y). Thus, Organizational Commitment (X1) and Job Satisfaction (X2) simultaneously increase, so that Employee Performance will also increase. So it can be said that Organizational Commitment (X1) and Job Satisfaction (X2) together have a positive and significant effect on Employee Performance (Y).

IV. CONCLUSION

Based on the results of the analysis and discussion of the effect of organizational commitment and job satisfaction on employee performance in Micro and Medium Enterprises in Serang Banten Regency, the authors draw conclusions, namely: There is no effect of organizational commitment (X1) on employee performance (Y), based on the t-count value is $-0.392 < 2.021$ t table and a significant value of $0.697 > 0.05$. There is an effect of job satisfaction (X2) on employee performance (Y) based on the t-count value is $3.020 > 2.021$ t table and a significant value of $0.004 < 0.05$. There is an effect of organizational commitment (X1) and job satisfaction (X2) on employee performance (Y) based on the value of the R^2 magnitude of the effect of 22.3% and the value of f arithmetic $>$ f table that is $5.612 > 3.23$ and a significant value $<$ 0.05 , which is $0.007 < 0.05$. Based on the results of the analysis and discussion, about the effect of organizational commitment and job satisfaction on employee performance in Micro and Medium Enterprises in Serang Banten Regency, namely as follows:

Based on the results of calculations and respondents' answers to the organizational commitment variable, it is suggested that companies need to improve the lack of commitment to employees in the company, as an effort to improve the achievement of the company's vision and mission. Based on the results of calculations and respondents' answers on the job satisfaction variable, it is suggested for the company to need to improve the ability of employees and provide freedom to work to improve employee performance as an effort to job satisfaction. Based on the results of calculations and respondents' answers on employee performance, it is suggested for companies to need to improve the timeliness in completing work and independence in doing work so that cooperation is formed in completing work as an effort to improve employee performance in the company.

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