

The Impact of Ability, Work Motivatedness, Organizational Commitment and Work Environment on Employee Performance

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ABSTRACT

This study aims to find out and analyze the influence of ability, work motivation, organizational commitment and work environment to the performance of police personnel. Research respondents are Ternate police personnel numbering 80 people. The analysis method used is Multiple linear regression. The results showed that simultaneously the ability, motivation of work, organizational commitment and work environment significantly affect the performance of Ternate police personnel. Partial capabilities (X1) and organizational commitment (X3) have a positive and significant effect on personnel performance (Y). Meanwhile, work motivation (X2) and Lingkungan_Kerja (X4) had no significant effect on the performance of Ternate Police personnel. Of the four variables studied, the most dominant effect on the performance of police personnel is organizational commitment.

ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh kemampuan, motivasi kerja, komitmen organisasi dan lingkungan kerja terhadap kinerja personil Polres. Responden penelitian adalah personil Polres Ternate yang berjumlah 80 orang. Metode analisis yang digunakan adalah Regresi linear Berganda. Hasil penelitian menunjukkan bahwa secara simultan kemampuan, motivasi kerja, komitmen organisasi dan lingkungan kerja berpengaruh signifikan terhadap kinerja personil Polres Ternate. Secara parsial kemampuan dan Komitmen Organisasi berpengaruh positif dan signifikan terhadap kinerja personil. Sedangkan Motivasi_Kerja dan Lingkungan_Kerja tidak berpengaruh signifikan terhadap kinerja personil Polres Ternate. Dari empat variabel yang diteliti maka paling dominan pengaruhnya terhadap kinerja personil Polres adalah Komitmen Organisasi.

INTRODUCTION

Human resources are the most important elements in an organization because other elements owned by the organization such as money, machine materials, working methods and time can benefit the organization if the human being in the organization has development power and not destructive power for the organization. (Samsudin, 2010) stated that human resources are people who design and produce goods or services, supervise quality, market products, allocate financial resources, and formulate all organizational strategies and objectives. Therefore, human resources are not only objects of

achievement, but also actors to realize the goals of the organization (Noermijati & Risti, 2010). In a police organization performance is a function of motivation and ability. effective management of managing an organization, so high performance gives an indication that management works very effectively in realizing the goals of the organization. On the contrary, low performance gives an indication that management is working ineffectively in realizing its goals. Ability is a skill that a person has in doing a job both physically and mentally. A police officer in doing a job must have the ability to be able to complete tasks in accordance with the work he occupies. Ability is also a behavioral dimension of expertise or excellence of a person who has skills and knowledge in solving a problem. The ability in the organization is very necessary especially to answer the demands of the organization, where there is a very rapid change, the development of increasingly complex and dynamic problems, and uncertainty of the future in the order of people's lives.

(Amstrong and Baron in Abdullah, 2014), performance is, "the result of work that has a strong relationship with the objectives of organizational strategy, consumer satisfaction, and economic contribution." In addition, according to (Wibowo in Abdullah, 2014), "Performance means the results of work or work performance. But it should be understood that performance is not just the result of work or work performance, but also includes how the work process takes place." As for (Rivai and sagala in Priansa, 2014), "Performance is a real behavior that everyone displays as a work performance produced by employees according to their role in the organization." (Sedarmayanti, 2011); suggests that performance is the work of a worker, a process of an organization as a whole, where the work must be proven. (Robbins, 2015) suggests that ability refers to an individual's capacity to perform various tasks in a job. This explains that to do the job in need of the ability to support and do the work expected in a company. employee's ability is divided into two, namely intellectual ability and physical ability.

(Sudarwan, 2012) states that work motivation is a precondition for an individual to behave in the work he or she is working in. Then (Uno, 2012) advances that work motivation is a visible motivation from the internal dimension and internal dimension. Employee motivation has two dimensions, namely 1) internal motivation dimension and 2) motivation dimension according to (Mangkunegara, 2010) motivation is formed from employee attitude in facing the work situation in the company. Motivation is a condition or motivation that moves employees who are directed or directed to achieve the goals of the company's organization. Work motivation can be interpreted as the desire or need behind a person so that he is encouraged to work. Thus, a person's motivation is determined by the intensity of his motives.

According to (Robbins and Judge, 2015) Organizational commitment, defined as a situation where an employee favors a particular organization and its goals and desires to maintain membership in the organization. While (Kaswan, 2012) organizational commitment is usually stronger among older employees, those who have experienced

personal success in organization, and those who work in committed teams. (Afandi, 2018) work environment is everything around the employee and can affect in carrying out the tasks assigned to him for example by the presence of air conditioner (AC), adequate lighting so on. (Sedarmayanti, 2017), the work environment is a place for a number of groups in which there are several supporting facilities to achieve the company's goals in accordance with the vision and mission of the company. Meanwhile, Nitisemito (2014) defines the work environment as a source of information and a place to do activities, so that good working environment conditions must be realized so that employees feel more at home and comfortable in the workspace to get the job done, so that a high level of efficiency can be achieved.

Some of the relevant research results such as; (Mashar, 2015), (Yuliasstuti, 2014), (Rudhaliawan, 2013), (Stella, 2008), and (Bao and Nizam, 2015) and Mahdi (2014), (Munwati, 2004), (Jailan Abdulkarim, Safrizal et al, Septiani et Prabardwipa et al, Diah Ayu Kristiani, Ari Pradhanawati, Andi Wijayanto, 2013), stated that with the increasing ability of an employee, it will result in someone being able to do their job better, and may result in the personnel performing higher or better. The results also prove that the ability to have a positive and significant effect on employee performance.

(Afandi, 2018) motivation is a desire that arises from within a person or individual because it is inspired, encouraged, and encouraged to do activities with sincerity, pleasure and earnestness so that the results of the activities carried out get good results and quality. The results of (Iskandar and Sembada, 2012), (Setiawan, 2013) and (Wijaya and Andreani, 2015) stated that motivation positively affects employee performance. It shows that the stronger the work motivation, the higher the employee performance. This means that any increase in employee motivation will provide a significant improvement for the improvement of employee performance in carrying out their work. (Moorhead and Griffin's, 2015) organizational commitment is an attitude that reflects the extent to which an individual recognizes and is attached to his organization. An individual who is highly committed will likely see himself as a true member of the organization. Results of research conducted by (Pahmi, Idrus, Mahlia, 2011); (A.Sugiharto, 2012); (Christina T.S, 2011) and (Suwardi and Joko Utomo, 2011) showed that the organization's commitment positively affects employee performance. (Pahmi, Idrus & Mahlia 2011) showed that the organization's commitment to positive impact on employee performance. Physical work environment and non-physical work environment also affect the motivation and spirit of work of employees because if the work environment in the company is comfortable and pleasant of course employees can improve their performance so that the company's goals can be achieved well. The results of the research from several researchers are; (Heny Sidanti 2015), (Diana Khairani, Fariz et al, Kuku Wijaksono 2016).

Based on the explanation above, the frame of mind described in this study as follows:

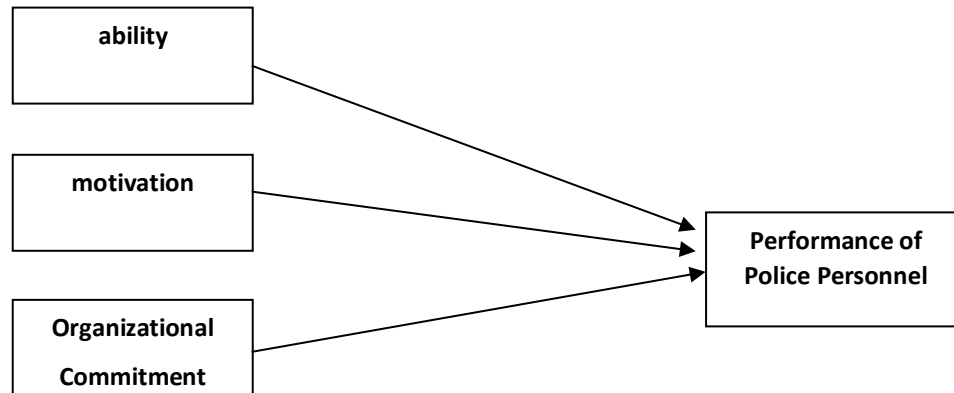


Figure 1. Conceptual Framework of Research

Hypothesis

Based on the formulation of problems, theoretical studies and previous research, hypotheses are formulated as follows: (1) The ability to have a significant impact on the performance of police personnel. Ternate, (2) Work motivation has a significant impact on the performance of Ternate Police personnel, (3) The commitment of the organization has a significant effect on the performance of the Ternate Police Persopnil (4) The work environment has a significant effect on the performance of ternate police perspnil

RESEARCH METHOD

Work Motivation is the spirit of the work of police personnel in carrying out daily tasks. Indicators of work motivation consist of the spirit of work because it is met with needs, appreciation from the leadership, sense of security, income, moral support from the family, career positions. This indicator is measured on a liker scale of 1- 5. In organization's commitment is a strong belief in the values and objectives of the organization. Organizational commitment variables are factors that affect the performance of police personnel, these variables are measured through six indicators. Indicator measurements are used ordinal scales with a score of 1 – 5.

The work environment in the study consisted of physical work environment and non-physical environment as measured by a likert scale of 1 -5. The data needed in this study consists of primary data and secondary data as described as follows: a) Primary data is research data collected through interviews using questionnaires or questionnaires to respondents. b) Secondary data is data in the form of reports on the number of personnel and data on the performance of Ternate police personnel.opulation of the study was the number of Ternate police porsonil which amounted to 495 people. In this study the sampling technique used is random sampling, because it has a list of all members of the population (sample framework). To be able to represent the research population, the sample used will use the Yamane calculation formula: n) number of samples searched, N) population number and d) defined precision value of 5%, then the number of samples obtained as follows: From the calculation above obtained the size of the sample of 84 people. Powell reinforced that the larger the sample size, the more it could represent the population.

The method of data collection consists of; 1) Questionnaire that is, the instrument used in the form of a list of questions that are closed is given directly to the personnel of ternate police to be filled in according to the question with the answers that have been available. 2) Documentation is the collection of secondary data in the form of data related to the number of police personnel Ternate. Data analysis method. Multiple linear regression analyses are used to measure the influence of dependent variables on more than one independent variable. Multiple Regression method is used to measure the influence of independent variables on employee performance with the following equations:

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4 + e_i$$

Test t (student). The t test is to partially test an independent variable (X) against a dependent variable (Y). If t count > t table means variable (X) partially affects [variable (Y), otherwise if t count < t table then the effect of variable X on Y is insignificant.

RESULT AND DISCUSSION

Ternate Police Station is one of the police stations in North Maluku Province. Ternate Police is a POLRI institution that has the main task as a maintenance of security, public order and law enforcement to provide protection, protectors and services to the community in the jurisdiction of Ternate Police. Cooperation with other agencies and the public in carrying out tasks is always expected to help the success of the maximum polri performance. As with ternate police, the success of Ternate Police In particular and POLRI in general will have a positive impact on the community so that, it can affect the performance of the Ternate Police or POLRI for better in the future.

Based on the results of independent variable testing with dependent variables can be obtained the results of regression analysis signed using SPSS 20 software can be seen as follows:

Table1. Creation Example

variable	Regression Coefficient	Default Error	t count	Sig.
X1	0.224	0.106	2.107	0.039
X2	0.217	0.133	1.636	0.106
X3	0.304	0.097	3.151	0.002
X4	0.130	0.100	1.299	0.198

Constanta : 0.396 0.886 0.378

Determination Coefficient (R2) :

Multiple Corelation (R) :

Source: Data processed with SPSS 20.

Table 2. ANOVA Test Results
ANOVA

type		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	4.632	4	1.158	12.794	.000b
	Residual	6.788	75	0.091		
	Total	11.420	79			

a. Dependent Variable: Performance

b. Predictors: (Constant)

Source: data processed with SPSS 20.

Table 3. Model Summary Test Results
Model Summary

type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.637a	0.406	0.374	0.30084

a. Predictors: (Constant),

Source: data processed with SPSS 20.

Based on the results of multiple regression analysis above obtained sig value. multiple regression coefficients for capability variables of 0.019, Work Motivation variables of 0.051 and Organizational Commitment variables of 0.005, each of which is 0.05% with a determination coefficient (R²) of 0.37 and a FStatistic value of 17.258 (see table 4.23). This at the same time confirms and proves that partially and simultaneously variable Capabilities, Work Motivation and Organizational Commitment have a significant effect on the variable Performance of Ternate Police Personnel.

Then from the double regression coefficient value above can also be explained that among the four independent variables, namely Organizational Commitment contributes more to the achievement of performance targets that have been set by the task force of Ternate Police Personnel with a coefficient value of 0.265 followed by a variable of Work Motivation of 0.250 and capability of 0.237. This means that the commitment of the ternate police personnel organization has an important role in the successful performance of ternate police personnel. Meanwhile, for the variable motivation of work and ability is a supporting factor that is no less important, although based on the results of this study the value of multiple regression coefficients obtained by both variables is less satisfactory.

The results of the research statistics test explained that simultaneously or together, variable capabilities, work motivation, organizational commitment and work environment proved to have a significant impact on the performance of Ternate Police personnel. This indicates that capability variables (X1), work motivation variables (X2), organizational commitments (X3) and work environments (X4) as predictor variables that affect the changing performance variables of Police personnel (Y).

DISCUSSION

Ability To Improve The Performance of Police Personnel

The results of the data analysis showed the ability to have a significant impact on the performance of Ternate Police personnel. This indicates that the better the ability of police personnel, the better the performance. The findings of this study showed a strong influence between variable capabilities to the performance of ternate police officers. The coefficient of capability influence of 0.224 which gives an idea that the improvement of the capabilities of each personnel studied can drive the improvement of personnel performance. The hypothesis test showed a variable t-statistical value of 2,107 with a significance below 5%. This means that the effect shown on the regression coefficient of 0.224 is significantly affecting changes in performance. The analysis of r-partial variables shows that the ability to have a partial correlation value of 0.224, which means that this variable is very important in ensuring improved performance. Approximately 83.6% of personnel's ability is able to explain every performance issue faced by personnel in the Ternate Police Department.

The findings of the study are consistent or support the findings of several previous studies, namely Amstrong (2004:92), stated that the ability of employees to greatly improve the high or low performance produced, thus it is very reasonable if the ability will affect the performance of employees. The results of this study according to research conducted by (Made Mariawan, 2011, Indra Siswanto, 2012, Winanti 2011, Shin 2010, Lindner 2001, Shang 2007, and Lertputtarak 2012), (Christanto, A 2011), Kurniandha, A 2011, Nurdiana Eka Putri, Abdul Hakim, and M. Makmur, 2015), supervisor. (Natalia Nadapdap 2012, Diah Ayu Kristiani, Ari Pradhanawati, Andi Wijayanto, 2013, Rachmat Gunawan, Sudarijati, Perismawati Harefa, 2019, Rositha Dini Permatasari, Bambang Swasto, Mohammad Iqbal, 2016, Yunus, 2012 and Rudlia, 2016). Research by Dhermawan, et al. (2012; Hevin Alviany Rusnani, 2019, Jasman Saripuddin Hasibuan, Beby Silvya 2019), that work capability has a significant impact on performance.

The Effect of Work Motivation on The Performance of Police Personnel

Based on the results of statistical data analysis, motivation variables have no significant effect on the performance of Ternate Police personnel. This indicates that the motivational variables have not improved personnel performance signifikan. This means the second hypothesis of this study is not proven.

The results of the study corresponded to respondents' answers to several question items that had a percentage value above fifty percent. The answers of ternate police personnel respondents have shown that there are still question items that are classified as neutral or above 40%, such as motivational question items in the form of attention from the leadership to subordinates, leaders develop a pattern of thinking and how to work well to personnel, the leadership appreciates every effort of personnel, relationships and attitudes of leadership behavior to subordinates, security and tranquility of personnel in bekerja, and the attention and appreciation of the leadership to the work performance of subordinates. while the respondent's question with a high answer category is a question about the leadership providing technical instructions on the problems faced by personnel in the field.

The findings of this study are different or have not been consistent with studies conducted by some researchers such as; Aristarkus Didimus Rumpak, stated that Work Motivation has a significant effect on Employee Performance, Kurniawati Research (2015), shows there is a significant influence between Motivation to Employee Performance, Herawati (2015), shows there is an influence between motivation to employee performance, Rachmawati (2011), there is a significant influence of motivation on Performance. Budhi and Tri (2006) stated that there is a significant influence between work motivation and employee performance. In addition, some other research results also found different results with this study, among others; (Audrey Josephine and Dhyah Harjanti, 2017, Nurdiana Eka Putri, Abdul Hakim, and M. Makmur, 2015, Heny Sidanti 2015, Natalia Nadapdap 2012, Diah Ayu Kristiani, Ari Pradhanawati, Andi Wijayanto, 2013, Rachmat Gunawan, Sudarijati, Perismawati Harefa, 2019, Fachreza, Said Musnadi, M. Shabri Abd Majid, 2018, Sindi Larasati and Alini Gilang, 2014, Sutrisno, Aziz Fathoni, and Maria Magdalena Minarsih, 2016, Andri Saputra, Susi Hendriani, Yulia Efni, 2018)

Effect of Organizational Commitment on The Performance of Police Personnel

Based on the results of data analysis using SPSS, the research was obtained that the organization's commitment significantly affects the performance of Ternate Police personnel. The better the commitment of the organization, the resulting performance of Police personnel will also increase. The influence of organizational commitment with performance there is a positive influence where good performance is certainly motivated by the data distribution frequency of organizational commitments where the average respondent's achievement level for the variable is in the good category so that the organization's commitment is getting better, it will help employees to achieve high performance.

The findings of this study in the opinion of (Priansa, 2014) explain that the commitment of the organization is a strong desire to remain as a member of a particular organization, the desire to strive in accordance with the wishes of the organization, as well as accept the values and objectives of the organization. Meanwhile, (Wibowo, 2016), stated the commitment of the organization is one's willingness to bind oneself and show loyalty to the organization because it feels itself bound in the activities of the organization.

The results of this study are consistent with research conducted by (Menik Sri Rahayu, Achmad Firdiansjah, and Harianto Respat, 2019, Nurdiana Eka Putri, Abdul Hakim, and M. Makmur, 2015, Rachmat Gunawan, Sudarijati, Perismawati Harefa, 2019, Rositha Dini Permatasari, Bambang Swasto, Mohammad Iqbal, 2016, Burhannudin, Mohammad Zainul, Muhammad Harlie, 2019). Their research all found that organizational commitment variables had a significant impact on employee performance.

This shows that the higher the commitment of the organization, the higher the performance of Ternate Police personnel. It is known that the commitment of the organization as a series of processes towards maturity of thinking and professionalism in carrying out tasks, will have an impact on achieving better work. Literally the commitment of the organization is a pristiwa that occurs and experienced by a personnel, from being raised to a personnel until retirement from his/her ministry.

Ternate police personnel have an organizational commitment to their work will be able to be seen from the intensity of their involvement in work activities. Personnel who have organizational commitments will allow them to be more able to accept the abundance of authority, responsibility. Therefore, efforts to improve the work performance of police personnel become a very important program in the police organization environment engaged in any field also in the field of security, government and other fields whose purpose is to provide services to the community. Organizational attitudes are very important for human resource management, as they affect the behaviors of the organization.

The influence of environment on the Performance of Police Personnel

Based on the results of this study, that the work environment variables have no significant effect on the performance of Personnel Porles Ternate. The results of this study are inconsistent research conducted by (Unna Ria, 2017; Nur LailiAuli, et al, 2015; Hendar Kushendarto 2015; Setyo Riyanto et al, 2017) work environment positively affects employee performance. While the research conducted by (Nur Rahmad, 2014; Dwi Maya Sari 2016; Muhammad Shakoor et al, 2013; Simon Petrus Budi Santoso, 2015) stated that the work environment has a positive and significant effect on performance. Sutoyo, (2016), The Work environment has a significant impact on Employee Performance. (Kartika Yuliantari, Ines Prasasti, 2020), significant influence between work environment with performance, (Audrey Josephine and Dhyah Harjanti, 2017), Work Environment affects Employee Performance; (Heny Sidanti, 2015), the work environment has a positive and significant influence on performance. (Kukuh Wijaksono, 2016), there is a positive correlation between the work environment and employee performance. (Fachreza, Said Musnadi, M. Shabri Abd Majid, 2018, Burhannudin, Mohammad Zainul, Muhammad Harlie, 2019), the work environment has a significant impact on employee performance.

The appropriateness of the work environment can have an impact for a long time, as well as a poor work environment will result in difficulty in obtaining an effective and efficient work system. It also stated that "pleasant working conditions can include a workplace, and assisted facilities that speed up the completion of work". The success of moral coaching and work excitement depends on quality supervision, pleasant working conditions, opportunities to participate, harmonious and fulcancesion between people, and the existence of rules of play that are clearly a reference in doing the work.

CONCLUSSION

Based on the results of the research, discussion and interpretation that has been described earlier, with reference to several theories and results of previous research, can be drawn conclusions as follows: (1) Ability to have a significant effect on the performance of police personnel. This can be known from the results of statistical tests showing that the calculated r value is greater than the table r value. Similarly, the value of the correlation coefficient in zero order shows the tightness of the relationship between capability and personnel performance, (2) Work motivation has no effect on the performance of Ternate Police personnel. This can be known from the results of statistical tests showing that the calculated r value is greater than the table r value. Similarly, the value of the correlation coefficient in zero orders indicates a greater tightness of relationship between

motivation and personnel performance, (3) Organizational commitment has a significant effect on personnel performance. The biggest role that builds the commitment of police officers is an indicator of added value in the dimension of confidence. This result means that if the commitment of police personnel is improved it will improve its performance, (4) The work environment is not proven to affect the performance of Ternate police officers. The work environment has not been proven to be a benchmark that can determine significant performance changes. Nevertheless, the findings of the study confirm that the work environment has a positive influence on the performance of Ternate Police Personnel, and (5) Of the four variables tested, show only variable capabilities and commitments that have a significant and positive effect on personnel performance while motivation variables and work environment have no effect on personnel performance. The variable that gives the dominant influence on personnel performance is the commitment of the organization.

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