An Effect Of Organizational Culture And Job Satisfaction On Employee Performance At The Cleaning Office

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Abstract

The purpose of this study was to determine the effect of organizational culture and job satisfaction on employee performance at the Ministry of Law and Human Rights, North Sumatra Regional Office. The research approach used is an associative approach with data collection methods using survey techniques through interviews, documentation studies and questionnaires. The measurement of variable data was carried out using a Likert scale with an assessment interval between a score of 1-5, where a score of 1 indicates the perception of strongly disagree while a score of 5 indicates the perception of strongly agree. The sample in this study were employees who were in the finance and personnel department. In this study, the entire population of 34 people was used as a sample. The data analysis technique used to determine the relationship between variables is multiple linear regression analysis, classical assumptions, T test (partial test), F test (simultaneous), coefficient of determination with the help of SPSS (Statistical Product and Service) software. The findings of this study are: 1. Organizational culture variables have an effect on performance; 2. Job satisfaction variable has no effect on performance; 3. Variables of organizational culture and job satisfaction have an effect on performance.

Keywords: Organizational Culture, Job Satisfaction, and Performance.

1. Introduction

Human resources in a government agency have an important role in determining the progress of an organization, meaning that if a government agency has quality human resources, the organization will advance and be able to compete with other organizations and vice versa if an organization does not have adequate human resources. quality, the organization is difficult to progress and certainly will not be able to compete with other organizations. Employee performance must always be improved to be able to achieve the desired goals by referring to the level of success of a person in carrying out tasks and the efforts made in achieving the goals that have been set.

Mothering (2012, p. 133) on the conception of performance states that performance should refer to something related to the activity of doing a job, and in this case includes the results achieved by the entire performance. Performance is a condition that must be known and informed to certain parties to determine the level of achievement of the results of an organization associated with the mission carried out. Thus, to improve performance, it must always be balanced with an awareness of the need for qualified employees and need to be followed up with various strategies that can improve employee performance. This is not an easy thing to realized. This can be started by managing performance management and human utilization, which means that government institutions must be able to strive so that these employees can cooperate optimally to achieve organizational goals.

Moeheriono (2012) also explains that according to the partner-lawyer model, individual performance can be influenced by several factors, namely expectations about rewards, encouragement, needs, perceptions of tasks, internal, external rewards, perceptions of reward levels, and job satisfaction. Of the several factors that affect performance as stated above, one of the factors that affect employee performance is organizational culture.

Kreitner and Kinicki (2003) state that organizational culture can be strong or weak, depending on variables such as cohesiveness, value consensus, and individual commitment to shared goals. So it can be said that in everyday people's lives can not be separated from the cultural ties that are created. Cultural ties are created by the community concerned both in the family, organization, business, and nation. Thus it can be said that organizational culture has a role to be able to improve the performance of employees. Organizational culture is very influential on the behavior of members of the organization because the value system in organizational culture can be used as a reference for human behavior in organizations that are oriented towards achieving the goals or performance results set so that if the organizational culture is good, it is not surprising that the members of the organization are good and qualified people. So that the creation of quality employees will certainly contribute to good performance as well. A study conducted by Mishan (2012) showed that organizational culture is the most prominent factor influencing performance. This is in line with research conducted by Dedi et al (2012) which shows that organizational culture has a strong influence on employee performance.

In addition to organizational culture as a factor that can affect employee performance, job satisfaction also affects employee performance. This means that if an employee has a high level of job satisfaction, the employee will show good performance as well. An employee who feels job satisfaction will certainly provide optimal work results for the organization where he works. He will carry out various tasks assigned to him with a full sense of responsibility and will certainly provide the best results for his organization or company. The problem of job satisfaction is very important to note because high satisfaction will create a pleasant work atmosphere and will encourage employees to provide good performance.

So it can be said that indirectly job satisfaction can affect the performance of an employee. However, perceived satisfaction is difficult to measure for each employee. Because each individual has a different level and limits to satisfaction. Therefore, it becomes a must for the organization or management to be sensitive and understand what must be done and what is needed by each employee to increase job satisfaction. This is supported by the results of research by Widyanto et al (2014) showing job satisfaction has a significant influence on employee performance.

The aims of this research are to:

1. To find out and analyze the influence of organizational culture on employee performance at the Sanitation Office of Binjai City.

2. To find out and analyze the effect of job satisfaction on employee performance at the Binjai City Cleaning Service.

3. To find out and analyze the influence of organizational culture and job satisfaction on employee performance at the Binjai City Cleaning Service

2. Literature Review

2.1. Performance

In achieving its goals, every organization is influenced by the behavior of members of the organization where what is assessed is the performance of each employee. According to Sutrisno (2011) what is meant by performance is the work of employees seen in aspects of quality, quantity, working time, and cooperation to achieve the goals set by the organization. Meanwhile, according to Wibowo (2007) performance has a broader meaning, not only stating as a result of work but also how the work process takes place. Performance is about doing the job and the results achieved from that work.

Thus, it can be concluded that performance is a function of the results of existing work in the

organization/company which is influenced by internal and external factors of the organization in achieving the goals set for a certain period. Organizations can operate because of the activities or activities carried out by employees within the organization.

Tangkilisan (2007) identified the factors that directly influence the level of employee performance achievement as follows:

1.Technology

Includes work equipment and work methods used to produce products or services produced by the organization.

2. The quality of the inputs or materials used by the organization.

Includes materials or materials used to produce products or services produced by the organization.

3. Physical environment quality

Includes work safety, room arrangement, and work cleanliness.

4. Organizational culture

As a pattern of behavior and work patterns that exist in the organization concerned.

2.2. Organizational culture

Every organization has an organizational culture that influences all aspects of the organization and the behavior of its members individually and in groups. According to Sutrisno (2011, p. 2), organizational culture is an invisible social force that can move people in an organization to carry out work activities. Meanwhile, Wirawan (2008) defines organizational culture as: "Norms, values, assumptions, beliefs, philosophies, organizational habits, and so on (the content of organizational culture) developed over a long time by the founders, leaders, and members of the organization that are socialized and taught to new members and applied in organizational activities so that they affect the mindset, attitudes, and behavior of organizational members in producing products, serving consumers, and achieving organizational goals.

Thus it can be said that organizational culture is the soul of the organization and the soul of organizational members in which there is an invisible social force to move people within the organization in overcoming problems related to external adaptation and internal integration problems so that they can distinguish the organization with other organizations. According to Sutrisno (2011, p. 26), the key characteristics that constitute the core of organizational culture are:

a.   Member Identity (Member Identity)

Member identity is the identity of members in the organization as a whole, compared to identities in their respective workgroups or professional fields.

b.   Emphasis on groups (Group Emphasis)

Emphasis on a group is how much joint work activities are more emphasized than individual work.

c.   Focus on members (People Focus)

Focus on members is how far management decisions are taken to consider these decisions for members of the organization.

d.   Control (Control)

Control is how many rules, regulations, and direct supervision are used to monitor and control employee behavior.

e.   Job satisfaction

Job satisfaction describes a person's feelings towards his work environment. Job satisfaction is very important because an employee in an organization is the most dominant factor in determining the success or failure of organizational activities. Employee job satisfaction must be created as well as possible so that work morale, dedication, love, and employee performance are high.

 According to Sopiah (2008): "Job satisfaction is a person's emotional response to work situations and conditions. Emotional responses can be feelings of satisfaction (positive) or dissatisfaction (negative). If emotionally satisfied means job satisfaction is achieved and vice versa if not then it means employees are not satisfied. Locke in Wijono (2012) defines job satisfaction as a level of positive and pleasing emotions for individuals. In other words, job satisfaction is an individual's estimate of work or positive and enjoyable

experiences for him. Meanwhile, Handoko (2008) states that: "Job satisfaction is a pleasant or unpleasant emotional state in which employees view their work.

From some of the expert opinions above, it can be concluded that job satisfaction is defined as an individual's attitude towards work and the positive and negative experiences he experiences as well as his perception of the workplace that is felt to be pleasant or unpleasant.

According to Wibowo (2013), to measure job satisfaction according to the value percept theory based on the views of Colquitt, LePined, and Wesson are:

1. Satisfaction with promotion (Promotion Satisfaction)

Reflects employees' feelings about the company's promotion policies and their implementation, including whether promotions are given frequently, honestly, and based on merit.

2. Satisfaction with superiors (Supervision Satisfaction)

Reflects workers' feelings about their boss, including whether their boss is competent, courteous, and a good communicator, rather than being lazy, distracting, and distant.

3. Satisfaction with colleagues (Coworker Satisfaction)

Reflects workers' feelings about their co-workers, including whether their co-workers are intelligent, responsible, helpful, fun, and interesting.

4. Satisfaction with the Work it Self Reflects feeling worker about task/job branda which in fact, including when the task is challenging, interesting, respected, and makes use of important skills rather than the tedious and uncomfortable nature of the job.

3. Research Methods

1. Research Approach

In this study using a quantitative associative research approach is a study to determine the effect or relationship between the independent variable and the dependent variable.

Table 1. Operational Definition

Variable	Definition	Indicator	Scale
Organizational culture (X1)	Organizational culture is related to the subjective aspect of a person in understanding what is happening in the organization. This can have an impact on the values and norms that cover all business activities, which may occur unconsciously.	Member ID Emphasis on Focus groups on Control members Sutrisno (2011)	Likerts
Satisfaction work (X2)	Job satisfaction is a condition of the extent to which employees feel positive or negative about various dimensions of tasks related to their work. The conditions of job satisfaction can be measured through several aspects	Coworkers Boss Promotion The work itself Sutrisno (2011)	Likerts

Performance (Y)	Performance in carrying out its functions does not stand alone, but is related to the level of compensation given and is influenced by skills abilities and individual traits	Quality Cost Effectiveness The need for supervision Interpersonal influence Sutrisno (2011)	Likerts

2. Population and Research Sample

The population in this study were employees of the general department of the Sanitation Department of Binjai City, totaling 34 people, each of which consisted of the finance department and the personnel department. Considering the total population is only 34 people/relatively moderate), the authors use the entire population as a sample.

3. Data collection technique

Data collection techniques in this study were carried out by:

1. Questionnaire or questionnaire, namely by making a list of questions in the form of a questionnaire addressed to the employees of the Binjai City Cleaning Service related to organizational culture and job satisfaction to determine the effect on employee performance using a Likert scale and putting a checklist (□) and each statement has 5 options answer.

2. Interview (Interview), the writer had the opportunity to conduct direct interviews with employees of the Binjai City Sanitation Department about the problems studied.

3. Documentation StudyThis is done by reviewing, reading, and studying literature data and other sources that can provide information about this research, such as books and the internet

4. Respondent Identity

The data in the table below will explain the identity of the respondents based on age, gender, education level and years of service.

Tables 2. Respondent Identity Based on Age

No	Gender	Frequency	Percentage (%)
1	20-30 years old	6 people	17.6%
2	31- 40 years old	15 people	44.1%
3	41-50 years old	7 people	20.6%
4	>50 years	6 people	17.6%
Total		34 people	100%

The data in table IV-1 above shows that for age data, the majority or dominating frequency is respondents aged 31-40 years as many as 15 people with a frequency of 44.1%.

Tables 3. Identity of Respondents by Gender

No	Gender	Frequency	Percentage (%)
1	Man	16 people	47.1%
2	Woman	18 people	52.9%
Total		34 people	100%

The data in table IV-2 above shows that for gender data, the frequency of the majority or the dominating are female respondents as many as 18 people with a frequency of 52.9%.

5. Data Analysis Technique

Classic assumption test

Classical assumption test simply aims to identify whether the regression model is a good model or not. There are several classical assumption tests that the author uses in this research, namely:

1.   Data Normality Test
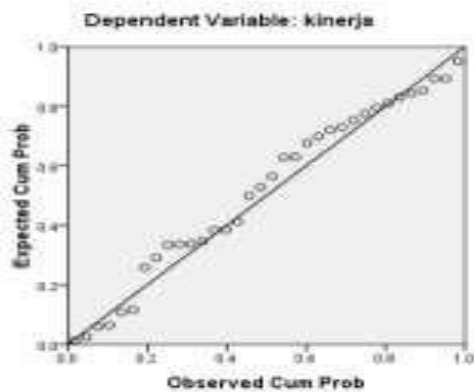
Normal P-P Plot of Regression Standardized Residual

Dependent Variable: kinerja

Figure 1. Data Normality Test

Figures 1 shows that the regression model has met the assumptions, where the data spreads around the diagonal line and follows the direction of the diagonal line so that the data in the regression model of this study tends to be normal or closer to the line.

2.   Multicollinearity Test

Multicollinearity test was used to test whether the regression model found a strong correlation between the independent variables of normality. (Gujarati, 2003; Santoso, 2000, Arif, 1993 in Juliandi and Irfan 2013, p. 170). If there is a correlation between the independent variables, then multicollinearity occurs, and vice versa if there is no correlation between the independent variables, then there is no multicollinearity. A good regression model should not have a correlation between the independent variables. The method used to evaluate it is by looking at the value of the Variance Inflation Factor (VIF) which does not exceed 4 or 5. (Hines and Montgomery, 1990).

Tables 3. Coefficients Coefficientsa

Model	95% Confidence Interval for B		Correlations			Collinearity Statistics	
	Lower Bound	Upper Bound	Zero-order	Partial	Part	Tolerance	VIF
1 (Constant)	12,945	34,593					
organizational culture	.126	.772	.396	.454	.452	.873	1.145
job satisfaction	-.535	.089	-.076	-.253	-.232	.873	1.145

3. Heteroscedasticity Test

Heteroscedasticity test is used to test whether in the regression model there is an inequality of variance from the residuals of another observation. If the residual variation from one observation to another remains constant, it is called homoscedasticity, and if the variance is different, it is called homoscedasticity is called heteroscedasticity. A good model is that there is no heteroscedasticity. The presence or absence of heteroscedasticity can be determined by looking at the scatterplot graph between the predicted value of the independent variable and the residual value.

Scatterplot

Dependent Variable: kinerja
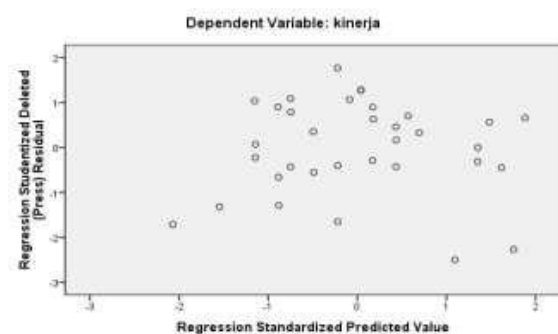
Figures 2. Heteroscedasticity Test

Figure 2 above shows the points spread randomly, do not form a clear or regular pattern, and the points are spread above and below the number 0 on the Y axis. Thus, there is no heteroscedasticity in the regression model.

4. Multiple Linear Regression

Multiple linear regression was used to determine the close influence of organizational culture and job satisfaction on employee performance. The multiple regression equation can be seen from the value of the B coefficient in the following table:

Tables 4. Multiple Linear Regression

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	23,769	5.307		4.479	.000
organizational culture	.449	.158	.484	2.834	.008
job satisfaction	-.223	.153	-.248	-1.455	156

4.   Conclusion

a.   Organizational culture influences employee performance at the Binjai City Sanitation Service

b.   Job satisfaction has no effect on employee performance at the Binjai City Cleaning Service

c.   Organizational culture and job satisfaction affect the performance of employees at the Binjai City Sanitation Service.

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