



Influence of Employee Engagement, Organizational Culture and Employee Satisfaction on Employee Performance at PT Pelabuhan Indonesia IV (Persero) Parepare Branch

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Abstract

This study aims (1) to determine the effect of employee engagement, organizational culture and employee satisfaction partially on employee performance at PT Pelabuhan Indonesia IV (Persero) Parepare Branch (2) to determine the effect of employee engagement, organizational culture and employee satisfaction simultaneously on employee performance at PT Pelabuhan Indonesia IV (Persero) Parepare branch. The results of this study indicated that (1) employee engagement had a significant effect on employee performance because the tcount value of 4.343 is greater than the ttable value of 2.03452 with a significance value of 0.000 less than 0.05. Meanwhile, organizational culture on employee performance partially does not have a significant effect because the tcount value of 1.746 is smaller than the ttable value of 2.03452 with a significance value of 0.090 greater than 0.05. Likewise, employee satisfaction on employee performance partially also does not have a significant effect because the tcount value is 0.057 smaller than the ttable value is 2.03452 with a significance value of 0.955 greater than 0.05. (2) Employee engagement, organizational culture and employee satisfaction simultaneously had a positive effect on employee performance. It was indicated by the significance value of 0.000 which is smaller than 0.05 and the Fcount value of 67.730 which is greater than the Ftable value of 2.88.

Keywords: *Employee Engagement; Organizational Culture; Employee Satisfaction and Employee Performance*

Introduction

In customer satisfaction or dissatisfaction is usually coming when the customer is in contact with front line employees in a company. Customer satisfaction is a level where customer needs, wants and expectations can be fulfilled which will result in repeat purchases or long loyalty. In the bank, the consumer is at the customer. Customer satisfaction is someone's expression in providing value or optimizing the value that someone feels and expects on a product or service (Tijjang, B., Nurfadhilah, N., & Putra, P.: 2021)

Based on the number of employees of PT Pelindo IV Parepare branch ranges from 37 people. Based on the number of employees of 37 people, the company's management realizes the need for employee engagement support. In general, employee engagement is defined as the level of commitment and attachment of employees owned to the organization and the values applied by the organization

(Handoyono & Setiawan: 2017). In creating sustainable added value for increasing stakeholder satisfaction, providing convenience and convenience for customers, and creating smart business solutions through integration and cooperation which is certainly supported by human resources who have high employee engagement with the company. Where the company's activities are inseparable from the organizational culture created by the organization itself.

Organizational culture at PT Pelabuhan Indonesia IV (Persero) Parepare Branch, applying the values of mutual respect between employees, responsible for their respective work, employees must have creativity and innovation in work, the culture also encourages the development of the company until now. As a company engaged in transportation to always prioritize its employees to be able to work professionally. Employee job satisfaction is the welfare of employees that must be considered by the company for the company's growth in the long term and increase profits in the industry competition that is very rapid.

Currently, the Covid-19 pandemic not only hinders humans and hinders the company's turnover in achieving its goals but also causes the performance of employees of PT Pelabuhan Indonesia IV (Persero) Parepare Branch to decline which has an impact on the company due to work limitations for employees of PT Pelabuhan Indonesia IV (Persero) Parepare Branch, work limitations make the work process slow in achieving company goals. This condition certainly requires the involvement of PT Pelabuhan Indonesia IV (Persero) Parepare Branch to produce much better performance when compared to the current condition.

Method

The population in this study is all employees of PT Pelabuhan Indonesia IV (Persero) Parepare Branch. There were 37 employees. The research sample used the saturated sample technique, where the entire population was taken and used as a sample, the sample was part of the number and crust eristic owned by the population. The number of sample in this study amounted to 37 employees. Data from the results of the study was analyzed with multiple linear regression analysis using SPSS 23 applications.

Results and Eradication

1.1. Multiple Linear Regression Analysis Results

The following analysis is the result of calculations using SPSS version 23.0. The data was obtained from the results of the recapitulation of respondents' answers to questionnaires distributed to employees of PT Pelabuhan Indonesia IV (Persero) Parepare Branch totaling 37 people. Based on the results of the study, the variables analyzed consist of Employee Engagement (X1), Organizational Culture (X2) and Employee Satisfaction (X3) and Employee Performance as Variables (Y).

Table 1
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	5.776	2.178	
	EMPLOYEE ENGAGEMENT (X1)	.788	.182	.710
	BUDAYA ORGANISASI (X2)	.227	.130	.236
	KEPUASAN KARYAWAN (X3)	.007	.124	.006

Source: Primary data, SPSS 2021

Based on table 1, the double linear regression equation is:

$$Y = 5,776 + 0,788 X_1 + 0,227 X_2 + 0,007 X_3$$

Where the constant value (a) was 5.776, while the Employee Engagement regression coefficient (b1) was 0.788 and was marked positive. This means that the value of variable Y increased by 0.788 and the Coefficient of Organizational Culture regression (b2) is 0.227 This means that the value of variable Y increased by 0.227 while the coefficient of employee satisfaction regression (b3) is 0.007 which means, the value of variable Y increased by 0.007

1.2. Partial Significance Test Results (Test t)

Partial Test Results (Test t) can be seen in table 2 below:

Table 2
Partial Test Result (Test t)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients		Sig.
		B	Std. Error	Beta		
	(Constant)	5.776	2.178		2.652	.012
	EMPLOYEE ENGAGEMENT (X1)	.788	.182	.710	4.343	.000
	BUDAYA ORGANISASI (X2)	.227	.130	.236	1.746	.090
	KEPUASAN KARYAWAN (X3)	.007	.124	.006	.057	.955

a. Dependent Variable: EMPLOYEE PERFORMANCE (Y)

Source: Primary data 2021 (edited)

Based on table 2, it was known that the t-table value of 2.03452 is obtained from the distribution of t-table values with a confidence level of 0.05 where Variable X1 (employee engagement) has a t-value (4.343) > a t-table value (2.03452) means that there is a significant influence between employee engagement (X1) on Performance (Y), Variable X2 (organizational culture) t-value (1.746) < t-table value (2.03452) shows no significant influence between organizational culture (X2) on performance (Y), Variable X3 (employee satisfaction) t-value (0.057) < t-table value (2.03452) shows no significant influence between employee satisfaction (X3) on Performance (Y).

1.3. Significance Test Results Simulate (test f)

Simultaneous Significance Test Results (test f) can be seen in table 3 below:

Tabel 3
Simultaneous Significance Test (Test f)
ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	143.597	3	47.866	67.730	.000 ^b
	Residual	23.322	33	.707		
	Total	166.919	36			

Source: Processed data, 2021

From table 3 obtained the value of Fiscal of 67,730 with a significant value of 0.000, To find out the results of the f Test (Simultaneous test) can be written in the equation as follows: $F\text{-table} = F(k; n - k)$ from this equation then the F-table value equation of 2.88, then it is known that the value of Fiscal (67,730) > the value of F-table (2.88) which means H2 received or employee engagement (X1), Organizational culture (X2) and employee satisfaction (X3) simultaneously have a significant effect on employee performance (Y).

3.4. Results of the Determination Koefesien Analysis (R^2)

This coefficient of determination is used to find out what percentage of the influence of independent variables on dependent variables, the results of the analysis can be seen in table 4 below:

Table 4
Determination Coefficient Analysis Results (R^2)
Model Summary

Mode	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.928 ^a	.860	.848	.841

a. Predictors: (Constant), Employee Satisfaction (X3), Organizational Culture (X2), Employee Engagement (X1)

Source: Primary data, SPSS 2021

Based on table 4. the R Square value of 0.860 shows that employee engagement (X1), organizational culture (X2) and employee satisfaction (X3) simultaneously affect employee performance (Y) at PT Pelabuhan Indonesia IV (Persero) Parepare branch of 0.860 or (86%), while the remaining 0.14 or (14%) is influenced by other unexplored factors such as work motivation, Commitment, loyalty and so on.

Discussion

Based on the results of the analysis, the discussion of the results of the study is as follows:

1) The Effect of Employee Engagement on Performance

Based on the results of the partial test, employee engagement has a significant effect on employee performance because the value of $t_{\text{count}} 4.343 >$ from t-table 2.03452 means that employee engagement at PT Pelabuhan Indonesia IV (Persero) Parepare Branch has an influence in increasing employee performance. This means that the better the value of employee engagement adopted by employees, the higher the level of employee performance. The effect of employee engagement on employee performance is because employee engagement is a high emotional and intellectual relationship owned by employees with their work, organization, manager, or co-workers which gives an influence to increase discretionary effort in their work. A good relationship with the work for which he is responsible, the organization where he works, the manager who becomes his supervisor and provides support and advice, or co-workers who support each other makes the individual able to give his best effort that exceeds the requirements of a job (Millar: 2021).

2) The Influence of Organizational Culture on Employee Performance

Based on the results of the partial test, organizational culture does not have a significant effect on employee performance because the value of t_{count} is $1.746 >$ from t_{table} 2.03452 with a significance of $0.090 > 0.05$. This means that increasing organizational culture does not have much effect on employee performance. This means that although organizational culture is a form of assumptions that are owned, accepted implicitly by the group and determines how the group feels, thinks, and reacts to its diverse environment, culture the organization has no effect on employee performance at Pt Pelabuhan Indonesia IV (Persero) Parepare Branch.

3) Effect of Employee Satisfaction on Employee Performance

Based on the results of statistical tests of employee satisfaction on employee performance partially no significant effect this is due to the value of t_{count} $0,057 >$ t_{table} $2,03452$ with a significance of $0,955 > 0,05$. This means that if employee satisfaction is low, it will cause bad conditions in achieving company goals so that they cannot compete with other companies. As it is said that job satisfaction is an effectiveness or an emotional response to various aspects of work in the sense that job satisfaction is not a single concept on employee performance.

4) The Influence of Employee Engagement, Organizational Culture and Employee Satisfaction on Employee Performance

Based on the results of testing employee engagement variables (X_1), organizational culture (X_2) and employee satisfaction (X_3) together have a positive effect on performance (Y). with the value of Sig (0.000) < 0.05 and the value of F_{count} (67.730) $>$ the value of F_{table} (2.88) which means H_2 is accepted. This means that if Employee Engagement, Organizational Culture and Employee Satisfaction are implemented and implemented simultaneously at Pt Pelabuhan Indonesia IV (Persero) Parepare Branch, it can affect employee performance.

Conclusion

The conclusion from the results of this study is that partially employee engagement variable (X_1) has a significant effect on the performance of employees of PT Pelabuhan Indonesia IV (Persero) Parepare Branch where the better the value of employee engagement adopted by employees, the higher the level of employee performance, while for the variable organizational culture (X_2) and job satisfaction (X_3) have no significant effect on improving employee performance (Y) at PT Pelabuhan Indonesia IV (Persero) Parepare Branch has no effect on employee performance. However, simultaneously the variables of employee engagement (X_1), organizational culture (X_2) and employee satisfaction (X_3) together have a positive effect on increasing employee performance (Y) at PT Pelabuhan Indonesia IV (Persero) Parepare Branch.

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