



The Effect of Work Commitment and Job Satisfaction on Employee Performance of PT Bank Mandiri Kcp Kadipaten, Majalengka Regency

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This research aims to find out the impact of commitment to work and job satisfaction on the performance of employees of PT Bank Mandiri KCP Kadipaten either simultaneously or partially. In this study, the independent variables are job commitment (X1) and job satisfaction (X2) while the dependent variable is employee performance. (Y). The technique used in sampling is non-probability sampling. The data type used in this study is primary data. Data collection techniques using questionnaires. Data analysis techniques used in the study are classical assumption test analysis, double linear regression, and hypothesis test (t test and F test). The results of the research processed with the SPSS Version 21 for windows program showed that the R Square value of 0.886 means 88.6%, the staff performance variable can be explained by an independent variable in the study of job commitment and job satisfaction while the remaining 11.4% is explained with other variables that are not studied or not included in this regression model. Simultaneous test results (F Test) showed that the significance of $0.000 < 0.05$, the commitment of work (X1) and the satisfaction of the job (X2) simultaneously had a positive and significant impact on the performance of employees (Y) in PT Bank Mandiri KCP Kadipaten. The partial test results (T Test) indicated that the meaning of the work commitment (X1) $0.041 < 0.05$ tcount value of $0.329 >$ table 1.68288 means that the employment commitment has a positive impact on staff performance (Y), the value of employment satisfaction (X2), $0.000 < 0.05$, the titing value of $0.723 >$ table 1.68288, meaning that job satisfaction has a significant positive effect on performance of staff (Y).

Keywords: Job Satisfaction, Staff Performance, Work Commitment

Penelitian ini bertujuan untuk mengetahui pengaruh komitmen kerja dan kepuasan kerja terhadap kinerja pegawai PT Bank Mandiri KCP Kadipaten baik secara simultan ataupun parsial. Dalam penelitian ini yang menjadi variabel independen adalah komitmen kerja (X1) dan kepuasan kerja (X2) sedangkan variabel devenden adalah kinerja pegawai (Y). Teknik yang digunakan dalam pengambilan sampel yaitu non probability sampling. Jenis data yang digunakan dalam penelitian ini adalah data primer. Teknik pengumpulan data menggunakan kuesioner. Teknik analisis data yang digunakan dalam penelitian ini adalah analisis uji asumsi klasik, regresi linier berganda, dan uji hipotesis (uji t dan uji F). Hasil penelitian yang diolah dengan program SPSS Versi 21 for windows menunjukkan bahwa nilai R Square sebesar 0,886 artinya 88,6%, variabel kinerja pegawai dapat dijelaskan oleh variabel independen dalam penelitian komitmen kerja dan kepuasan kerja sedangkan sisanya sebesar 11,4% dijelaskan oleh variabel lainnya yang tidak diteliti atau tidak masuk dalam model regresi ini. Hasil uji simultan (Uji F) menunjukkan nilai signifikansi $0,000 < 0,05$, komitmen kerja (X1) dan kepuasan kerja (X2) secara simultan berpengaruh positif dan signifikan terhadap kinerja pegawai (Y) pada PT Bank Mandiri KCP Kadipaten. Hasil uji parsial (Uji T) menunjukkan bahwa nilai signifikansi komitmen kerja (X1) $0,041 < 0,05$ nilai thitung $0,329 >$ ttabel 1,68288 artinya komitmen kerja berpengaruh secara positif dan signifikan terhadap kinerja pegawai (Y), nilai signifikansi kepuasan kerja (X2) $0,000 < 0,05$ nilai thitung $0,723 >$ ttabel 1,68288 artinya kepuasan kerja berpengaruh secara positif dan signifikan terhadap kinerja pegawai (Y) pada PT Bank Mandiri KCP Kadipaten.

Kata Kunci: Kepuasan Kerja, Kinerja Pegawai, Komitmen Kerja

INTRODUCTION

The business world is growing, as evidenced by the increasing number of new companies in a type of business. Demanding every company to be more efficient and effective in every business activity. The more effective and efficient the company is in every department or division and all its activities, the more competitive the company is in the business world. The efficiency and effectiveness of the company are influenced by many factors, including human resource performance, job satisfaction, organizational commitment, employee performance and others.

Human resources have a significant role in bringing the organization to achieve the goals set in the vision and mission. The organization has a big task to be carried out, namely how to maintain a very large asset in an organization, in this case how to retain employees to work in the organization. It is common knowledge that an employee will be comfortable and willing to stay in an organization if the employee gets satisfaction in his workplace.

Aspects that can shape employee job satisfaction include: individual factors (age, gender, personal attitude towards work), employee relationship factors, suggestions from co-workers, physical factors and workplace conditions, emotions and work situations. External factors (family circumstances, recreation, education), these aspects provide motivation so that job satisfaction is achieved for employees. And those who are obliged to fulfill the achievement of job satisfaction are every company leader

because job satisfaction is a factor that is believed to be able to motivate employee work enthusiasm so that employees can provide the best results for the company so that company performance can be improved.

Therefore, the author is interested in observing job satisfaction because of the benefits obtained, both for employees and for the company, for employees, research is conducted on the causes and sources of job satisfaction, as well as efforts that can increase employee job satisfaction. While for companies, research is conducted to achieve company goals. In addition, the author is also interested in researching whether work commitment also affects employee performance.

In addition to job satisfaction, companies must also pay attention to how to maintain employee work commitment to work so that it is always high and focused on company goals. Work commitment and job satisfaction tend to influence each other. High commitment binds employees to the company and works hard for the company's progress. "Employees will try to contribute in the form of energy or thoughts for the progress and achievement of company goals (Cahyani et al, 2020:4)." This commitment is a two-way result of what the company offers to its employees. Employees are satisfied with their work if the company can provide fair and appropriate feedback, which increases employee loyalty to the company.

At PT. Bank Mandiri Tbk, some of the conducive conditions in maintaining work commitment have also become the concern of its Human Resources / HRD division. Among them are opportunities for career selection for higher levels, reward programs for high-achieving employees. However, in certain cases, contradictory conditions are still found, which if observed, can also potentially reduce employee trust.

In writing this thesis, the author focuses more on the problems experienced by employees of PT. Bank Mandiri Persero Tbk. KCP Kadipaten, whether employees are satisfied with the condition of the building, the placement of employees in the same section or field of work for a fairly long period of time. Will it affect job satisfaction and work commitment from employees due to the monotonous work they do. Until now, there are still frontliners who have worked in the same position for more than ten years, even from the ex-legacy era (the period before Bank Mandiri merged), they have become frontliners, without ever being transferred. Even if there is a transfer, only the place of work is transferred without being accompanied by a transfer of the type of work.

Another problem of the company is employees who do not understand their jobs. The company has established the correct customer pick-up procedure in accordance with the Company's Standard Operating Procedures (SOP). However, the company still finds employees who make mistakes in carrying out their duties. As a result, sometimes there are still customer complaints about the service provided by employees. Negligence that occurs is common among new employees. This is due to lack of knowledge and experience. Failure to carry out customer service actions also shows a lack of employee awareness of cooperation. Employee awareness of cooperation is one indicator of employee performance.

FRAMEWORK OF MIND

Based on previous theories and research, a research framework was created as follows:

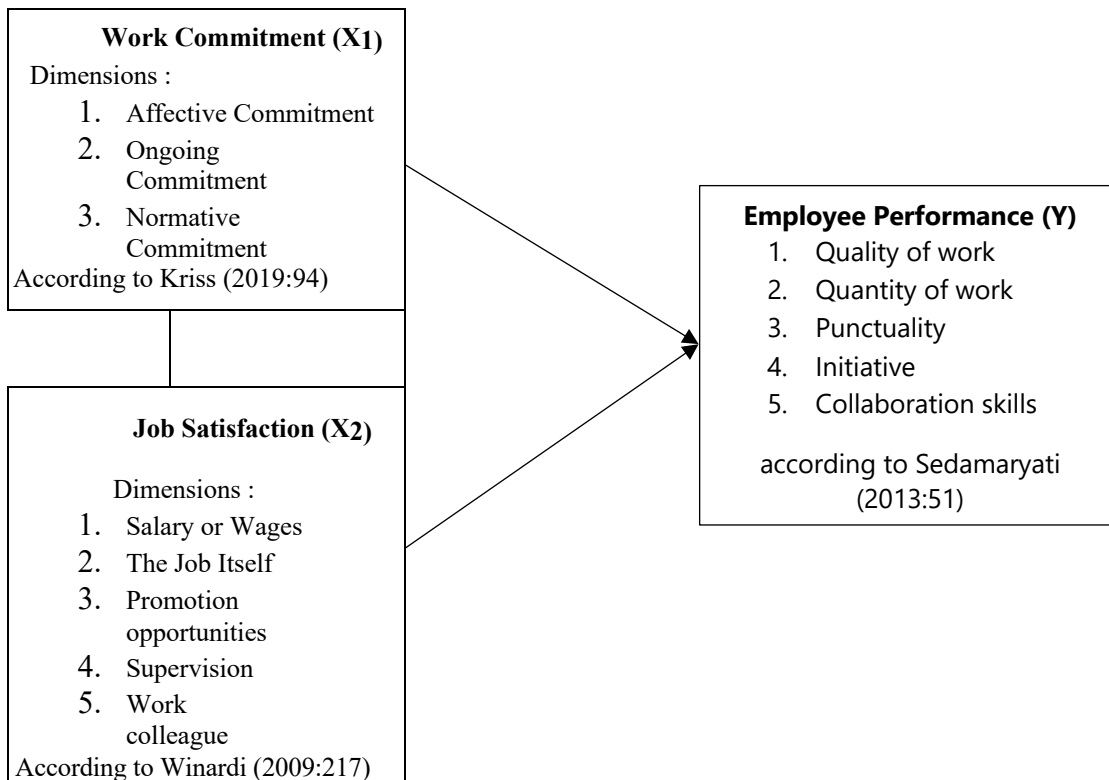


Figure 1
 Flow of Thought

RESEARCH METHODS

This research uses The research method used by the author is a descriptive research method and a quantitative approach. The population in this study was 41 company employees. The sampling technique in this study used a full sampling approach or saturated sample, which is a sampling technique where all individuals from the population are used as samples. Testing was carried out with descriptive and verification analysis. Data analysis techniques include classical assumption tests, simple and multiple linear regression tests, hypothesis testing and determination coefficient testing.

RESULTS

Data analysis

Data Normality Test

Table 1.
Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N	41	
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.57843504
Most Extreme Differences	Absolute	.096
	Positive	.096
	Negative	-.092
Kolmogorov-Smirnov Z		.615
Asymp. Sig. (2-tailed)		.844
a. Test distribution is Normal.		
b. Calculated from data.		

(Source: SPSS 21 output, self-processed data, 2023)

The table above explains that the normality test Asymp. Sig of 0.844 is greater than 0.05, which means that the data is not normally distributed.

Multiple Linear Regression Test

Table 2.
Multiple Regression Test Results
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1,662	2,968		.560	.579
1 Work Commitment	.329	.156	.201	2.110	.041
Job satisfaction	.723	.089	.770	8.105	.000

a. Dependent Variable: Employee Performance

(Source: SPSS 21 output, self-processed data, 2023)

Based on the data above, the multiple regression equation, namely $y = a + bx_1 + bx_2$ for work commitment and job satisfaction on employee performance is $Y = 1.662 + 0.329 \text{ Work commitment} + 0.723 \text{ Job satisfaction}$ which means that if work commitment and job satisfaction are zero, then employee performance will be constant at 1.662. If work commitment remains the same and job satisfaction increases by 1 unit, then employee performance will increase by 0.329. If work satisfaction remains the same and work commitment increases by 1 unit, then employee performance will increase by 0.723.

Hypothesis Testing

T-test

Table 3.
T-Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,662	2,968		.560	.579
	Work Commitment	.329	.156	.201	2.110	.041
	Job satisfaction	.723	.089	.770	8.105	.000

a. Dependent Variable: Employee Performance

(Source: SPSS 21 output, self-processed data, 2023)

From the table above it can be concluded that:

- 1) The work commitment variable has a significance of $0.041 < 0.005$, so H_0 is accepted and H_a is rejected, meaning There is no negative influence between work commitment and employee performance.
- 2) The job satisfaction variable has a significance of $0.000 < 0.005$, so H_0 is accepted and H_a is rejected, meaning There is no negative influence between job satisfaction and employee performance.

F Test

Table 4.
F Test Results

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3991.402	2	1995.701	148,058	.000b
	Residual	512.208	38	13,479		
	Total	4503.610	40			

a. Dependent Variable: Employee Performance

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

(Source: SPSS 21 output, self-processed data, 2023)

From the table above, it can be concluded that the significance value < 0.005 then H_0 is rejected and H_a is accepted. Significance value $0.000 < 0.005$ which means that there is a significant influence of work commitment and job satisfaction on employee performance at PT Bank Mandiri KCP Kadipaten, Majalengka Regency.

DISCUSSION

1. The Influence of Work Commitment on Employee Performance of PT Bank Mandiri KCP Kadipaten, Majalengka Regency. Based on the results of the hypothesis test on the work commitment variable $0.041 < 0.005$ then H_0 is accepted and H_a is rejected, meaning There is no negative influence between the work commitment ratio and employee performance.at PT Bank Mandiri KCP Kadipaten Majalengka Regency.
2. The Influence of Job Satisfaction on Employee Performance at PT Bank Mandiri KCP Kadipaten, Majalengka Regency. Based on the results of the hypothesis test on the job satisfaction variable $0.000 < 0.005$ then H_0 is accepted and H_a is rejected, meaning There is no negative influence between the job satisfaction ratio and employee performance.at PT Bank Mandiri KCP Kadipaten Majalengka Regency.
3. The Influence of Work Commitment and Job Satisfaction on Employee Performance at PT Bank Mandiri KCP Kadipaten, Majalengka Regency. Based on the results of the hypothesis test on the variables of work commitment and job satisfaction on employee performance is $0.000 < 0.005$ then H_0 is accepted and H_a is rejected, meaning There is no negative influence between the ratio of work commitment and job satisfaction on employee performance.PT Bank Mandiri KCP Kadipaten Majalengka Regency.

CONCLUSION

Based on the results of the research that has been conducted, the following conclusions can be drawn:

1. Job satisfaction has a significant partial effect on employee performance at PT Bank Mandiri KCP Kadipaten, Majalengka Regency.
2. Work commitment has a significant partial effect on employee performance at PT Bank KCP Kadipaten, Majalengka Regency.
3. Job satisfaction and work commitment have a significant influence simultaneously on employee performance at PT Bank Mandiri KCP Kadipaten, Majalengka Regency.

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