

The Influence of Tenure of Service Rewards, Job Satisfaction, and Work Environment on the Performance of Regional Inspectorate Employees in Kolaka Regency, Southeast Sulawesi Province

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ABSTRACT

The purpose of this study was to determine and analyze the effect of long service rewards, job satisfaction, and work environment on the performance of the employees of the Regional Inspectorate of Kolaka Regency, Southeast Sulawesi Province. In this study, the design used was a descriptive design that also examined the relationship between variables (causal design), which is useful to measure the relationship between research variables or to analyze the influence of a variable on other variables. In this study, data were collected ex post facto; in other words, the researcher relied on the respondents' perceptions to explain their experiences and then analyzed them according to a descriptive and causal design. The data collection technique in this study used the survey method, using a closed questionnaire as a tool. The sample for this research involved all employees—as many as 63 people. The results of the study show that long service awards, job satisfaction, and work environment will affect employee performance at the Regional Inspectorate, Kolaka Regency.

INTRODUCTION

One of the national problems facing the Indonesian nation today is the low quality of its human resources. If large human resources can be used effectively and efficiently, they will be useful in supporting the pace of sustainable national development. The abundance of human resources that exist today requires thinking carefully about how to utilize human resources optimally. So that reliable human resources are available in society, quality education is needed, as is the provision of various social facilities and adequate employment opportunities. Weaknesses in the provision of these various facilities will cause social unrest, which will have an impact on community security. Currently, the ability of human resources is still low, both in terms of intellectual abilities and technical skills. The problem that exists is how to create human resources that can produce optimal performance so that agency goals can be achieved. Efforts to improve the performance of employees of the Regional Inspectorate, Kolaka Regency, can be reached by paying attention to the factors that can affect employee performance, including rewards, punishments, job rotation, and satisfaction. Award means reward, prize, award, or reward. One of the ways the management concept improves the performance of its employees is by giving awards. According to Nawawi (2005: 319), appreciation is an effort to foster a feeling of being accepted, in this case through long-service (recognized) awards in the work environment, which touch on aspects of compensation and aspects of the relationship between employees with one another. This method will usually make employees do a good deed repeatedly and make someone's behavior or behavior feel happy. Appreciation can also be a motivation to increase achievement, which can be achieved by someone who is active at work. This is in line with research conducted by Nurmiyati (2011) showing that rewards and punishments

affect employee performance. A factor that also affects the performance of public sector agencies is the job satisfaction of their employees.

Job satisfaction is an individual thing about a person's feelings towards his work. Different levels of satisfaction must be owned by each individual. According to Dole and Schroeder (2001), job satisfaction is defined as a person's reactions and feelings towards the workplace. Job satisfaction of an employee of an agency is an individual thing about one's feelings towards his work (Robbins, 2007). Different levels of satisfaction must be owned by each individual. Research conducted by Tarigan (2011), which examines the factors that influence employee performance in public sector agencies, shows that clear and measurable goals, incentives, work motivation, remuneration, and decentralization are not related to employee performance. While the performance measurement system and job satisfaction affect employee performance, This is in accordance with the results of research conducted by Putri et al. (2013), which states that job satisfaction affects the performance of public sector employees, with in-role performance and innovative performance as mediating variables. District Inspectorate Kolaka needs to pay attention to employee job satisfaction because employees are not only required to work well but they also have a life outside of work that must be considered, such as family, social community, study, and other commitments known as work-life balance. Work-life balance is a person's ability to balance work demands with personal and family needs. Government agencies that do not support their employees in achieving a balance between work and life outside of work will find it increasingly difficult to attract and retain competent employees. Good agencies must be aware of their obligations by ensuring that employees do not work so hard that it interferes with life outside of work or that it can have an impact on lowering employee morale, lowering productivity, and reducing job satisfaction. Work-life balance aims to create a superior work ethic with a strong balance of life by employees, which is expected to produce an employee's job satisfaction for good performance. One of the government agencies implementing this is the Regional Inspectorate of Kolaka Regency, Southeast Sulawesi Province, which also plays a role in carrying out its duties and requires human resources who have responsive and adaptive qualities in carrying out their duties, so an evaluation system is needed to see and measure how the output results are performance of each employee. One of the factors triggering good performance is the job satisfaction of its employees. In employee job satisfaction, work-life balance is needed because this variable is an adjustment between workload and personal life that is in a balanced state. The success of an institution is determined by two main factors, namely human resources, or labor, and supporting facilities and infrastructure, or work facilities. Of the two main factors, human resources are more important than supporting facilities and infrastructure. (Hasibuan, 2009: 10).

The work environment is one of the factors that influence employee performance. It can be seen that the atmosphere in the teaching and learning room is not conducive, such as the lack of lighting in the room, the lack of complete learning facilities in the room. It is emphasized that if you feel a conducive working atmosphere in your office, it is expected that an employee will achieve satisfactory performance. It was concluded that the office environment influences both directly and indirectly the staffing activity process.

RESEARCH METHOD

This research uses a descriptive design which also examines the relationship between variables (causal design) which is useful for measuring the relationship between research variables or for analyzing how a variable influences other variables. In this study, data were collected *ex post facto*, in other words, the researcher relied on the respondents' perceptions to explain their experiences and then analyzed according to descriptive and causal designs. Data collection techniques in this study used a survey method, with a closed questionnaire as a tool. The research was conducted at the Regional Inspectorate Office of Kolaka Regency, Southeast Sulawesi Province. Data quality test has been carried out by testing the

validity and reliability using SPSS 22 software.

RESULTS AND DISCUSSION

The following are the results of this study based on the analytical method used, namely:

Table 1. Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
PENGHARGAAN	63	4,80	5,00	4,9571	,06651
KEPUASAN KERJA	63	4,80	5,00	4,9444	,06904
LINGKUNGAN KERJA	63	4,80	5,00	4,9429	,06890
KINERJA PEGAWAI	63	4,80	5,00	4,9429	,07343
Valid N (listwise)	63				

Source: Data Processing 2022

Table 1 illustrates the number of samples of 63 for each variable: employee performance (Y), long service awards (X1), job Satisfaction (X2), and work environment (X3). Employee performance (Y) for 63 respondents in the Regional Inspectorate of Kolaka Regency, The lowest rating is 4.80, and the highest is 5.00, with an average employee performance score of 4.9429 and a standard deviation of 0.07343. Long service award (X1), for 63 respondents in the Regional Inspectorate of Kolaka Regency, shows that the lowest cholera is 4.8, and the highest is 5.00, with an average of 4.9429 and a standard deviation of 0.6890.

Job satisfaction (X2), for 63 respondents in the Regional Inspectorate of Kolaka Regency, the lowest cholera is 4.80, and the most is 5.00, with an average of 4.9429 and a standard deviation of 0.6904. Work environment (X3), for 63 respondents in the Regional Inspectorate of Kolaka Regency, the lowest cholera is 4.80, and the most is 5.00, with an average of 4.9571 and a standard deviation of 0.6651.

Regression Equation and Parameter Estimation

The regression equation for this research is:

$$Y = \alpha + b_1X_1 + b_2X_2 + b_3X_3 + e$$

Where Y is the dependent variable, namely the performance of the District Inspectorate employees. Kolaka and variables X1, X2, X3 are independent variables (factors that affect employee performance). Based on the principle of the ordinary least squares method (Ordinary Least Square/OLS), the estimated values for each regression parameter are obtained. The estimated regression coefficients are:

$$\alpha = 0.180 \quad b_1 = 309, \quad b_2 = 0.364, \quad b_3 = 0.362$$

So that the estimated model is obtained, namely:

$$Y = 0.180 + 0.309X_1 + 0.364X_2 + 0.362X_3$$

Assumption Testing

Table 2. VIF Value

Model	t	Collinearity Statistics	
		tolerance	VIF
(Constant)	0.513		
Long service award	2,990	0.411	2,432
Job satisfaction	2,985	0.237	3,660
Work environment	2,705	0.228	4,377

Source: Data Processing 2022

From table 2 it can be seen that the VIF value is not more than 10 for the variable X1, X2, and X3 so that it can be concluded that there are no multicollinearity problems.

Normality Assumption

Table 3. Normality Test Results – Kolmogorov Smirnov Test

Unstandardized Residuals	
N	63
Test Statistics	
Asymp. Sig. (2-tailed)	0.392

Source: Data Processing 2022

From the test results shown in table 3 it is known that p-value = 0.392 is greater than $\alpha = 0.05$ so it fails to reject H0. Then it can be concluded that the residuals are normally distributed.

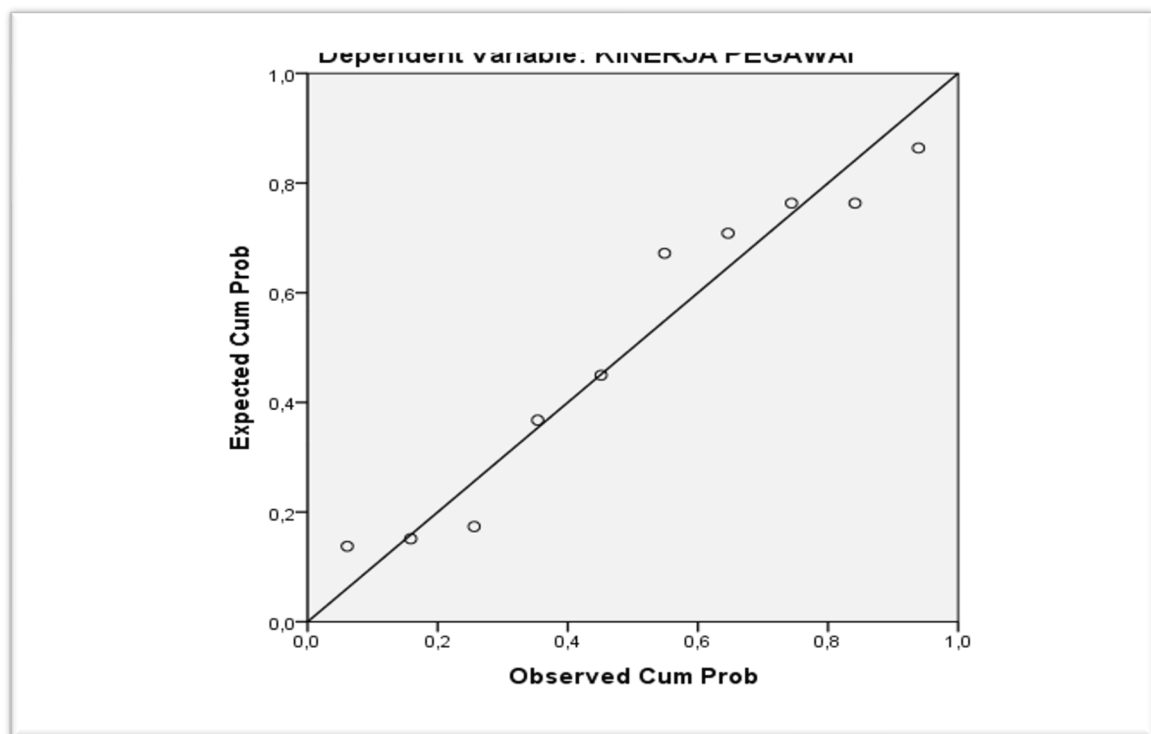


Figure 1. Normal P-P Plot of Regression Standardized Residual

Based on the chart, it is found that the plot points contained in the normal pp of regression standardized residual always follow and approach the diagonal line.

Multiple Linear Regression Models

Results testing with the F test is shown in the following table:

Table 4. F test

Model	Sum of Squares	df	MeanSquare	F	Sig
Regression	0.263	3	0.088	72,880	0.000
residual	0.071	59	0.001		
Total	0.334	62			

Source: Data Processing 2022

From the results in table 4 using a 95% confidence level, the decision was taken to reject the initial hypothesis (H0) because the Sig value = 0.000 < alpha value = 0.05. This means that together the variables of long service reward, job satisfaction and work environment affect employee performance.

Individual Test (t test)

The test results with the t test are shown in the following table:

Table 5. T test

Model	t	Sig.
Service Time Award	2,990	0.004
Job satisfaction	2,985	0.004
Work environment	2,705	0.009

Source: Data Processing 2022

From the test results in table 5, it is obtained that variableX1 (time of service award),2 (Job satisfaction) X3 (Work Environment), each has a significant valueX1 = 0.004,X2 = 0.004,X3 = 0.009. Because the significance value of this variable is less than $\alpha = 0.05$ so that the initial hypothesis (H0) is rejected, this indicates that the variableX1 (time of service award), variableX2 (Job Satisfaction) and variable X3 (Work environment) have an effect on employee performance at the Regional Inspectorate of Kab. Kolaka Prov. Southeast Sulawesi.

Multiple Linear Regression Equations

Table 6. Parameter Estimation of Multiple Linear Regression Models

Model	B	t	Sig.
(Constant)	0.180	-0.513	0.000
Service Time Award	0.309	2,990	0.004
Job satisfaction	0.364	2,985	0.004
Work environment	0.362	2,705	0.009

From table 6, the multiple linear regression equation model is obtained as follows:

$$Y = 0.180 + 0.309X_1 + 0.364X_2 + 0.362X_3$$

The suitability of the model in multiple linear regression can be described by looking at the value of the coefficient of determination (R²). The R² value obtained for this model is 78.70%, this value indicates

that 78.70% of the diversity in the performance of the Kolaka Regency, Regional Inspectorate employees is explained by the model, while the remaining 21.3% is explained by other variables not included in the model.

The three independent variables each have a positive correlation with employee performance at the Regional Inspectorate of Kolaka Regency. Which means that if the other factors are constant, then each increase is 1 unitX1 (reward for long service) will increase employee performance by 0.309 then if other factors are constant then every increase of 1 unit for the variableX2 (Job satisfaction) will increase employee performance by 0.364, and if the other factors are constant then every increase of 1 unit for the variableX3 (Work environment) will also increase the performance of employees at the Regional Inspectorate of Kolaka Regency, Southeast Sulawesi Province of 0.362.

Validity test

Test results with Validity Test are shown in the following table:

Table 7. Test the Validity of Tenure Awards

Items Question	r count (Correlated Item Total Correlation)	r Table	Information
1	0.849	0.444	Valid
2	0.916	0.444	Valid
3	0.592	0.444	Valid
4	0.808	0.444	Valid
5	0.707	0.444	Valid
6	0.704	0.444	Valid
7	0.808	0.444	Valid
8	0.707	0.444	Valid
9	0.865	0.444	Valid
10	0.704	0.444	Valid

Source: Data Processing 2022

From the results of data processing table 7, all question items have a calculated r value (Correlated Item Total Correlation) greater than the r table value (0.444), so it can be concluded that all question items are valid.

Table 8. Job Satisfaction Validity Test

Items Question	r count (Correlated Item Total Correlation)	r Table	Information
1	0.994	0.444	Valid
2	0.576	0.444	Valid
3	0.712	0.444	Valid
4	0.712	0.444	Valid
5	0.712	0.444	Valid
6	0.994	0.444	Valid
7	0.994	0.444	Valid
8	0.994	0.444	Valid
9	0.712	0.444	Valid
10	0.994	0.444	Valid

Source: Data Processing 2022

From the results of data processing table 8, all question items have a calculated r value (Correlated Item Total Correlation) greater than the r table value (0.444), so it can be concluded that all question items are valid.

Table 9. Work Environment Validity Test

Items Question	r count (Correlated Item Total Correlation)	r Table	Information
1	0.792	0.444	Valid
2	0.915	0.444	Valid
3	0.904	0.444	Valid
4	0.778	0.444	Valid
5	0.792	0.444	Valid
6	0.778	0.444	Valid
7	0.808	0.444	Valid
8	0.904	0.444	Valid
9	0.904	0.444	Valid
10	0.792	0.444	Valid

Source: Olah Dara 2022

From the results of data processing table 9, all question items have a calculated r value (Correlated Item Total Correlation) greater than the r table value (0.444), so it can be concluded that all question items are valid.

Table 10. Employee Performance Validity Test

Items Question	r count (Correlated Item Total Correlation)	r Table	Information
1	0.786	0.444	Valid
2	0.786	0.444	Valid
3	0.927	0.444	Valid
4	0.866	0.444	Valid
5	0.786	0.444	Valid
6	0.858	0.444	Valid
7	0.909	0.444	Valid
8	0.909	0.444	Valid
9	0.943	0.444	Valid
10	0.866	0.444	Valid

Source: Data Processing 2022

From the results of data processing table 10, all question items have a calculated r value (Correlated Item Total Correlation) greater than the r table value (0.444), so it can be concluded that all question items are valid.

Reliability Test

Test results with Validity Test are shown in the following table:

Table 11. Reliability Test

Variable	Cronbach's Alpha	Information
Long Service Award (X1)	0.927	Reliable
Job Satisfaction (X2)	0.915	Reliable
Work Environment (X3)	0.950	Reliable
Employee Performance (Y)	0.957	Reliable

Source: Data Processing 2022

Based on table 11, the results of the SPSS test obtained the reliability test results for all variables with high or good reliability values, which means that the respondents' answers were stable and consistent.

CONCLUSION

In accordance with the theory and discussion in the previous chapters, it can be concluded that all variables greatly influence the performance of employees at the Regional Inspectorate, Kolaka Regency, this is in accordance with this research which results in that the variables Service Reward, Job Satisfaction and Work Environment will influence on the performance of employees in the Regional Inspectorate of Kolaka Regency.

With an increase in tenure awards, job satisfaction and work environment on an ongoing basis, it will provide an explanation or understanding to employees at the Kolaka Regional Inspectorate for the system to create good employee performance at the Kolaka Regional Inspectorate so that it affects the quality of service to the community.

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