The Effect of Organizational Support, Leadership and Motivation for Performance Improvement Tanjung Morawa Office Officers Deli Serdang Regency

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Abstract

This study aims to determine the effect of organizational support, leadership and motivation on the performance of the Tanjung Morawa sub-district office employee, Deli Serdang Regency. The population in this study were 32 employees who worked at the Tanjung Morawa sub-district office. Samples were processed using saturated sampling, namely taking the entire population to be sampled, namely 32 samples. Data collection techniques using the method of documentation, interviews and questionnaires. The classical assumption test used is the Normality Test, Multicollinearity Test and Heteroscedasticity Test. Data analysis using Multiple Linear Regression Analysis technique. The results of this study indicate that the variables of organizational support, leadership and motivation have an effect on employee performance. The results of this study also show that the variables of organizational support, leadership and motivation simultaneously affect employee performance.

Keywords: Organizational Support, Leadership, Motivation and Employee Performance

Introduction

Human resources are a very important aspect for the survival and development of the organization. Human resources are useful in mastering technology, using capital, managing funds, and producing quality products. How sophisticated the technology used by the organization in carrying out its work is largely determined by the quality of the human resources that operate it.

Quality human resources are human resources who have good knowledge, abilities, skills and attitudes at work. Therefore, organizations need to take steps in order to develop and improve the quality of employees. Employees are expected to always hone their knowledge, skills and abilities so that they are better suited to the demands of the times and can improve employee performance in the organization. Performance is basically what employees do so that it affects how much they contribute to the agency or organization, including the quality services provided. Organizations in improving employee performance need the right direction with supportive work motivation.

Organizational support changes a belief held by every employee about the extent to which the work organization cares about their welfare and their contribution (Rhoades and Eisenberger, 2014). Good organizational support is an organization that can pay attention to every performance of existing employees and can care about the results of their contributions. It is suspected that leadership organizational support will greatly affect employee performance, which will relate to how employees receive organizational support.

A leader is someone who can inspire, persuade, influence and can provide information to every employee (Anirah, 2017). Leadership can affect an employee's performance. With a leader, it can give a good thing to every employee so that what good leaders do can be followed by good employees and vice versa. Leadership itself is an ability to influence other people, subordinates or groups, the ability to direct behavior and special expertise in the field desired by employees in achieving the desired goals (Anirah, 2017). Leadership in an organization needs to develop staff and build a motivational climate that results in a high level of performance, so leaders need to think about the

motivation that can be given to employees in order to achieve a desired goal. The essence of leadership is an activity to influence people to be directed to the ultimate goal of the organization.

Another factor that affects employee performance is motivation. Motivation itself is a condition or condition that encourages, stimulates or moves someone to be able to do something or an activity that is carried out so that they can achieve a desired goal (Anirah, 2017). Motivation is the provision of a driving force that creates excitement someone's work so that they are willing to work together, work effectively and be integrated with all their efforts to achieve goals. Motivation has a very important role in every employee activity.

The Camat Office, Tanjung Morawa District is a sub-district office located in Tanjung Morawa District, Deli Serdang Regency. Where the sub-district government continues to try to improve the performance of its employees so that the programs it wants in building a sub-district to become a good sub-district continue to run smoothly. However, there are still some problems related to organizational support, leadership and employee motivation at the Tanjung Morawa Subdistrict Head Office, Deli Serdang Regency.

Table 1.1
Results of the Pre-Survey of Performance on Employees of the Tajung Morawa Sub-District Office, Deli Serdang Regency

No	Statement	SS	S	RR	TS	STS
Efficiency						
	I have a good ability to complete the work given by my boss	1 (20%)	1 (20%)	1 (20%)	2 (40%)	0 (0%)
	The government gives good advice to employees	2 (40%)	0 (0%)	1 (20%)	2 (40%)	0 (0%)
Effectiveness						
	I always work well in accordance with the existing vision and mission	2 (40%)	1 (20%)	1 (20%)	1 (20%)	0 (0%)
	I work with a set goal	3 (60%)	2 (40%)	0 (0%)	0 (0%)	0 (0%)
Justice						
	I am satisfied with what my boss gave me	1 (20%)	1 (20%)	0 (0%)	3 (60%)	0 (0%)
	I feel happy for a boss who never differentiates one employee from another	0 (0%)	2 (40%)	1 (20%)	2 (40%)	0 (0%)
Responsiveness						
	I've never had a problem with my tasks	2 (40%)	1 (20%)	1 (20%)	1 (20%)	0 (0%)
	The tasks that become my job are in accordance with the skills I have	1 (20%)	1 (20%)	0 (0%)	2 (40%)	1 (20%)

Source: Pre-Survey Results of 5 Tanjung Morawa Sub-District Office Employees

The phenomenon of employee performance that occurs at this time is the quality of employee performance which is marked by the lack of giving positions in accordance with the expectations of employees and the lack of employees in completing the tasks given by their superiors properly. The government must pay more attention to the rights of each employee, such as providing positions that are in accordance with the abilities possessed by employees and can provide encouragement to be able to complete work well. With this, the employees will work more optimally so as to increase the

performance of the employees and be able to advance and achieve the expected goals. This indication can be said that the expectations or demands of employees in achieving employee performance have not been realized properly. This problem cannot be ignored because it can cause obstacles in achieving the desired goals.

Based on this background, the researchers are interested in taking the title of the thesis The Effect of Organizational Support, Leadership and Motivation on Improving the Performance of the Tanjung Morawa Sub-District Office Employees, Deli Serdang Regency. The formulation of the problem in the research of various theories to answer it is by using research ".

1. Is there any influence of Organizational Support on the Performance Improvement of Tanjung Morawa Sub-district Office Employees, Deli Serdang Regency?
2. Is there any influence of leadership on improving employee performance at the Tanjung Morawa sub-district office, Deli Serdang Regency?
3. Is there any influence of motivation on improving employee performance at the Tanjung Morawa sub-district office, Deli Serdang Regency?
4. Is there any influence of Organizational Support, Leadership and Motivation on the Performance Improvement of Tanjung Morawa Sub-District Office Employees, Deli Serdang Regency?

The objectives to be achieved from this research are:

1. To find out whether there is an effect of Organizational Support on the Performance Improvement of Tanjung Morawa Sub-District Office Employees, Deli Serdang Regency.
2. To find out whether there is an influence of leadership on improving employee performance at the Tanjung Morawa sub-district office, Deli Serdang Regency.
3. To find out whether there is an effect of motivation on improving employee performance at the Tanjung Morawa sub-district office, Deli Serdang Regency.
4. To find out whether there is an effect of Organizational Support, Leadership and Motivation on the Performance Improvement of Tanjung Morawa Sub-District Office Employees, Deli Serdang Regency.

Methodology

This research design uses a quantitative descriptive approach, aiming to determine the relationship between two or more variables (Winarno 2017:67). This study discusses the influence of organizational support, leadership and motivation on improving employee performance at the Tanjung Morawa sub-district office, Deli Serdang district. On Jl. Irian No. 237, Tj. Morawa Pekan, Kec. Tj. Morawa, Deli Serdang Regency, North Sumatra 20362. This research was carried out from December 2021 to April 2022.

In accordance with the data obtained, the population in this study were all employees of the Tanjung Morawa Sub-district Office, Deli Medium District , as many as 32 person. In taking the researcher using saturated sampling technique . Saturated sampling technique is a sampling technique that makes all members of the population as a sample. Therefore, in this study, the entire population was used as a sample in this study , namely as many as 32 employees .

In accordance with the problem and a series of hypotheses, the analytical methods used to prove the truth are:

1. The descriptive method is a way of formulating and interpreting existing data so as to provide a clear picture through collecting, shrinking and analyzing data so that the general picture of the company being studied can be known.
2. Quantitative analysis method is the method used to submit data in the form of numbers.

Research Results and Discussion

Reliability tests were carried out to find out how far the measurements could provide results that were not different if repeated measurements were made on the same subject. In other words, the reliability test is a criterion for the level of stability or consistency of a measuring instrument (questionnaire). The test was conducted using Cronbach's Alpha method.

Table 1.
Reliability Test Results

No	Variable Name	Cronbach Alpha	Information
1	Organizational Support	0.950 > 0.60	Reliable
2	Leadership	0.934 > 0.60	Reliable
3	Motivation	0.808 > 0.60	Reliable
4	Employee Performance	0.728 > 0.60	Reliable

Source: Research Results , 20 22

Based on Table 1. above, the reliability test on each variable obtained a *Cronbach Alpha value that* is more than the criteria for an instrument to be said to be reliable if the alpha value is greater than 0.60 which explains that all variables show strong reliability. Thus, all test instruments consisting of validity and reliability meet the requirements to be used in research decision making .

Normality test

Normality test aims to test whether in the regression model, the confounding or residual variables have a normal distribution. As it is known that the t and f tests assume that the residual value follows a normal distribution. One of the easiest ways to see the normality of the residuals is to look at the histogram graph which compares the observed data with a distribution that is close to a normal distribution.

The data can be said to be normally distributed if the *Asymp value. Sig. (2-tailed)* > 0.05. Conversely, if the value of *Asymp. Sig. (2-tailed)* < 0.05, then the data is not normally distributed.

Table 2.
Data Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		32
Normal Parameters [a,b]	mean	.0000000
	Std. Deviation	1.81570932
Most Extreme Differences	Absolute	.079
	Positive	.078
	negative	-.079
Test Statistics		.079
asymp. Sig. (2-tailed) [c]		.200 [d]
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		
e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 299883525.		

Source: Research Results , 20 22

Based on table 2. above, the results of the normality test of the data using *the Kolmogrov-Smirnov test* show that it is normally distributed. It has been proven by the results of the KS test which shows that the value of *Asymp. Sig (2-tailed)* of 0.200 or 200%. Which is where the value is normally distributed.
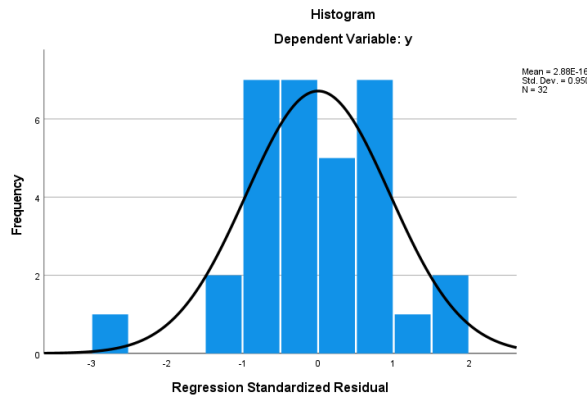

Figure 1. Histogram Graph

Source: Research Results, 2022

Based on Figure 1. above, the histogram graph shows a normal or symmetrical distribution, so that the histogram graph model in this study shows that the regression model does not violate the assumption of normality.

The heteroscedasticity test aims to test whether in the regression model there is an inequality of variance from the residuals of one observation to another that is randomly distributed. If the variance from the residuals of one observation to another observation is randomly distributed, it is said that there is no heteroscedasticity. A good regression model is that there is no heteroscedasticity. The results of the heteroscedasticity test of the data in this study can be seen in the image below.
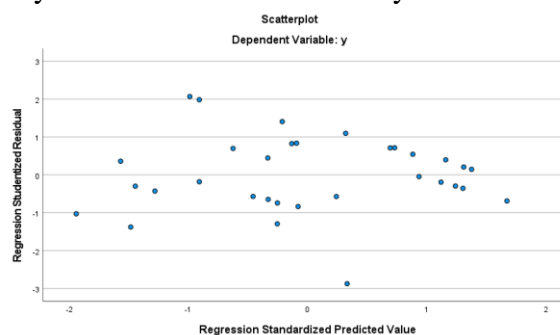

Figure 2. Scatterplot Graph

Source: Research Results , 20 22

Based on Figure 2. above, if there is no clear pattern, such as the dots spread randomly or spread above and below around the number 0 on the Y axis and do not form a certain pattern, so that the regression model does not occur heteroscedasticity

The multicollinearity test aims to test whether there is a correlation between the independent variables in the regression model. A good regression model should not have a correlation between

the independent variables. If the independent variables are correlated with each other, then these variables are not orthogonal. Multicollinearity can also be seen from (1) the *tolerance value* and its opposite (2) *the variance inflation factor* (VIF). Multicollinearity occurs if the *tolerance value is* < 0.10 or equal to VIF > 10. The results of the multicollinearity test can be seen in Table 4.11 as follows:

Table 3.
Multicollinearity Test Results

Coefficients ᵃ								
		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	62,577	5.776		10,834	<.001		
	x1	-.126	.056	-.331	-2.252	.032	.987	1.013
	x2	-.122	.050	-.363	-2.456	.021	.980	1.021
	x3	-.306	.137	-.329	-2,240	.033	.992	1.008
a. Dependent Variable: y								

Source: Research Results , 20 2 2

From table 3. above the results of the multicollinearity test above, it can be explained that the Tolerance values are respectively 1,000 > 0.1 and the VIF value is 1,000 < 10. These results indicate that there is no multicollinearity in the regression model.

Simple Linear Regression Analysis

Multiple linear regression analysis is a regression model to analyze more than one independent variable. The results of the test will show whether there is an effect of organizational support, leadership and motivation on improving employee performance at the Tanjung Morawa Sub-district Office, Deli Serdang Regency . The following is a table of results for multiple linear regression mode: The regression equation formulated based on the hypothesis is:

$$Y = a + b1X1 + b2X2 + b3X3 + e$$

Table 4
Multiple Linear Regression Analysis

Coefficients ᵃ								
		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	62,577	5.776		10,834	<.001		
	x1	-.126	.056	-.331	-2.252	.032	.987	1.013
	x2	-.122	.050	-.363	-2.456	.021	.980	1.021
	x3	-.306	.137	-.329	-2,240	.033	.992	1.008
a. Dependent Variable: y								

Source: Research Results , 20 2 2

t test results

The t test aims to show how far the influence of the *independent variable on the dependent variable* . In addition, the t-test is a test carried out to prove the initial hypothesis, namely that product discount promos, location and service quality have a significant effect on consumer satisfaction at Thai Bistro Sun Plaza Medan.

The results of the t test can be seen in table 4.14 as follows:

Table 5 t test results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	62,577	5.776		10,834	<.001		
	x1	-.126	.056	-.331	-2.252	.032	.987	1.013
	x2	-.122	.050	-.363	-2.456	.021	.980	1.021
	x3	-.306	.137	-.329	-2,240	.033	.992	1.008
a. Dependent Variable: y								

Coefficients [a]

Source: Research Results , 20 2 2

1. Based on table 6. above, it is known that the t - count value of the X1 variable is 2.252 and the t-table is 1.697 with df = nk = 32-3 = 29 . Because the value of t arithmetic (2.252) > t table (1.697) and has a significant number of 0.000 which is smaller than 0.05. This means that H0 is rejected. Ha is accepted , this shows that organizational support has a significant effect on the performance of the Tanjung Morawa Sub-district Office employees, Deli Serdang Regency.
2. Based on the table above, it is known that the t - count value of the X2 variable is 2.456 and the t- table is 1.697 with df = nk = 32-3 = 29 . Because the value of t arithmetic (2.456) > t table (1.697) and has a significant number of 0.000 which is smaller than 0.05. This means that H0 is rejected. Ha is accepted , this shows that leadership has a significant effect on the performance of the Tanjung Morawa District Office employees, Deli Serdang Regency.
3. Based on the table above, it is known that the t - count value of the X3 variable is 2.240 and the t- table is 1.697 with df = nk = 32-3 = 29 . Because the value of t arithmetic (2.240) > t table (1.697) and has a significant number of 0.000 which is smaller than 0.05. This means that H0 is rejected. Ha is accepted , this shows that motivation has a significant effect on employee performance satisfaction at the Tanjung Morawa Sub-district Office, Deli Serdang Regency.

Coefficient of Determination Results

Testing the coefficient of determination is the magnitude of the coefficient value which shows the magnitude of the variation in the dependent variable which can be explained by the independent variable. In other words, the coefficient of determination is used to measure how far the independent variables used in this study in explaining the dependent variable. The value of the coefficient of determination is determined by R^2 as can be seen in the following table:

Table 7.
Coefficient of Determination Test Results (R2)

Model Summary [b]				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.726 [a]	.527	.476	1,700
a. Predictors: (Constant), x3, x1, x2				
b. Dependent Variable: y				

Source: Research Results , 2022

Based on Table 7 above, the results of the calculation of the regression coefficient of determination model summary in the table above can be seen that the coefficient of determination ($R2$)obtained in this study is 0.527. This means that 52% of employee performance variables can be influenced by organizational support, leadership and motivation variables, while 48% can be influenced by other independent variables not included in the study .

Based on the results of statistical testing, it can be seen that the organizational support variable can be explained by indicators such as the organization appreciates employee contributions, the organization appreciates the extra effort that employees have given, the organization pays attention to all complaints from employees, the organization notifies employees when they do not do work, the organization cares about satisfaction in general. towards employees, the organization shows great concern for employees and the organization is proud of the success of employees working well. Leadership variables can be explained by indicators such as being fair, giving suggestions, supporting goals, catalysts, creating a sense of security, as representatives of the organization, sources of inspiration and being respectful. The motivation variable can be explained by indicators such as the direction of behavior, the level of persistence and the level of effort. While the performance variables can be explained by indicators such as efficiency, effectiveness, fairness and responsiveness.

Furthermore, the relationship between the variables of organizational support, leadership and motivation (X) with employee performance (Y) obtained an R value of 0.726 which means that the relationship between organizational support, leadership and motivation (X) on employee performance (Y) is 72%, meaning that there is a significant relationship. strong between variables. And the value of R Square is 0.527, this means that 52% of employee performance (Y) can be influenced by organizational support variables, leadership and motivation (X). While the other 48% are influenced by other variables outside of this research variable.

Conclusions

The conclusions that can be drawn from this study are as follows: The results of Y = 62,577 + 0.126 + 0.122 + 0.306 + e, the t-test is 10.834 where the t-count value is greater than the t-table value of 1.697. The table above also shows sig 0.000 where the significance value is smaller than 005. So it can be concluded that organizational support, leadership and motivation (X) have a significant effect on employee performance (Y).

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