QUALITY INFLUENCE ON JOB SATISFACTION WITH EMPLOYEE PERFORMANCE MEDIATION AT STATE POLYTECHNIC OF MALANG

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Abstract: The ULP device is set as necessary at least comprising functions such as Heads; The Company or the Secretariat; And Working Group. The formation of ULP is urgent to do besides because it is the mandate of the Presidential Regulation, also because the procurement of goods or services is an important indicator of the implementation of Good Governance and performance indicators of the quality of public services. The procurement of goods/services (auctions) carried out by ULP Polinema covers the whole process of procurement of goods/services funded through the State Budget (APBN). Polytechnic Institute of Malang (Polinema) consisting of several departments and courses as users of budget / user goods. This study aims to examine and analyze the influence either directly or indirectly Procurement Services Unit (ULP) and Service Partner on Employee Performance and Level of Satisfaction at State Polytechnic Institute of Malang. The method used in this research is survey exploratory method (exploratory research) and descriptive and quantitative analysis using Path analysis approach (Path). This research was conducted at an Institution, namely State Polytechnic of Malang in a period of 3 months. The result of the research shows that the change of ULP service quality which has been improved in a better direction is able to improve ULP performance in work unit at Polinema Institution. Improvement of partners in the Polinema Institution is able to provide enhanced performance on the ULP. To improve the performance of ULP required a good and professional partner. The quality of ULP services has a positive and significant impact on employee job satisfaction at Polinema Institution. This can be interpreted that in order to obtain job satisfaction in Polinema Institution then it should improve the quality of ULP service. In addition, partners have no significant effect on employee job satisfaction at Polinema Institution. Employee job satisfaction contained in Polinema Institution is influenced by the performance of ULP. With the improvement of ULP service quality coupled with the performance of ULP is able to provide enhancement to the work satisfaction of the dominant employee or lecturer at Polinema Institution.

Keywords: procurement services unit, good governance, partner, path analysis

I. Introduction

All procurement, whether physical or service available at Polytechnic of Malang, will always be through ULP (Procurement Unit) Polinema, because it is an order of Presidential Regulation No. 54/2010 concerning Procurement of Government Goods/services. So if every Department or Study Program wants an item, or refine the existing items, it will always pass through Polinema ULP, cannot do it on its own accord, by buying in the desired stores. The Procurement Unit of Polinema is the only Service Unit serving the Procurement of Goods and Services from all Programs and Programs. Therefore, the quality of ULP Polinema's services is good, so that the teaching and learning process can be done well and can satisfy all parties.

In the framework of implementing the provisions of Article 14 and Article 130 paragraph (1) of Presidential Regulation No. 70 of 2012 in which the Regional Government is obliged to establish Procurement Services Unit (ULP) no later than Fiscal Year 2014, hereinafter under the provisions of Article 3 paragraph (1),
Quality Influence On Job Satisfaction With Employee Performance Mediation at State Polytechnic of Malang

Paragraph (3), and paragraph (4) of the Perpres 70/2012, ULP is permanent, independent or attached to an existing unit. ULP may be contained in a separate structural unit whose establishment is guided by the legislation governing the government institution. The ULP attached to existing units are integrated into structural units that functionally perform the tasks and functions in the field of procurement of goods/services. The Procurement Services Unit, hereinafter referred to as the Procurement Services Unit, is a unit of government organization that functions to carry out Procurement of Goods/services in the Ministry / Institution / Unit of Regional Government Work Unit / Institution Others (K / L / D / I) which is permanent, independent or attached On an existing unit. Procurement Services Unit at Polytechnic of Malang is formed based on the Decree of the Director of Polytechnic of Malang, which each year can be fixed, may change, increase or decrease. ULP at Polytechnic of Malang consists of Chairman, Secretary, Working Group and Supporting Staff. Procurement of Goods/services in Procurement Unit of Polinema is carried out by 7 (Seven) Working Groups (Pokja) all of which have Certification of Procurement of Goods and Services, since Presidential Regulation No. 54/2010 requires that the Procurement Services Unit Working Group has Certification of Procurement of Goods and Services. The procurement of goods/services (auctions) carried out by the Procurement Unit of Polinema covers the whole process of procurement of goods/services funded through the State Budget (APBN).

Polytechnic Institute of Malang (Polinema) consisting of several departments and courses as users of budget/user goods. Based on the description it is seen that the Procurement Services Unit must serve the User (Institution: Department and Study Programs in Polinema), with Intermediary Partner (PT or CV winning bidding or direct election). The Procurement Unit Polinema acts as an administrative service, while the Partner (PT or CV) acts as a physical service in the field. Employee performance problems and partners in research at Polytechnic Institute of Malang Affairs can influence the level of institutional satisfaction. By using multiple linear regression analysis approach by Procurement Service Unit (ULP) of Polytechnic of Malang, the researcher identifying whether service quality of Procurement Service Unit and Partner have a significant influence to Satisfaction Level in Political State Institution of Malang with Performance Employee intervening. By knowing the result of influence of Performance of Service Unit of Procurement Unit (ULP) and Partner to Level of Satisfaction with Interpersonal Performance intervening at Polinema Institution of Malang, can be made as reference in developing science especially in operational management science and can be used As study material for research which will come.

II. Theoretical Review

Understanding performance is the result of work in quality and quantity achieved by an employee in the ability to perform tasks in accordance with the responsibilities given by superiors to him. In addition, performance can also be interpreted as a result and one's efforts are achieved with the ability and deeds in certain situations. Performance in Dictionary of Management (Quality) is achievement by individual, team, organization or process (Syahu Sugian, 2006). According to Porter and Lawler (1968) in Chen and Silverthorne (2008), there are three types of performance. One is measuring the level of output, the number of sales over a certain period of time, the production of a group of employees report to the manager and so on. The second type of performance measure involves an individual rating by someone other than a person whose performance is being considered. The third type is a measure of self-appraisal and self-rating performance. Thus, performance measures the level of business and social achievement with regard to objectives and responsibilities from the perspective of the assessing party (Hersey and Blanchard, 1993 in Chen and Silverthorne, 2008).

Performance is the result of work that has a strong relationship with the strategic objectives of the organization, customer satisfaction, and contributes to the economy. Thus, performance is about doing the work and the results achieved from the job (Wibowow, 2009). Employee performance is the result of work in quality and quantity achieved by an employee in performing his duties in accordance with the responsibilities given to him. Performance is the result of a certain planned work process at the time and place of the employees and the organization concerned, the measure of performance can be seen in terms of quantity and quality according to the standards of the organization or company. Performance is determined by factors of motivation and opportunity ability. Performance opportunities are high performance levels that are partly a function of the absence of obstacles that drive employees. Although an individual may be able to afford it, there may be obstacles in the way.
Employee performance is the result of work achieved by employees in accordance with the criteria established by the organization. The indicators used to measure performance in Mangkunegara (2000) consist of knowledge of work, quality of work, productivity, adaptation and flexibility, initiative and problem solving, responsibility, communication and interaction skills, management / leadership, and self-development of subordinates. Mathis and Jackson (2003), Performance (performance) is basically what employees do or do not do. The general employee performance for most jobs includes the quantity of results, the quality of the results, and the timeliness of the results, the attendance, and the ability to work together. While Berardin and Russell (2003) suggest six criteria used to measure performance, namely Quality is the extent to which the results of the implementation of results approaching perfection and expected goals. (1) Quantity is the amount generated, (2) Timeliness i.e. the level of a job is completed at the desired time by improving the coordination of other outputs as well as the time available for other activities, (3) Cost-effectiveness i.e. the level of the use of organizational power of human, (4) Need for supervision i.e. the extent to which a worker can perform a job function without requiring supervisory supervision, (5) Interpersonal impact is the extent to which employees maintain self-esteem and cooperation between Colleagues and subordinates.

According to Berardin and Russell (2003) there are criteria used to measure the extent to which individual employees’ performance, i.e. quality, quantity, timeliness, effectiveness, independence and work commitment. If the link between performance measurement and strategy is meaningful and effective, then there is consistency in decision-making and action. Consistency can only be achieved in a complex and volatile environment by developing more comprehensive performance measures. These measurements should include dimensions such as financial, nonfinancial, tangible, intangible, mechanistic and organic. According to Robbins (2010) job satisfaction is a general attitude towards a person's job that shows the difference between the amount of appreciation the workers receive and the amount they believe they should receive. Job satisfaction as a positive or negative attitude that individuals do to their work. A similar view was expressed by Gibson (2000) who expressed job satisfaction as the attitude that workers have about their work. Although the concept of job satisfaction is theoretically considered too superficial, but there are three dimensions generally accepted in job satisfaction, namely (1) job satisfaction is an emotional response to the work situation, so job satisfaction can be seen and can be expected, (2) job satisfaction often is determined according to how well the results meet or exceed expectations, and (3) job satisfaction represents some related attitudes. Have been identified (Luthans, 2006).

Service is an activity or sequence of activities that occurs in direct interaction between a person with another person or machine physically or non-physically, and provides customer satisfaction. Service is closely related to human life, even in the extreme can be said that service cannot be separated from human life. Based on the above definition of service, Walijatun (2000), said that public service addressed to the public in a broad sense, which is internal and external. Internal society is the society there is the working environment of the organization itself. The external community is a society of public administration outside the organization and society. Internal services such as promotion services. External services such as serving rights applications and so forth.

Service is a term that is often heard in everyday life, especially in interaction with industry or service providers. Simply service as "deeds, efforts, or performances." It means service is deed, effort or appearance. Definition refers to the activities indicated by the organization or Service Company in whose operations employees perform or show deeds, endeavors or appearances. This is different from the goods company, which in its operation provides or makes certain goods. Kartajaya (2009) revealed that service is one of the important processes in increasing company value for customer so that many companies make service culture as standard attitude of person inside company. Therefore, the value of services created must always be managed constantly, not only when approaching customers and when the transaction, but also after a transaction. According to Majid (2011), service is closely related to efforts or actions to meet the needs of people or organizations. The key words are effort / action, relationships between people, there is communication and needs (something is offered).
III. Material and Methods

2.1 Research Location

This study is a case study conducted at the State Polytechnic Institute of Malang, based on the consideration of one State University in Malang and participates directly or indirectly in the development and procurement of goods and services for students or students in obtaining education services. The study was conducted for 3 months by distributing / giving questionnaires to respondents who are lecturers and educators (employees).

2.2 Method of collecting data

Type of data collected in the form of primary data and secondary data. Primary data collection was collected through field surveys and direct interviews with respondents. Interviews were conducted using aids in the form of questionnaires and recording devices. Interviews useful for obtaining data from the first hand (primary) (Singarimbun and Effendi, 2006). Primary data collection using questionnaires has advantages, among others, list of questions can be written carefully, allowing many people involved, and allows being able to interact between researchers with respondents. In this research used Slovin method to determine sample size. Slovin method used in this study with a precision of between 5-10% with calculations using the Slovin formula (in Umar, 2006) as follows.

\[ n = \frac{N}{1 + Ne^2} \]

Description:

\( n \) = Number of samples

\( N \) = Population

\( e \) = The degree of error or percentage of inaccuracy loosening due to an intolerable sampling error of 6.9%

Based on the calculation results obtained the number of research samples of 169 people with the sampling is done by proportional random sampling.

2.3 Data Analysis

To obtain accurate results, conducted test instrument research in the form of validity and reliability test. Validity is a measure that shows the levels of validity or validity of an instrument. A valid or valid instrument has high validity. Conversely, a less valid instrument means low validity (Arikunto, 2006). Reliability refers to a sense that an instrument is reasonably reliable to use as a data-gathering tool because it is good. Reliability test is intended to determine the extent to which the measurement results remain consistent when measured two or more times against the same statement using the same measuring tool as well. Data analysis is done through two stages, namely descriptive statistical analysis and quantitative statistical analysis using Path analysis. The purpose of this descriptive analysis is to explain (describe) the characteristics of each variable studied. While the quantitative analysis using path analysis (path analysis) which aims to determine the effect of a variable or set of variables against a variable other, either direct or indirect influence.

IV. Result and Discussion

Characteristics of respondents studied in this study include age, gender, occupation and last education. Based on population of respondents in the field obtained samples using Slovin formula (in Umar, 2008), namely:

\[ n = \frac{N}{1 + Ne^2} = \frac{850}{1 + 850 (0.069)^2} \]

\[ n = 168.42 \approx 169 \text{ Respondents} \]

\( n \) = Sample Size

\( N \) = Population Size

\( e \) = Percentage of inaccuracy loosening due to a tolerable or desirable sampling error of 6.9%.
Characteristics of respondents by age indicates that the majority of respondents are lecturers and employees of Polinema Institution aged 41-50 years ie 57 people or 33.7%, as many as 45 people or 26.6% aged 21-30 years, 44 people or 26% aged 31 -40 years while the rest as many as 23 people aged over 50 years. While the characteristics of respondents by sex indicate that the majority of respondents ie lecturers and employees Polinema Institution is female that is as many as 107 people or 63.3%, while the rest are men as many as 62 people or 36.7%. On the characteristics of respondents based on education the majority of respondents ie lecturers and employees Polinema Institution studied in this study is the SMA that is as many as 14 people or 8.3%. Next 31 people or 18.3% have Diploma degree, 44 people or 26% have Bachelor degree, 58 students or 34.3% have Magister degree, and 22 people or 13% have doctoral education.

Based on the descriptive analysis it is found that ULP Service Quality still feels not good. This is measured by tangible indicators (X1.1), reliability indicators (X1.2), response indicators (X1.3), Warranty indicators (X1.4), Empathic indicators (X1.5) that have mean 3, 48 is still below 4. In the Partner variables measured by the three indicators of product quality (X2.1), responsibility (X2.2) and work experience (X2.3) are in poor condition. Based on the average value of the Partner variable of 3.64, it can be explained that the partners in the Polinema Institution are basically in poor condition. In the employee performance variable, based on the average value of the variables that are in the score of 3.56, it can be explained that the performance of ULP in the Polinema Institution is basically in poor condition and it is suggested to improve the quality of work, productivity and responsibility in the work unit in the environment Institution Polinema in order to improve employee performance in the work unit. It also occurs in job satisfaction variable where the average value of a number of indicators (3.22), it can be explained that employee job satisfaction in Polinema Institution is basically in a less satisfied condition and it is suggested to improve the condition of the three indicators in order to improve job satisfaction in the work unit of Polinema Institution.

Based on the calculation using Path analysis, there is a direct influence of ULP Service Quality (X1) and Partner (X2) on ULP Performance (Y1) and the influence of ULP Service Quality (X1), Partner (X2), and ULP (Y1) Performance on Job Satisfaction (Y2). The hypothesis that there is an influence of ULP Service Quality (X1) on ULP Performance (Y1) is accepted, the hypothesis that there is influence of ULP Service Quality (X1) on Job Satisfaction (Y2) is accepted, the hypothesis states that there is influence of Partner (X2) to ULP Performance (Y1) is accepted, the hypothesis that there is influence of Partner (X2) on Job Satisfaction (Y2) is rejected, the hypothesis that there is influence of ULP (Y1) Performance on Job Satisfaction (Y2) accepted, and hypothesis that there is indirect influence Quality of Service ULP (X1) on Job Satisfaction (Y2) through ULP Performance (Y1) is accepted, and the hypothesis that there is an indirect influence Partner (X2) on Job Satisfaction (Y2) through ULP Performance (Y1) is accepted.

Figure 1. Path Analysis Results (Path)
Based on the results obtained previously, it is seen that six of the seven hypotheses are accepted, whereas one hypothesis is rejected, i.e., testing the influence of partners on job satisfaction. Based on the results of the analysis, it can be compared that the strongest influence (dominant). The effect of ULP performance on ULP performance is lower than the counterpart to ULP performance (path coefficient 0.135 ULP service quality to ULP performance is lower than 0.772 path coefficient of counterpart to ULP performance), while the most influencing factor Stronger to job satisfaction is the quality of ULP services, because it has the strongest total influence (0.359) than the influence of partners on job satisfaction (0.164) and the performance of ULP on job satisfaction (0.212).

It appears that the quality of ULP services and partners is needed to improve ULP performance, and directly or indirectly improve employee satisfaction. In fact, employees and lecturers in Polinema Institution still show low job satisfaction, so it is expected with the improvement on all aspects able to give job satisfaction to various parties involved in Polinema Institution. In the era of global competition, human resources management is very important and must be considered by the leaders of institutions to maintain the existence of the institution. In order to maintain the success and survival of the institution then a leader always maintain and increase the resources it has, including in improving job satisfaction and performance of its employees. Similarly, in the world of education in Indonesia, especially at the Polinema Institution to improve education for future generations required good performance management in the management.

As has been pointed out in the previous section, ULP as well as job satisfaction. In line with these achievements, this study has implications. The result of hypothesis testing proves that the service quality of ULP and the partner affects the performance of ULP in Polinema Institution. ULP services and an increase in partnerships, will be added by employee job satisfaction. The highest path coefficients show that ULP service quality on ULP performance. If alluded to the overall empirical findings that promote the performance of the productions, the responsibilities and professional work experience.

V. Conclusion

Based on the results of data analysis and hypothesis testing, it can be concluded that changes in the quality of ULP services that have improved to a better direction can improve the performance of ULP on the work unit at Polinema Institution. Improvement of partners in the Polinema Institution is able to provide enhanced performance on the ULP. To improve the performance of ULP required a good and professional partner. The quality of ULP services has a positive and significant impact on employee job satisfaction at Polinema Institution. This can be interpreted that in order to obtain job satisfaction in Polinema Institution then it should improve the quality of ULP service. In addition, partners have no significant effect on employee job satisfaction at Polinema Institution. This means that the higher partners in the Polinema Institution do not provide a better upgrading to employee job satisfaction or the dose contained in the Polinema Institution. Employee job satisfaction contained in Polinema Institution is influenced by the performance of ULP. With the improvement of ULP service quality coupled with the performance of ULP is able to provide enhancement to the work satisfaction of the dominant employee or lecturer at Polinema Institution. Although direct partners to the job satisfaction of employees and lecturers do not give a significant effect, but if through the performance of ULP can give a positive and significant impact.

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