The Influence of Individual Characteristics, Work Motivation and Organizational Support on Employee Performance

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ABSTRAK
Penelitian ini bertujuan untuk mengetahui pengaruh karakteristik individu, motivasi kerja dan dukungan organisasi terhadap kinerja pegawai (Staf Pns) pada Dinas Kependudukan dan Catatan Sipil Kabupaten Gresik Provinsi Jawa Timur. Penelitian ini mengambil sampel sebanyak 30 orang dengan menggunakan teknik sampling jenuh sedangkan pengukuran data menggunakan skala likert. Teknik analisis menggunakan uji instrumen (uji validitas dan uji reliabilitas) untuk menguji kualitas dan konsistensi alat ukur, uji model/uji asumsi klasik (uji normalitas, uji multikolinearitas dan uji heterokedastisitas). Hasil penelitian menyatakan bahwa karakteristik individu, motivasi kerja dan dukungan organisasi berpengaruh positif dan signifikan terhadap kinerja pegawai pada Dinas Kependudukan dan Catatan Sipil Kabupaten Gresik Provinsi Jawa Timur. Berdasarkan hasil uji t ketiga variabel independen berpengaruh secara parsial. Smpulan akhir bahwa variabel karakteristik individu, motivasi kerja, dan dukungan organisasi mampu menjelaskan perubahan variabel kinerja.

Kata Kunci: *Karakteristik Individu, Motivasi Kerja, Organisasi, Kinerja*

ABSTRACT
This study aims to determine the effect of individual characteristics, work motivation and organizational support on employee performance (PNS Staff) at the Population and Civil Registry Service, Gresik Regency, East Java Province. This study took a sample of 30 people using a saturated sampling technique while measuring data using a Likert scale. The analysis technique uses test instruments (validity test and reliability test) to test the quality and consistency of measuring instruments, model test/classical assumption test (normality test, multicollinearity test and heteroscedasticity test). The results of the study stated that individual characteristics, work motivation and organizational support had a positive and significant effect on the performance of employees at the Population and Civil Registry Service, Gresik Regency, East Java Province. Based on the results of the t test, the three independent variables have a partial effect. The final conclusion is that the variables of individual characteristics, work motivation, and organizational support are able to explain changes in performance variables.

Key words: *Individual Characteristics, Work Motivation, Organization, Performance*

INTRODUCTION

Humans resources are an important resource in achieving organizational goals that have different characteristics with other resources. Humanssaid to be important resource because however the sophistication of existing technology, humans are the main actors in the technology itself. Human resources (HR) within an organization/company are essential to run wheels of the organization/company to achieve its goals.In general life in the organization / company, whatever form and its nature, both those engaged in trade and

services, will always trying achieve predetermined goals effectively and efficiently. Employees/employees/workers/laborers are social beings whose main wealth for every organization/employee/laborer is everyone who works by receiving wages or other forms of remuneration (RI Law No. 13 of 2003 concerning employment).

Employees/employees become actors who support the achievement of organizational goals, have thoughts, feelings and desires that can affect their attitude at work. Employees are people selling services (mind and energy)and can receive compensation whose amount has been determined in advance (Hasibuan, 2016). Chakraborty & Mansor (2013) said that organizational characteristics consisting of organizational size, training, management support, skills, organizational demographics consisting of age, gender and educational level are called organizational factors. Training, organizational demographics as wellSkills is a factor that leads to employees. The following is data regarding one of the supports from the organization in terms of facilities and infrastructure.

The smooth implementation of governmental tasks and national development is very dependent on the perfection of the state apparatus, especially civil servants, as explained in Law Number 43 of 1999 concerning amendments to Law Number 08 of 1974 concerning the Principles of Personnel that personnel are employees who have the status of elements of the state apparatus whose duty is to provide services to the public in an independent manner professional, honest, fair and equitable in carrying out state, government and development tasks.

In connection with the performance of employees at the Population and Civil Registration Office of Gresik Regency and the reality in the field based on the results of initial observations, there are still complaints from people or employees who often deal with them. The performance of government officials who have not professional in carrying out tasks and

obligations such as lack of preparation, supervision, and control so that many feel dissatisfied or the results of the performance given by employees at the Gresik Regency Population and Civil Registration Office to people or employees who often deal because employees often repeat times taking care of an administrative need and it takes quite a long time and the results are not as expected.

The length of the settlement process is what worries the community, as was the case when the researcher conducted an interview with one of the residents who was waiting for the service queue. Even those who worked had to be allowed to leave many times. The number above is the number of settlements only on weekdays if it goes beyond holidays. or saturday and sunday the solution also backwards.

One of the common problems in the bureaucracy in Indonesia is that the mindset and work culture of the apparatus have not fully supported an efficient, effective, productive and professional bureaucracy (Presidential Regulation Number 81 of 2010 concerning the Grand Design of Bureaucratic Reform 2010–2025). The level of employee attendance is a performance indicator according to Mathis & Jackson (2011).

The research was conducted using VariablesCharacteristics individual as variable X1, work motivation as variable X2, organizational support as X3 and employee performance as variable Y. Based on the background above regarding research problems that occur in the Department of Population and Civil Registration, I want to contribute to solving problems that occur.

So researchers will conduct research with the title "The Influence of Individual Characteristics, Work Motivation and Organizational Support on Employee Performance (PNS Staff) at the Population and Civil Registration Office of Gresik Regency.

LITERATURE REVIEW
Characteristics Individuals

Understanding Individual Characteristics Every human being has individual characteristics that vary from one to another. In the Big Indonesian Dictionary (KBBI) what is meant by characteristics are characteristics or traits that have the ability to improve the quality of life. Meanwhile, individuals are individuals; one person. The following is the definition of individual characteristics according to experts, namely: According to Rahman (2013: 77).

Work motivation

Opinion of David McClelland in Hasibuan (2016: 95) the theory of motivation says thatProductivity a person can be determined by the "mental virus" that exists on him.A mental virus is a state of the soul that drives a person to be able achieve maximum performance. mental virus meant to consist of 3 (three) groups of needs, namely: need of achievement (need for success), need of affiliation (need to expanding success), and need of power (the need to master something).

Organizational Support

Organization is a pattern of relationships through which people under the direction of a manager pursue common goals. Organization According to James D. Mooney: "Organization is a form of every human association to achieve common goals". Organization According to Chester I. Bernard: "Organization is a system of cooperative activities carried out by two or more people". It can be concluded that an organization is a place where a group of people work to help each other in achieving the same goals, vision and mission inside the people gathered in it.

Employee Performance

According to Mathis and Jackson's opinion regarding performance (2011) basically it is like what employees do or don't do and performance affects how much an employee contributes to the organization. In an effort to improve organizational performance, it can be started from improving individual and then group performance. And in some organizations the performance of individual employees is a determining factor for the success or failure of an organization.

METHOD

The type of research that used in this research is this is a quantitative research with a descriptive approach. The quantitative research method is a type of research whose specifications are systematic, planned and structured, clearly defined from the start to the creation of the research design. According toSugiyono (2017: 15), quantitative research methods can interpreted as a research method based on the philosophy of positivism, used to examine populations or certain samples, sampling techniques are generally carried out randomly, data collection uses research instruments, data analysis is quantitative/statistical in nature with the aim of testing hypotheses that have been set. Location Study carried out at the Office of Population and Civil Registration of Gresik Regency. Address : Jl. Wachid Hasyim No. 17 Gresik. The population in this study are employees at the Gresik Population and Civil Registration Office. With a total of 30 populations to be studied as well as research samples

The type of data in this research is quantitative data. According to Sugiyono (2017) quantitative data is data in the form of numbers. Quantitative data can be divided into two, namely discrete data and continuum data. Discrete data is data obtained from the results of calculations. While continuum data is data obtained from measurement results.

Data source in study this is primary data. According to Sugiyono (2017) primary data is data that directly provides data to data collectors. Data sources are in study this is using an external data source where data is obtained through deployment questionnaire at the Gresik Regency Population and Civil Registry Service Office.

Data collection techniques in this study are questionnaire. According to Sugiyono (2017: 199)questionnaire is a data collection technique that is carried out by giving a set of questions or written statements which is carried out by giving a set of questions above statement written to the respondent for he replied. In this study, researchers immediately jumped into the field to get answers from respondents who were used as research samples.

The data measurement technique in this study is using a Likert scale. According to Sugiyono (2017: 134) the Likert scale is used to measure attitudes, opinions, and perceptions of a person or group of people about social phenomena. For each question or statement the respondent must support a question to be selected. With a Likert scale respondents choose answers from the variables that are broken down into parts ofindicator variables, each variable indicator has an instrument that is used as a benchmark in a question or statement. Multiple regression analysis was used in this study for data processing

RESULTS
The description of research results will begin with identifying the characteristics of consumer respondents, based on factors which include: age, gender and education. After that will be discussed about the results of answers from respondents regarding Employee Performance in terms of indicators - indicators.

Data analysis
Determination Coefficient Test (R2)
Based on the data in table 4.19 above, it can be obtained that the value of Adjusted R Square = 0.850 can be said that the change in the dependent variable Employee Performance (Y) of 85.0% is caused by the variables Individual Characteristics (X1), Work Motivation (X2), and Organizational Support (X3), while the remaining 15.0% can be explained and caused by other factors outside of these variables.

Hypothesis testing
The hypothesis of this study is that there is a partial effect of individual characteristics (X1), work motivation (X2), organizational support (X3) on employee performance (Y). Hypothesis testing is done by determining the significance level.
1. Determine the level of significance
   This study uses a significance level (α) of 5% (0.05) with a two-tailed test with degrees of freedom (df) using the following formula: df=n-2
   Information :
   n = number of samples
   2 = two tail test
2. Determine the test criteria
a. When Value significance < α (0.05) then H0 is rejected and Ha is accepted, meaning that partially there is an influence between the variables Individual Characteristics (X1), Work Motivation (X2), Organizational Support (X3) on Employee Performance (Y).
b. If the significance value > α (0.05) then H0 is accepted and Ha is rejected, meaning that partially there is no effect between the variables Individual Characteristics (X1), Work Motivation (X2), Organizational Support (X3) on Employee Performance (Y).

The results show that the value significance Characteristics (X1) of 0.043 < from the significance level α (0.05) then H0 is rejected and Ha is accepted, which means that individual characteristics (X1) partially affect employee performance (Y), other results show that value significance the work motivation variable (X2) is 0.012 < from the significance level α (0.05) then H0 is rejected and Ha is accepted, which means that the work motivation variable (X2) partially influences employee performance (Y). And the last result shows that value significance the Organizational Support variable (X3) is 0.000 < from the significance level α (0.05) then H0 is rejected and Ha is accepted which means the Organizational Support variable (X3) partially

influences Employee Performance (Y). From the test results, the research results show that individual characteristics have a significant effect on employee performance. It can be seen that the value significance Individual characteristics (X1) of 0.043 < from the significance level α (0.05) then H0 is rejected and Ha is accepted. Subyantoro (2014: 11-19), characteristics are characteristics or traits that have the ability to improve the quality of life, while individual characteristics are characteristics that show differences in a person regarding motivation, initiative, ability to remain strong in facing tasks until they are completed or solve problems or how adjust changes that are closely related to the environment that affect individual (Employee) performance. Robbins (2015: 39) there are at least four individual characteristics in relation to the execution of work

The Effect of Work Motivation on Employee Performance; From the test results, the research results show that work motivation has a significant effect on employee performance. It can be seen that the value significance Work Motivation (X2) is 0.012 < from the significance level α (0.05) then H0 is rejected and Ha is accepted. According to Nasrudin, (2010: 138) which explains that employee performance is influenced by two factors, namely ability factors and motivational factors. The ability factor is formed from potential ability (IQ) and real ability (knowledge + skill). Motivation is a state in a person's personality that encourages the individual's desire to carry out certain activities in order to achieve goals. For agencies, motivation or encouragement is very important given to employees to increase employee performance. Low employee performance is impossible to achieve good results if not there is motivation, because motivation itself is a necessity in an effort to achieve company goals. Whereas for employees who have high work motivation to make themselves feel happy and get their own satisfaction in their work, an employee will try to get maximum

results with high enthusiasm, and always try to develop their tasks and themselves (Anoraga, 2009).

Influence of SupportOrganization Against Employee Performance; From the test results, the research results show that Organizational Support has a significant effect on Employee Performance. It can be seen that the value significance Organizational support (X3) is 0.000 < from the significance level α (0.05) then H0 is rejected and Ha is accepted. Mathis & Jackson (2011) stated three main factors influence employee performance, namely individual ability, effort devoted and organizational support. Employee performance is an important thing for the company. An employee who has high performance can encourage the achievement of company goals. But of course this is inseparable from the factors that influence it. Simamora (in Sholihah & Haksama, 2014) states that the factors that affect performance include: individual factors consisting of: ability and expertise; educational background; and demographics. Psychological factors consisting of: perception; attitude; personality; learning; and motivation. Organizational factors (Organizational Support) consisting of: resources; leadership; award; structure; and job design. From the opinion above, it can be concluded that organizational factors are an important part that cannot be separated in their relationship to influence employee performance in an organization.

CONCLUSSION

Whereas individual characteristics have a significant effect on employee performance, work motivation has a significant effect on employee performance and organizational support has a significant effect on employee performance. Based on the results of the analysis, discussion, and research conclusions, the research suggestion is that the results of this study can be used for more detail in providing job designs according to the individual character of employees and also

always trying to increase employee motivation through the needs that employees want to achieve, as for for related agencies and government to always support the performance of related employees and agencies in terms of organizational support in the form of facilities & infrastructure, technology and others. For future researchers, the results of this study can be used as a reference by multiplying and developing or replacing the number of research variables that already exist in my research, namely individual characteristics, work motivation, organizational support, and employee performance and using different data analysis tools.

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