

Effect of Self-Efficacy, Perception of Organizational Support and Employee Engagement on Employee Performance

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Abstract

Background Human resources are so important in determining the effectiveness of the running of a company, they must invest by carrying out the functions of human resources, starting from recruitment, completion, to maintaining them. **Method** Collecting data is through surveys and distributing questionnaires, with a sample of 50 respondents obtained by total sampling on the employee population of PT. PLN (Persero) Rayon Indarung as many as 50 people. The method used is Structural Equation Modeling (SEM) with partial Least Square (PLS). **Result** 1.) Self-efficacy has a positive and significant effect on Employee Performance of employees at PT. PLN (Persero) Rayon Indarung. (2.) Perception of organizational support has a positive and significant effect on Employee Performance of employees at PT. PLN (Persero) Rayon Indarung. (3.) Employee engagement has a positive and significant effect on Employee Performance of employees at PT. PLN (Persero) Rayon Indarung. (4.) **Result** Employee Performance is 41.1% which illustrates the magnitude of the influence received by the construct. This study aims to examine how much, the effect of self-efficacy, perceived organizational support and employee engagement on Employee Performance PT. PLN (Persero) Rayon Indarung

Keywords: Self-efficacy, Perception of organizational support, employee

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INTRODUCTION

Human resources are so important in determining the effectiveness of the running of a company, they must invest by carrying out the functions of human resources, starting from recruitment, completion, to maintaining them. However, sometimes the phenomena that exist often occur in good companies can be damaged or bad from the behavior of employees, for example employees suddenly want to move themselves, employees change jobs if there are opportunities or offers to work elsewhere, the company where they work now has not provided these facilities. supportive work, the company does not provide career path opportunities, employees feel like they have not been part of the company as a whole, the company does not have a big meaning, causing company loyalty to fluctuate and can be detrimental to the company itself[1].

The era of globalization is one of the driving factors that trigger a change. Every organization, both public and business institutions, is required to be able to carry out the dynamics of change as a strategy to adapt to the environment so that the organization can survive and be sustainable. Challenges and changes and the environment encourage organizations to always try to be effective and efficient. One of the important factors that affect the effectiveness of the organization is human resources which is often called human capital. If the management of human resources can be carried out properly and appropriately, quality and solid human resources will undoubtedly be created in carrying out their duties[2].

In the face of an increasingly competitive business world, organizations need employees who have performance that exceeds their job descriptions or formal obligations as a vital source of organizational effectiveness. Organizations generally believe that to achieve excellence, they must strive for the highest individual performance because basically individual performance affects the performance of a team or work group and ultimately affects the performance of the organization as a whole[3].

PT. PLN (Persero) Indarung is one of the many branches of PT. PLN with the vision of becoming PT. PLN (Persero) which is recognized as a world-class company that grows and develops, excels and is trusted by relying on Human Potential, with the mission of running an electricity business oriented to customer satisfaction, company members and shareholders, make electric power media improve the quality of people's lives, strive for electric power to be a driver of economic activity and run business activities that are environmentally sound[4].

From the presentation of employee attendance at PT. PLN (Persero) Rayon Indarung from January to September 2020, it can be seen that there are still a large number of employees who are absent due to illness, permission and without information. The highest attendance was in September with an attendance rate of 15%, while the lowest attendance was in September. in February and May with an attendance rate of 6.93% [5]. This shows that there is still a lack of employee attachment to the company to always be





willing to serve the company and do it voluntarily[6].

Based on the results of the recapitulation of employee attendance above, it can be seen that the level of employee absenteeism is still quite high and continues to increase. To target the maximum number of absenteeism itself, PT. PLN determined that there were no absent employees[7].

So, when the absenteeism rate is high enough, it means that there is a problem that causes a fairly high level of employee absenteeism. There are many factors that cause employees to be absent or absent from work. There are many reasons why employees do not come to work, which can be divided into two, namely absence due to an unavoidable condition and absence due to a decline in employee discipline and morale[8]. High and low levels of employee absenteeism affect the achievement of production targets. The higher the level of employee absenteeism, the more difficult it is to achieve production targets. This situation is certainly very detrimental to the organization because in the end it can reduce the overall productivity of the organization[9].

While the organization itself requires members who are willing to carry out more tasks than the job description provided by the organizationsaid that employee performance is the voluntary behavior of a worker to want to do tasks and work outside his responsibilities or obligations for the advancement or benefit of the organization. Employee performance itself is an individual behavior that is voluntary, indirectly or explicitly rewarded by the formal reward system, and overall encourages the

effectiveness and efficiency of organizational functions[10].

Performance behavior arises because of the initiative that grows from someone, someone will take the initiative because they have a high sense of caring. Employee performance is a term used to identify employee behavior so that he can be called a good member. Not all employees in the company have high initiative, more employees are found who are indifferent to other employees and even to the organization so they feel responsible as employees, it is enough just to carry out their duties according to their respective job descriptions and if they have done that they feel that their responsibilities as employees have been carried out well. In the field there are still many employees who are still in working hours who do things outside their work and even use their cellphones to play games during working hours that should complete their work. So that employees seem to be only busy with their own personal affairs and not doing their obligations as employees who may be able to do other important things that are important to them. related to work. And not only that, during working hours many employees leave their work rooms to go to the company canteen or cooperative while enjoying food that should be done during break time. This kind of behavior is not something the company expects from employees, because if all employees in the company have the behavior as described, it will greatly affect the productivity and effectiveness of the company[[11].

All employees at the company certainly expect rewards from the company according to and commensurate with the work they have done The reward





given by the company to employees is to appreciate the contribution of employees because they have participated in helping the company so that it can achieve company goals. However, companies often neglect to give this to their employees so that they forget the importance of the role of employees in the process of achieving company goals and evade for various reasons internal to the company. As found in the field, if there are employees who work more than their working hours or commonly referred to as overtime, they are not counted in the company's compensation system and are only considered as voluntary assistance for service to the company and no appreciation or award is given. Thus, of course, it is not a good thing for a company, because this kind of thing can change the morale of employees. Along with the progress and income of the company which is increasing day by day, it should also pay more attention to its employees, adjust the compensation for its employees to the company's income. how to increase the compensation provided, increase the facilities provided so that employees will feel helped by the support provided by the company. Therefore, employees will feel unappreciated by the company because their contribution is considered no longer important by the company[12].

RESEARCH METHODS

This research was conducted at the Indarung Regional Company, namely PT PLN (Persero) Rayon Indarung Padang, totaling 50 people. formulated, this research can be classified as descriptive and quantitative research. Descriptive

analysis is a statistic used to analyze data by describing, describing how data has been collected without intending to make general conclusions or generalizations [13].

Quantitative research methods are methods based on positivism, used to examine certain populations and samples, sample collection techniques are generally carried out randomly, data collection uses research instruments, data analysis is quantitative with the aim of testing hypotheses.

RESULTS AND DISCUSSION

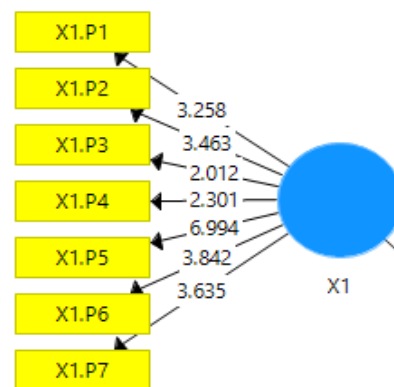


Figure 1. Outer Loadings Variable Self-efficacy

Based on the results of testing the outer data model using SmartPLS, a correlation value is produced between the statement items and the latent variable, namely the buying interest variable as shown in Figure above.

In general, a decent or valid Convergent validity value has been found, where each of the existing statement items has a convergent validity value above 0.5. To determine the level of model feasibility and the validity of all statement items, it can also be seen by paying attention to the





t-statistical value or t-count of each statement item. Where if the t-statistic value is greater than the t-table value of 1.96 with a data error tolerance of 5% then the item is declared valid, whereas if the t-statistic value is smaller than the t-table value of 1.96 with a data error tolerance 5% then the item is declared invalid.

Detail	Original Sample (O)	Standard Deviation (STDEV)	T Statistic	Info
ED 1<-ED	0.783	0.204	3.842	Valid
ED 2<- ED	0.713	0.196	3.635	Valid
ED 3<- ED	0.528	0.238	2.301	Valid
ED4<- ED	0.548	0.238	2.301	Valid
ED5<- ED	0.711	0.102	6.994	Valid
ED6<- ED	0.783	0.204	3.842	Valid
ED7 <- ED	0.713	0.196	3.635	Valid

Table 1. ValueOuter LoadingsVariable Self-efficacy

From table above, it can be seen that all items in the self-efficacy variable statement have convergent validity or original sample estimate values above 0.5 and with t-statistical or t-count values above 1.96 at an error rejecting data of 5%. For this reason, it can be concluded that all existing items already have good or measurable validity to represent the self-efficacy variable in hypothesis assessment.

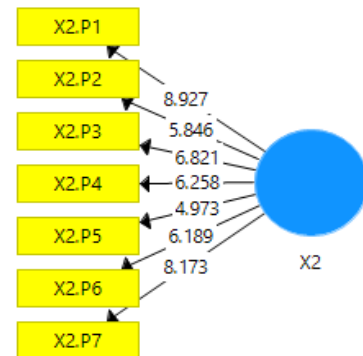


Figure 2. Outer LoadingsVariables Perceived organizational support

Based on the results of testing the outer data model using SmartPLS, a correlation value is produced between the statement items and the latent variable, namely the buying interest variable as shown in Figure above. In general, a decent or valid Convergent validity value has been found, where each of the existing statement items has a convergent validity value above 0.5. To determine the level of model feasibility and the validity of all statement items, it can also be seen by paying attention to the t-statistical value or t-count of each statement item. Where if the t-statistic value is greater than the t-table value of 1.96 with a data error tolerance of 5% then the item is declared valid, whereas if the t-statistic value is smaller than the t-table value of 1.96 with a data error tolerance 5% then the item is declared invalid.

Detail	Original Sample (O)	Standard Deviation (STDEV)	T Statistic	Info
PDO 1<- PDO	0.839	0.094	8.927	Valid
PDO 2<- PDO	0.679	0.116	5.846	Valid
PDO 3<- PDO	0.747	0.110	6.821	Valid
PDO 4<-	0.696	0.111	6.258	Valid





PDO				
PDO 5<- PDO	0.675	0.136	4.973	Valid
PDO 5<- PDO	0.895	0.060	14.920	Valid
PDO 6<- PDO	0.657	0.106	6.189	Valid

Table 2. ValueOuter LoadingsVariable Perception of organizational support

From table above, it can be seen that all the statement items for the Career Development variable have convergent validity or original sample estimate values above 0.5 and with t-statistical values or t-counts above 1.96 at an error rejecting data of 5%. For this reason, it can be concluded that all existing items have good or measurable validity to represent Career Development variables in hypothesis assessment.

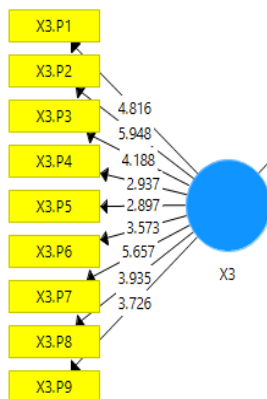


Figure 3. Outer Loadings Employee Engagement Variables

Based on the results of testing the outer data model using SmartPLS, a correlation value is produced between the statement items and the latent variable, namely the buying interest variable as shown in Figure 4.4. In general, a decent or valid Convergent validity value has been found, where each of the existing statement items has a convergent validity value above 0.5. To determine the level of model feasibility

and the validity of all statement items, it can also be seen by paying attention to the t-statistical value or t-count of each statement item. Where if the t-statistic value is greater than the t-table value of 1.96 with a data error tolerance of 5% then the item is declared valid, whereas if the t-statistic value is smaller than the t-table value of 1.96 with a data error tolerance 5% then the item is declared invalid.

Detail	Original Sample (O)	Standard Deviation (STDEV)	T Statistic	Info
PDO 1<- PDO	0.645	0.134	4.816	Valid
PDO 2<- PDO	0.749	0.126	5.948	Valid
PDO 3<- PDO	0.697	0.166	4.188	Valid
PDO 4<- PDO	0.690	0.235	2.937	Valid
PDO 5<- PDO	0.699	0.241	2.897	Valid
PDO 6<- PDO	0.780	0.218	3.573	Valid
PDO 7<- PDO	0.757	0.134	5.657	Valid
PDO 8<- PDO	0.607	0.154	3.935	Valid
PDO 9 <- PDO	0.738	0.194	3.726	Valid

Table 3. ValueOuter LoadingsEmployee Engagement Variable

From Table above, it can be seen that all of the Career Development variable statement items have convergent validity values or original sample estimate values above 0.5 and with t-statistical values or t-counts above 1.96 at an error rejecting data of 5%. For this reason, it can be concluded that all existing items already have good or measurable validity to represent the employee engagement variable in the hypothesis assessment.



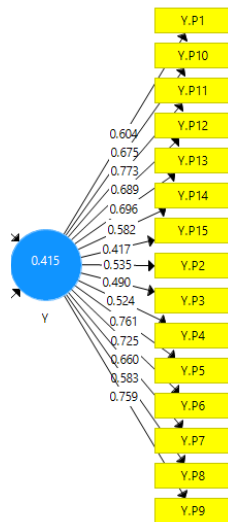
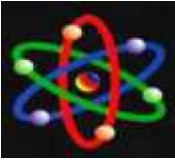


Figure 4. Model Assessment with Convergent Validity

A statement item is said to be invalid if it has a convergent validity value below 0.5. Therefore, elimination is carried out to eliminate outer loading below 0.5. Outer model assessment with Convergent Validity for OCB (Organizational Citizenship Behavior) variables before being eliminated. Research on the Organizational Citizenship Behavior variable in this study is explained by 15 statements from 15 statements that have been tested in the previous questionnaire test. Where the statement item is denoted by Organizational Citizenship Behavior. The outer model test aims to see the correlation between item scores or indicators and variable scores or constructs. A statement item is said to be valid if it has a convergent validity value above 0.5. The following is an attachment to the results of data processing from SmartPLS

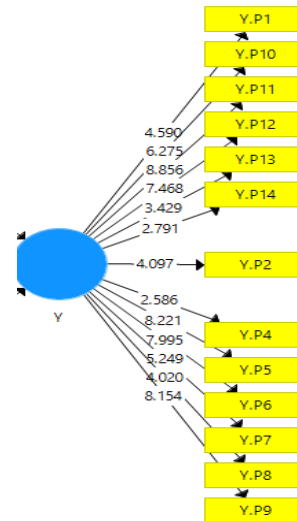
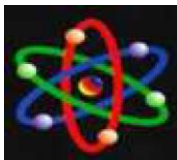


Figure 5. Outer Loadings Variable Organizational Citizenship Behavior

Based on the results of testing the outer data model using SmartPLS, a correlation value is produced between the statement items and the latent variable, namely the buying interest variable as shown in Figure 4.4. In general, a decent or valid Convergent validity value has been found, where each of the existing statement items has a convergent validity value above 0.5. To determine the level of model feasibility and the validity of all statement items, it can also be seen by paying attention to the t-statistical value or t-count of each statement item. Where if the t-statistic value is greater than the t-table value of 1.96 with a data error tolerance of 5% then the item is declared valid, whereas if the t-statistic value is smaller than the t-table value of 1.96 with a data error tolerance 5% then the item is declared invalid.





Detail	Original Sample (O)	Standard Deviation (STDEV)	T Statistic	Info
OCB 1<- OCB	0.609	0.133	4.590	Valid
OCB 2<- OCB	0.539	0.132	4.097	Valid
OCB 4<- OCB	0.509	0.197	2.586	Valid
OCB 5<- OCB	0.770	0.094	8.221	Valid
OCB 6<- OCB	0.741	0.093	7.995	Valid
OCB 7<- OCB	0.659	0.126	5.249	Valid
OCB 8<- OCB	0.587	0.186	4.020	Valid
OCB 9<- OCB	0.780	0.096	8.154	Valid
OCB 10<- OCB	0.685	0.109	6.275	Valid
OCB 11<- OCB	0.789	0.089	8.856	Valid
OCB 12<- OCB	0.703	0.094	7.468	Valid
OCB 13<- OCB	0.676	0.197	2.791	Valid
OCB 14<- OCB	0.543	0.195	2.791	Valid

Table 4. Value of Outer Loadings Variable Organizational Citizenship Behavior

From Table above, it can be seen that all items of the Organizational Citizenship Behavior (OCB) variable statement have a convergent validity value or an original sample estimate value above the value of 0.5 and with a statistical t value or t-count above 1.96 in the error of rejecting the data. by 5%. For this reason, it can be concluded that all existing items have good or measurable validity to represent the OCB (Organizational Citizenship Behavior) variable in hypothesis assessment.

Average Variance Extracted (AVE) Assessment

The validity criteria for constructs or variables can also be assessed through the Average Variance Extracted (AVE) value of each construct or variable. A construct is said to have high validity if its value is above 0.50.

Hypothesis test

Hypothesis testing aims to answer the problems that exist in this study, namely the influence of certain exogenous latent constructs with certain genetic constructs, either directly or indirectly through mediating variables. Hypothesis testing in this study, can be judged from the magnitude of the value of t-statistics or t-count compared to t-table 1.99 at 5% alpha. If t-statistics/t-count < t-table 1.99 at 5% alpha, then Ho is rejected and If t-statistics/t-count > t-table 1.99 at 5% alpha, then Ha is accepted

Detail	Original Sample	Standar deviation	T Statistic	Info
Employee Performance	-0.265	0.133	1.992	Hipotesis Accept
Employee Performance	-0.410	0.144	2.853	Hipotesis Accept
Employee Performance	-0.077	0.129	0.596	Hipotesis Reject

Table 5. Result For Inner Weights

Based on the results of the SmartPLS test in Table 4.14, it can be seen that the results of testing the research hypothesis starting from the first hypothesis to the third hypothesis are the direct influence of the construct of self-efficacy, career development and employee engagement on employee performance, the influence of the construct of self-efficacy, career development and employee engagement behavior on performance employee

CONCLUSION

Based on the results of the analysis and discussion described in the previous chapter, the conclusions of this study are as follows, Self-efficacy has a positive and significant effect on the performance of employees at PT. PLN (Persero) Rayon Indarung. Perception of organizational support has a positive and significant





effect on the performance of employees at PT. PLN (Persero) Rayon Indarung. Employee engagement has a positive and significant effect on employee performance at PT. PLN (Persero) Rayon Indarung. Employee performance is 41.1% which illustrates the magnitude of the influence received by the employee engagement construct from the self-efficacy construct and perceived organizational support or is a simultaneous effect on the self-efficacy construct, perceived organizational support and employee attachment to Organizational Citizenship. The rest is influenced by other variables outside this research.

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