

# The Factors Affecting Employee Performance of Ministry of Religion in Muko-Muko District

Bustasar Bustasar, Sumarsih Sumarsih, Khathibul Umam Zaid Nugroho

Universitas Bengkulu

Bengkulu, Indonesia

bustasar@gmail.com, sumarsih@gmail.com, nugrohoumam@gmail.com

**Abstract**—The purpose of this study was to determine the influence of compensation, education and training, and the work environment on employee performance. This research is survey research. The population is all employees of the Muko-muko Ministry of Religion, with a sample size of 97 chosen randomly. The instruments of this research are compensation questionnaires, questionnaires about education and training, and questionnaires of perceptions about the work environment, and performance appraisal questionnaires. Data were analyzed by path analysis. The results of this study were that the compensation variable has a positive and significant effect on the variability of employee performance. Also, the variable of work environment has a positive and significant effect on the variability in performance. However, the training variable had a negative and insignificant effect on the variability of performance.

**Keywords**—*compensation; education and training; the work environment on employee performance*

## I. INTRODUCTION

One of the government's efforts to the good governance was through improving the quality of employee performance. The aim of improving performance is that the employees have standard competencies in accordance with the applicable regulations. According to Mwaiko, organizations need high-performing individuals to achieve their goals, to provide the products and services they specialize in, and ultimately to achieve competitive advantage [1]. Performance is also important for individuals. Completing tasks and doing at a high level can be a source of satisfaction with feelings of mastery and pride. Therefore, employees should be able to realize high performance. However, the results of our initial study found that the performance of employees at the Bengkulu Ministry of Religion Regional Office was still low.

For organizations, employee performance is one of the key factors for success, which they utilize to get ahead of competition, achieve their goals, and earn profits [2]. The managers emphasize much on the factors that can enhance the performances of the employees, they are responsible for satisfying the public services [3]. The employee performance that can be elucidated by organizational culture, training and development, stress, rewards and incentives and leadership [2]. In fact compensation through incentives only has a temporary

effect on employee performance (this is also the result of our initial survey).

From the study of Watetu, that employee motivation and performance of employees have a certain relation [4]. Majority of the employees find it important that their superiors recognize them for a job well done. Most of the employees are not satisfied with their reward system. This could be because the management could be using rewards that were not applicable to everyone. Majority of them indicated that they were not motivated by the challenges faced by their jobs. Each and every individual is motivated differently and this could be the reason for this. There are those that prefer a routine job and there are those that prefer one that requires a lot of skill and effort to be put to it. In many ways, we find that employees prefer a comfortable work environment compared to other motivational gifts.

In the initial research, we found that employees who attended the training showed an increase in performance. Many teachers under the Regional Office of the Ministry of Religion participate in training as participation in scientific forums. The results of Herawaty, that are emotional intelligence, teacher participation in scientific forums, and self-efficacy influence on job motivation of teachers [5]. The emotional intelligence, teacher participation in scientific forums directly impact the self-efficacy of teachers. Juga, emotional intelligence, teacher participation in scientific forums, self-efficacy and motivation to directly influence the performance of a teacher.

The findings of Aboazoum, that there is positive and direct relationship between employee performance and organizational culture, job satisfaction, and training and development [6]. But, there is a negative relationship between employee performance and stress at the workplace. Herawaty state that the emotional intelligence, teacher participation in scientific forums, self efficacy and motivation to directly influence the performance of a teacher [5]. The fact that we found in the initial research shows that compensation, education and training, and the work environment are directly related to employee performance.

The organizational culture has a significant positive effect on employee performance. Employees are always polite to one another and find they are free to discuss with supervisors their task requirements in order to cope well with the organization's objectives. The current organizational culture motivates employees; promotes good performance, improves on

employee and supervisor relations; demonstrates fair and equal treatment, also improve on teamwork, efficiency and effectiveness [7].

The study of Muda, concludes that the variables of job stress, motivation and communication do simultaneously affect the employees' performance [8]. Also, states that the partial test shows that both job stress and motivation variables respectively do not partially affect the employees' performance, while the communication variable has partial effect on employees' performance.

According to Thao and Hwang there are three different main factors affecting employee performance including: Leadership, Motivation and Training [9]. The study proved that leadership style affects employee performance. Through leaders' coach, empowerment or increasing the employees' participation, the employees definitely perform in a better way. Motivating employees for increasing their performance is one of the most important factor. An organization where employees are much valued for their high-education, knowledge, qualification, skills and experience, the best employee can perform is the best they are motivated. Through this study, the researcher emphasize the strong relationship between training and employee performance. Repeating the case company which is operating in engineering consultancy in oil and gas industry, training is a successful technique for better employees' performance.

That there is a positive and significant influence on leadership style on employee performance. Motivation has a positive effect on employee performance. Discipline also has a positive effect on employee performance. Simultaneously leadership style, motivation and employee work discipline influence employee performance [10].

According to Pandita and Bedarkar, the cognitive aspect of employee engagement concerns employees' beliefs about the organisation, its leaders and working conditions [11]. The emotional aspect concerns how employees feel about each of those three factors and whether they have positive or negative attitudes toward the organisation and its leaders. The physical aspect of employee engagement concerns the physical energies exerted by individuals to accomplish their roles. Based on quotations, this paper discusses variables that affect employee performance.

## II. METHODS

This research is a survey method, with a quantitative approach. The population is all employees of the Muko-muko Ministry of Religion, with a sample size of 97 chosen randomly. The instruments of this research are compensation questionnaires, questionnaires about education and training, and questionnaires of perceptions about the work environment, and performance appraisal questionnaires. The data were analyzed by path analysis.

## III. RESULTS AND DISCUSSIONS

Based on an analysis of data of the compensation questionnaires, questionnaires about education and training, and questionnaires of perceptions about the work environment,

also performance appraisal questionnaires, by using inferential statistical analysis, the results are as follows.

The compensation variable has a significant and positive effect on the performance of employees in the Department of Religion of the Mukomuko Regency. By using a significance level of 0.05 (5%) and N of 93, the results of regression calculations obtained t count for the Compensation variable of 2.290 with the level of sig. 0.04. It supports the research by Calvin there is a significant and positive relationship between remuneration and employees' performance [12]. It recommends employees' participation in pay determination, prompt payment of salaries, wages, bonuses and incentives to prevent negative effects on performance of employees and issues of equity in pay. The study of Nzyoka and Orwa, that there is a positive significant relationship between Total compensation and employee performance at Mayfair Insurance Company Limited and recommendations with benefits, recognition and appreciation being key factors in compensation [13]. Also, the exploratory study of Yamoah has shown that compensation has a direct influence on employee productivity [14]. However, this can be achieved if there is transparency in the reward system and if the rewards or compensation meets the aspirations of the beneficiaries. The results of this study will enhance the understanding of management on issues bordering on the perception of employees about compensation and productivity and help managers in developing policies related to these issues.

The training and education variable have a negative and insignificant effect on the variability of performance in the Department of Religion of the Mukomuko Regency. By using a significance level of 0.05 (5%) and N of 93, the results of the regression calculation obtained t count for the training variable of - 1.361 with a sig level of 0.017. The result, have been on the contrary to Muhammad Ikhlas Khan that an factors (training and motivation), each factor increase in any of independent variable will cause increase in performance [15]. All the correlation results are performance have positive relationship with training, and motivation. The research of Muhammad Ikhlas Khan concludes that if the organization having good haining plans for employees can enhance the performance of employees that is helpful in increase in performance of employee as well as of organization [15]. However, it supports to Saranani, there is no direct influence Significantly to the staff performance [16]. There is significantly direct influence on career development of staff performance. Education and training have no direct influence on the performance of staff through career development. Education and training for staff have significant direct influence to career development. Also, training and development will give benefits for employees such as better position and better career life and it make efficiency of the organization enhance [17].

The work environment variables have a positive and insignificant effect on the variability of performance in the Department of Religion of Mukomuko District. By using a significance level of 0.05 (5%) and N of 93, then the results of the regression calculation obtained t count for the training variable of 4.189 with a level of sig 0,000. It support to Rorong that there is a significant effect of Physical Work Environment

on Employee Performance [18]. The study of Imran Malik that the work environment has an impact on an individual's ability to work safely, competently and in compliance with operational performance targets [19]. It is necessary to train the employees to efficiently and effectively handle the work overload. The current study suggests that improvement in the working conditions leads to better employees' performance. It could result into improved performance of the organization due to retention of employees and the retained employees try their best to perform well at their work places.

#### IV. CONCLUSION

The conclusions of the study were the compensation variable has a positive and significant effect on the variability of employee performance in the Department of Religion of the Mukomuko Regency. The training variable had a negative and insignificant effect on the variability of performance in the Ministry of Religion Office in Mukomuko Regency. The variable of work environment has a positive and significant effect on the variability in performance at the Ministry of Religion Office in Mukomuko Regency. Therefore, the implications of the results of the study are that improving employee performance can be done through proper compensation and placement of employees in a supportive environment. Training is not always a determining factor for improving employee performance. Thus, employees are assigned to participate in training only for the right needs. Inappropriate training is actually time-consuming and useless.

#### REFERENCES

- [1] M. Mwaiko, "Factors Affecting Employee Performance in The Assessment Education Sector Tanzania: A Case Study of Pugu Secondary School Factors Affecting Employee," Diss. Mzumbe Univ. Dar es Salaam Campus Coll, 2013.
- [2] M. Zafar, E. Karim, and O. Abbas, "Factors of Workplace Environment that Affects Employee Performance in an Organization: A study on Greenwich University of Karachi," Munich Pers. RePEc Arch, 2017.
- [3] P. Zhang, "A Study of The Factors That Affect Employee Performance in The UK Hotels," A Thesis Calif. State Polytech. Univ, 2016.
- [4] J.P.K. Watetu, "Factors Affecting Employee Performance in An Arganization: A Case Study of Postal Corporation of Kenya," Univ. Africa, 2017.
- [5] D. Herawaty, "Pengaruh Kecerdasan Emosional, Partisipasi Guru dalam Forum Ilmiah, Self Efficacy, dan Motivasi Kerja terhadap Kinerja Guru Matematika," J. Rev. PEMBELAJARAN Mat, vol. 1, no. 1, pp. 71–85, 2016.
- [6] H.M.E. Aboazoum, U. Nimran, and M. Al Musadieq, "Analysis Factors Affecting Employees Job Performance in Libya," IOSR J. Bus. Manag., vol. 17, no. 7, pp. 42–49, 2015.
- [7] T.A. Ronah, "Organizational Factors Affecting Employee Performance at The College of Computing and Information Science (CoCIS)," Diss. Uganda Technol. Manag. Univ, 2015.
- [8] I. Muda, A. Rafiki, and M.R. Harahap, "Factors Influencing Employees' Performance : A Study on the Islamic Banks in Indonesia," Int. J. Bus. Soc. Sci., vol. 5, no. 2, pp. 73–80, 2014.
- [9] L.T.T. Thao and C.J. Hwang, "Factors Affecting Employee Performance-Evidence From Petrovietnam Ebgineering Consultancy J. S. C.
- [10] S. Suharno, U.M. Buana, P.K. Sarjana, and U.M. Buana, "Factors affecting employee performance of PT . Kiyokuni Indonesia," Int. J. Law Manag., no. July, 2017.
- [11] D. Pandita and M. Bedarkar, "Factors Affecting Employee Performance : A Conceptual Study on the Drivers of Employee Engagement Employee Engagement : A Literature Review," Kingst. Univ., no. February, 2016.
- [12] O.Y. Calvin, "The Impact of Remuneration on Employees' Performance : A Study of Abdul Gusau Polytechnic, Talata-Mafara and State College of Education Maru, Zamfara State," Niger. Chapter Arab. J. Bus. Manag. Rev., vol. 4, no. 2, pp. 34–43, 2017.
- [13] C. Muthusi Nzyoka, "The Relationship Between Total Compensation and Employee Performance in the Insurance Industry, Case of Mayfair Insurance Company Limited," Psychol. Behav. Sci., vol. 5, no. 1, p. 20, 2016.
- [14] E.E. Yamoah, "Relationship between Compensation and Employee Productivity," Singaporean J. Bus., Econ. Manag. Stud., vol. 2, no. 1, pp. 110–114, 2013.
- [15] M.I. Khan, "The Impact of Training and Motivation on Performance of EmPloYees Muhammad," Inst. Bus. Adm., vol. 7, no. 2, pp. 84–95, 2012.
- [16] F. Saranani, "Effect of education and training to performance mediated career development inspectorate city employees kendari," Int. J. Eng. Sci., vol. 4, no. 3, pp. 28–36, 2015.
- [17] S. Shafiq, "The Effects of Training and Development on Employee Performance in," Int. J. Educ. Learn. Train., vol. 2, no. 2, pp. 42–56, 2017.
- [18] S.V. Rorong, "The Impact Of Physical Work Environment Toward Employee Performance At PT . Bank Negara Indonesia Manado Regional Office business environment and to make survival possible, organizations have started paying more emphasis on managing the performance of th," J. Emba, vol. 4, no. 1, pp. 441–450, 2016.
- [19] M. Imran Malik, "A study of work environment and employees' performance in Pakistan," African J. Bus. Manag., vol. 5, no. 34, 2011.