

THE EFFECT OF SELF-EFFICACY AND JOB SATISFACTION ON EMPLOYEE PERFORMANCE IN EMPLOYEES EDUCATION AND CULTURE OFFICE SOUTH COAST DISTRICT

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Abstract

The performance of employees in the Government is one of the determining factors in efforts to improve the quality of services to the community, it is necessary to give serious attention from various parties. This study aims to determine the effect of self-efficacy and job satisfaction on employee performance. The population of this study were employees in the Pesisir Selatan Regency Education and Culture Office as 60 people. The sample in this study was 60 people with the sampling technique used was saturated sampling. Therefore, the data analysis is the statistical analysis in the form of multiple linear regression tests. These results indicate that the variable self efficacy has a positive and significant effect on employee performance and variable job satisfaction has a positive and significant effect on employee performance.

Keywords: employee performance, job satisfaction, self efficacy

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I. Introduction

Human resources are the most essential part of a work activity (Saridawati, 2018). The role of human beings as organizational resources is always needed to achieve organizational goals. The organisation's success in achieving its goals and the continuity of the organization can continue to be maintained depending on the performance of employees (Effendy & Fitria, 2020). According to Darmasanthi & Sudiyani (2020) employee work can affect the achievement of the goals and objectives of the organization or agency.

According to Mangkunegara (2017) employee work is the result obtained by employees for their work judged by the quality and quantity of work can be completed through the high responsibility of employees for the organization in which he works. In creating high employee performance, it is necessary to improve optimal work standards and goals in order to be able to achieve organizational goals.

In the Education Office and Kebudayaan of Pesisir Selatan Regency, there are still phenomena related to employee performance such as many employees who fill their work time by chatting during working hours, exit permits during working hours, or work permits because there are busyness that makes employees not make good use of their working hours, so from this phenomenon impact on the ability of employees to complete their duties on time.

The problem of employee performance in the Education Office and Kebudayaan of Pesisir Selatan Regency based on field observations can also be seen from the Community Satisfaction Index (IKM) related to employee performance which is still relatively low. This can be seen from acquiring the average IKM score of the Education and Culture Office of Pesisir Selatan Regency of 80.60 with a service score of 3.20, service quality B and "Good" service performance. Among the SMEs of the Education and Culture Office of the South Coast District, only on excellent cost / tariff services, while for other elements such as requirements and others, there are still good and bad ones. Therefore, the Education and Culture Office of The South Coast District needs to evaluate and improve employee performance to improve the quality of services.

One of the determining factors for employee performance is *self-efficacy* (Setyawan, 2017). According to Bandura (2014), *self-efficacy* or self-efficacy is an individual's personal belief in self-competence and ability. It specifically refers to the belief in a person in his ability to solve tasks successfully. Self-efficacy in high individu will make himself confident in his performance ability. Lai & Chen (2012) stated that employees who have good self-efficacy have a greater chance of working better when compared to their colleagues because they have high performance benchmarks.

The job satisfaction factor is also often associated with employee performance. Fattah (2017) said that job satisfaction is a picture of the employee's feelings of pleasure and displeasure towards his work. Pegawai will get job satisfaction if stability and stability in his work baik it is his career and the world of work (Kader et al., 2021). Worksatisfaction leads to improved employee performance so that employees will work

better in fulfilling their obligations, encouraging creativity, improving *problem solving* and decision-making, and improving memory and attracting much work-related information (Sari & Hadijah, 2016). High job satisfaction from employees will show good performance (Sudiyanto, 2020).

The results of an interview with the Education and Culture Office of The South Coast District regarding job satisfaction, it is known that there are still employees who are not satisfied with the various activities carried out because in the service itself, every activity that is an employee's obligation is a permanent procedure that the instructions of the leader must carry out. This also makes employees dissatisfied in the freedom to carry out their work because the opportunity to think and act independently is small.

Self efficacy has been studied previously by Khaerana (2020), which proves that *self-efficacy* has a positive and significant effect on employee performance, meaning that the higher the *self-efficacy* of an employee, the higher the performance produced. In Wulansari's research (2019), the results were obtained that job satisfaction affects employee performance positively and significantly. From the study's findings, it is known that *self-efficacy* and job satisfaction can affect employee performance, although these influences may be different in each organization. This research is a replication of previous research because it is still considered relevant and important to be researched.

Hypothesis Development

According to Mahawati & Sulistiyan (2021) the influence of employee *self-efficacy* is the main strength of the organization and has a direct effect on organizational development. If *employees' self-efficacy* in the organization is good, then employees can accept work challenges and have confidence to be able to solve challenges at work. This is reinforced by the opinion of Moorhead & Griffin (2013) that people who have high self-efficacy believe that they can perform well on specific tasks. On the contrary, people who have low *self-efficacy* will doubt their ability to carry out specific tasks. Khaerana's research (2020) proves that *self-efficacy* has a positive and significant effect on employee performance, meaning that the higher the *self-efficacy* of an employee, the higher the resulting performance. Saefudin et al., (2021) proved that self-efficacy has a positive and significant effect on employee performance. Meanwhile, Darmasanthi & Sudiyani (2020) stated that employee performance is positively influenced by self-efficacy.

H₁: Self Efficacy has a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District

Employee satisfaction is a feeling of pleasure and displeasure of an employee terhadap the work done (Fattah, 2017). The results of previous studies have succeeded in proving that job satisfaction has a positive and significant impact on employee performance (Wulansari, 2019). This finding is also supported by Wahyudi & Tupti (2019) with a study conducted on employees of the Education and Culture Office of Aceh Tamiang Regency, Adha & Wandu (2019) with a study conducted on employees of the Industry, Trade and Energy and Mineral Resources Office of Pandeglang Regency . These findings indicate that employee job satisfaction is a factor that affects employee

performance. If job satisfaction is high, it can improve employee performance (Sari & Hadijah, 2016).

H₂: Job satisfaction has a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District

II. Material and Method

This type of research belongs to quantitative research with a descriptive approach. Darmadi (2013) said that research with a descriptive approach aims to show the characteristics of each research variable, yes, it is *self-efficacy*, job satisfaction and employee performance. The data collection method uses a questionnaire with the form of a likert scale. In this study, the population, namely all employees of the Education Office and Kebudayaan, Pesisir Selatan Regency, totaled 60 people. Researchers used saturated *sampling* techniques in the drawing of research samples. Therefore, the number of research samples was as many as 60 employees of the Education Office and the South Coast District

III. Results and Discussion

Validity Test

Table 2.
Self Efficacy Variable Validity Test Results (X₁)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
X1.1	0.406	0,254	Valid
X1.2	0.588	0,254	Valid
X1.3	0.687	0,254	Valid
X1.4	0.619	0,254	Valid
X1.5	0.539	0,254	Valid
X1.6	0.523	0,254	Valid
X1.7	0.580	0,254	Valid
X1.8	0.664	0,254	Valid
X1.9	0.537	0,254	Valid
X1.10	0.688	0,254	Valid
X1.11	0.647	0,254	Valid
X1.12	0.693	0,254	Valid
X1.13	0.605	0,254	Valid
X1.14	0.714	0,254	Valid
X1.15	0.763	0,254	Valid

X1.16	0.679	0,254	Valid
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Source: Processed primary data, 2022

Based on Table 2 above, all statements of the self-efficacy variable (X_1) are declared valid because the calculated r value (*corrected item-total correlations*) > the table r value, so that it can be used for subsequent testing.

Table 3.
Job Satisfaction Variable Validity Test Results (X_2)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
X2.1	0.473	0,254	Valid
X2.2	0.616	0,254	Valid
X2.3	0.404	0,254	Valid
X2.4	0.410	0,254	Valid
X2.5	0.578	0,254	Valid
X2.6	0.659	0,254	Valid
X2.7	0.620	0,254	Valid
X2.8	0.550	0,254	Valid
X2.9	0.518	0,254	Valid
X2.10	0.612	0,254	Valid

Source: Processed primary data, 2022

Based on Table 3 above, all statements of the job satisfaction variable (X_2) are declared valid because the calculated r value (*corrected item-total correlations*) > the r value of tabel, so that it can be used for subsequent testing.

Table 4.
Employee Performance Variable Validity Test Results (Y)

Items	Corrected Item-Total Correlation (r calculate)	r table	Information
Y.1	0,600	0,254	Valid
Y.2	0,520	0,254	Valid
Y.3	0,686	0,254	Valid
Y.4	0,465	0,254	Valid
Y.5	0,623	0,254	Valid
Y.6	0,749	0,254	Valid
Y.7	0,791	0,254	Valid
Y.8	0,845	0,254	Valid
Y.9	0,841	0,254	Valid
Y.10	0,802	0,254	Valid
Y.11	0,426	0,254	Valid
Y.12	0,338	0,254	Valid

Source: Processed primary data, 2022

Based on Table 4 above, all statements of employee performance variables (Y) are declared valid because the calculated r value (*corrected item-total correlations*) > the r value of tabel, so that it can be used for subsequent testing.

Reliability Test

Table 5.
Reliability Test Results

Variable	Cronbach Alpha	Rule of thumb	Number of Items
Self efficacy (X ₁)	0.919	0,7	Reliable
Job satisfaction (X ₂)	0.846	0,7	Reliable
Employee performance (Y)	0.907	0,7	Reliable

Source: Processed primary data, 2022

From the table above, all research variables are declared reliable, where the results of the reliability test calculations, each variable of which shows that Cronbach Alpha is more significant than 0.7. This means that the entire variable can be used for further data processing.

Test of Classical Assumptions

Normality Test

Table 6.
Normality Test Results

Asymp. Sig. (2-tailed)	Alpha	Conclusion
0,793	0,05	Normally Distributed

Source: Processed primary data, 2022

From Table 5 above, it can be seen, from the results of this normality variabel *self efficacy* and job satisfaction have an *asymp.sig (2 tailed)* value of 0.793 > 0.05. Then it can be concluded that all variables in this study are normally distributed, thus the classical assumptions about normally distributed data have been met.

Multicholnearity Test

Table 7.
Multicholnearity Test Results

No.	Variable	VIF	Tolerance	Conclusion
1	Self Efficacy	1,993	0.502	Symptom-Free Multicollnearity
2	Job Satisfaction	1,993	0.502	Symptom-Free Multicollnearity

Source: Primary data for processed, 2022.

In Table 4.10, it can be seen that each independent variable used has a *Tolerance* value above 0.10. Meanwhile, the value of *variance inflation factor* (VIF) is below 10 so that it can be concluded that *self-efficacy* and job satisfaction have been free from the

symptoms of multicollinearity so that further data processing stages can be carried out immediately.

Heteroskedasticity Test



Figure 1.

Heteroskedasticity Test Results

Source : Primary data processed, 2022

From the test results, it can be seen that the residual spread is irregular. This can be seen in the scattered plot above and below the number 0 and does not form a specific pattern. Thus, it can be concluded that heteroskedasticity does not occur in this regression model.

Multiple Linear Regression Analysis

Multiple regression analysis helps look at the equations of *self-efficacy* and job satisfaction with employee performance, which is carried out using the SPSS Version 23 program as in the following table:

Tabel 8.

Multiple Linear Regression Analysis Results

Information	Coefficients	Standard Error	Significant
(Constant)	2,778	3,238	0,394
<i>Self Efficacy</i>	0,376	0,066	0,000
Job Satisfaction	0,515	0,112	0,000

Source: Processed primary data, 2022

Based on the regression results from Table 8 above, it can be determined that the multiple linear regression equation in this study is as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + e$$

$$Y = 2.778 + 0.376 X_1 + 0.515 X_2 + e$$

The interplay over the regression equation obtained is as follows:

1. The constant of 2,778 states that if the *variables of self-efficacy* (X_1) and job satisfaction (X_2) are considered equal to 0 or ignored, then employee performance (Y) is 2,778 units.
2. The *self efficacy* regression coefficient (X_1) is 0.376, meaning that if *self-efficacy* increases by 1 unit and other variables the value is fixed / constant, then employee performance will experience an increase of 0.376 units.

- The regression coefficient of job satisfaction (X_2) is 0.515 meaning that if job satisfaction increases by 1 unit and other variables the value is fixed / constant, then employee performance will increase by 0.515 units.

Hypothesis Test

Table 9.
Hypothesis Test Results

Variable	t_{count}	t_{table}	Conclusion
Self Efficacy	5,664	2,002	H_1 accepted
Job Satisfaction	4,595	2,002	H_2 accepted

Source: Processed primary data, 2022

Based on the Table above, a calculated t value $> t_{of\ the\ table}$ ($5.664 > 2.002$) with a significance of $0.000 < of\ 0.05$ is obtained, then $H\alpha_1$ is accepted. It can be concluded that *self-efficacy* has a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District. The higher the *self-efficacy*, the more employee performance will increase. On the contrary, low *self-efficacy*, employee performance is decreasing.

The table above also shows the acquisition of calculated t values $> t_{of\ the\ table}$ ($4.595 > 2.002$) with a significance of $0.000 < of\ 0.05$, then $H\alpha_2$ is accepted. It can be concluded that job satisfaction has a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District. The higher the job satisfaction, the more employee performance will increase. On the contrary, low job satisfaction, employee performance decreases.

DISCUSSION

The Effect of Self Efficacy on Employee Performance

Based on the results in this study, the *variable self-efficacy* (X_1) had a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District, then H_1 was accepted.

This study shows that the higher the *self-efficacy* of employees of the Education and Culture Office of the South Coast District, the higher the employee performance will be. These results are because most respondents already feel that *self efficacy* can cause changes in behavior, especially in completing tasks and goals, so it has a significant effect on employee performance.

Employee self-efficacy is the main force of the organization and has a direct effect on the development of the organization. If *the employees' self-efficacy in the organization is good, then employees are able to accept work challenges and have the confidence to complete challenges at work* (Mahawati & Sulistiyani, 2021).

This research is in line with research conducted by Khaerana (2020) proving that *self-efficacy* has a positive and significant effect on employee performance, meaning that the higher the *self-efficacy* of an employee, the higher the performance produced.

Saefudin et al., (2021) proved that *self-efficacy* has a positive and significant effect on employee performance. In this study, it was explained that employees who have confidence in their abilities tend to link failure to lack of effort, not to their inability to

complete tasks and employees will try to improve their business so that their performance is more optimal. Meanwhile, employees with low levels of *self-efficacy* will give up more quickly and attribute failure to their inability to carry out tasks.

Darmasanthi & Sudiyani (2020) in their research proves that employee performance is influenced by *self-efficacy* positively and significantly. The thing that needs to be considered by employees to improve their *self-efficacy* is to be willing to seriously attend job training and make failure an experience and learning so that they can face difficult and easy jobs. Motivation and support from a leader to subordinates are also needed so that employees are confident that they can complete their duties correctly.

The Effect of Job Satisfaction on Employee Performance

The results in this study prove that the job satisfaction variable (X_2) was declared to have a positive and significant effect on the performance of employees of the South Coast District Education and Culture Office, so H_2 was accepted.

This study shows that the higher the job satisfaction of employees of the Education and Culture Office of the South Coast District, the higher the employee performance will be. Most respondents already feel that job satisfaction can be employees, which will lead to employee job satisfaction, and employee performance will increase.

This result is in line with previous research conducted by Wulansari (2019) that proved that job satisfaction has a positive and significant basis on employee performance. Adequate job satisfaction from employees will spur employee enthusiasm and creativity at work, thus showing good performance.

In their research, Adha & Wandu (2019) prove that employee job satisfaction is a factor that affects employee performance. Employees are required to complete their tasks and responsibilities effectively and efficiently, these successes are measured through employee satisfaction and the achievement of optimal targets.

Sari & Hadijah (2016) proved that job satisfaction has a positive and significant effect on the performance of employees of the Education and Culture Office of Pesisir Selatan Regency. People with high job satisfaction will have an impact on employee performance. In other words, job satisfaction is one of the essential factors to pay attention to in improving employee performance.

IV. Conclusion

Based on the results of the first hypothesis test, it was found that *the self-efficacy* variable had a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District. Thus it can be concluded that the first hypothesis is accepted. The higher the *self-efficacy*, the more employee performance will increase.

Based on the second hypothesis test results, it was found that the job satisfaction variable had a positive and significant effect on the performance of employees of the Education and Culture Office of the South Coast District. Thus it can be concluded that the second

hypothesis is accepted. The higher the job satisfaction, the more employee performance will increase.

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