

The Influence of Self-Efficacy on Employee Performance through Job Satisfaction in Operational Support Personnel for Malang City Social Service Activities



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ABSTRACT: The purpose of this research is to determine the effect of self-efficacy on employee performance through job satisfaction. The uniqueness of this research is that the research results are presented to improve government management for more optimal resources and maximum government services. This research was conducted at the Malang City Social Service. The number of samples used in this research was 57 respondents using the census method. This research design is quantitative. The analysis used is multiple linear regression. The research results show that self-efficacy influences employee performance through job satisfaction obtained from feedback on government institutions. This aspect of collaboration is a suggestion for the organization under study and also for future researchers.

KEYWORDS: Self-efficacy, job satisfaction, employee performance

I. INTRODUCTION

Good service to the community is a necessity for the performance of employees or officers in government organizational institutions. Employee performance is a work output that interacts with consumer satisfaction, organizational strategy, and contribution to the economy (Abdullah, 2014). A person's performance is based on 3 factors, namely (1) job satisfaction (2) organizational support factors related to working conditions, situations and work environment and (3) psychological factors such as perception, self-efficacy, attitudes and motivation (Simanjuntak, 2011).

Self-efficacy is important in influencing performance which can build optimal work (Noviawati, 2016). All employees must gain self-confidence to be able to successfully carry out the assigned tasks (Kilapong, 2013). Ardanti & Rahardja (2017) found that when employees have strong self-efficacy, they are more likely to be optimal in achieving goals and have good performance. Conversely, when an employee has low self-efficacy, the individual will consider the goals given as a burden and as a result the employee feels unable to achieve the desired level of performance. This is proven by research by Bandura and Locke (2003) and Campbell and Hackett (2006) showing that self-efficacy is positively correlated with employee performance. Perseverance possessed by employees is obtained from self-efficacy and influences how the performance is produced.

The level of self-efficacy possessed by employees can be assessed by job satisfaction. Job satisfaction evaluated as one primary which determines equality of employee performance (Lodjo, 2013). Job satisfaction is an employee's feelings related to the type of work performed, agreed work conditions, compensation received, and the state of interaction in the work environment either with fellow employees or superiors (Hasibuan, 2012.). Research by Lau (2012) and Lumantow (2015) shows that there is a positive correlation between self-efficacy and job satisfaction. The higher the self-efficacy, the higher the employee's job satisfaction.

As a public organization that focuses on providing services to the community, the Malang City Social Service based on Regional Regulation Number 6 of 2012 concerning the Organization and Work Procedures of Regional Services, regulates the Social Service to carry out the main task of carrying out the preparation and implementation of government affairs policies in the social sector. Based on Minister of Social Affairs Regulation Number 8 of 2012 regarding 26 problems for people with social welfare problems, the Social Service is assisted by the good performance of the state civil apparatus (ASN) and also operational support staff (TPOK).

The Malang City Social Service has 3 shelters spread across Malang City to accommodate all public complaints regarding social problems. Each shelter has a different capacity. Complaints about social welfare problems in Malang City every day encourage

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operational support staff to always be ready, under any circumstances. Good for deploying in evacuations during disasters, helping report victims who need assistance, reunification and motivating welfare problems that arise in the community. This encourages employee confidence to be able to overcome various uncertain problems that always exist.

It is suspected that self-efficacy influences the performance of operational support staff for activities. It is suspected that job satisfaction also influences the performance of operational support staff. There is no research in this office that explains self-efficacy, job satisfaction related to employee performance. This research is useful for the Malang City Social Service for making managerial decisions.

II. LITERATURE REVIEW

A. Employee performance

Robbins (2010) defines performance as a result of work provided by employees in an organization. Performance does not only mean everything achieved by a worker but also pays attention to several other aspects, as in the definition of work according to Prawirosentono (2008), performance is an effort produced by an individual or team in an organization which is adapted to the jobdesk they have which focuses on on achieving goals in the organization. Employee performance is defined as the work results obtained by a worker in an activity in a particular function that has been carried out. Employee performance indicators are measured by quality of work, punctuality of work, independence, work commitment.

B. Self-efficacy

Bandura (2006) defines self-efficacy as an individual's belief that the actions taken can be used in certain situations. Refers to an individual's ability to assess their abilities. Santrock (2017) describes self-efficacy as belief in an individual's ability to handle situations and produce something useful. *Self-efficacy* is the belief that you can organize and carry out an action to achieve the expected goal. Self-efficacy indicators are measured by past experience, vicarious experience, verbal persuasion, emotional cues.

C. Job satisfaction

Spector (1997) explains that job satisfaction refers to how people feel about the work they do and the different aspects of their work. Martoyo (2015) defines job satisfaction as the service feedback that workers expect based on their emotional state. Job satisfaction is a feeling of liking and disliking the results of a person's interactions with the work they do. Indicators of job satisfaction working conditions, colleagues, nature of work, communication.

III. METHODOLOGY

A. Population and Sampling Techniques

The population of this study was all operational support staff, 57 people. The number of samples in this study was 57 people. So the sampling is a census, where all members of the population are sampled.

B. Data analysis technique

The data analysis method in this research was carried out using the following techniques:

1. Descriptive analysis

This analysis is carried out to explain the picture under measured conditions. After the data is collected, tabulation is then carried out for further descriptive analysis using average statistical tools. The technique used is to describe field data descriptively by interpreting the results of data processing through tabulation.

2. Multiple Linear Regression Analysis

Multiple linear regression analysis was used to determine the effect of self-efficacy on employee performance through job satisfaction. This regression analysis was assisted by the SPSS program. The regression model equation is $Y = a + \beta_1 X_1 + \beta_2 X_2 + e$

Y = Employee performance

a = constant

β = regression coefficient

e = error

X1 = self-effective

Y1 – Job Satisfaction

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IV. RESULTS AND DISCUSSION

A. Multiple Regression Analysis

Self-efficacy influences employee performance through job satisfaction. The following is regression analysis data related to self-efficacy on employee performance

Table 1. Recapitulation of results of multiple linear regression analysis

Variable	Regression Coefficients	t value	Sig
<i>Self-efficacy</i>	0.226	1,259	0.027
Job satisfaction	0.437	5,297	0,000
Dependent variable: Employee performance			
R	= 0.862		
R square (R2)	= 0.525		
Adjusted R Squared	= 0.522		
F	= 33,769		
Probability	= 0,000		

Source: Primary data processed 2021

In accordance with the recapitulation results in table 1, it is found that the influence of self-efficacy on employee performance is significant at a of 5% with a probability value of 0.000. The regression coefficient value is 0.226, which means that self-efficacy has a positive effect on employee performance. The better self-efficacy you have, the more employee performance will increase. The effect of job satisfaction on performance is significant at 0.437. This means that job satisfaction has a positive effect on employee performance. The magnitude of the significance of the coefficient of determination is shown by the R square value of 0.522 or 52.2%, which shows the influence of the contribution of the variables self-efficacy and job satisfaction on employee performance, while 47.8% is influenced by other variables.

The results of the self-efficacy path analysis of employee performance through job satisfaction are shown as follows.

Table 2. Results of path analysis of direct and indirect effects

Variable	Direct Effects	p value	Indirect Effects	Total Effects
<i>Self Efficacy (X) → Job Satisfaction (Y1)</i>	0.629	0.001	-	-
Self Efficacy (X) → Employee Performance (Y2)	0.226	0.027	-	-
Job Satisfaction (Y1) → Employee Performance (Y2)	0.437	0,000	-	
Self-efficacy (X) → Job satisfaction (Y1) → Employee performance (Y2)			0.629 X 0.437= 0.274	Indirect Total 0.274

Source: Primary data for 2021

**Figure 1
Path Analysis Results**



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Based on table 2, it appears that the direct effect of 0.629 is greater than the indirect effect of 0.274, so that the satisfaction variable becomes a mediating variable in the influence of self-efficacy on employee performance. The influence of self-efficacy on job satisfaction with a probability value of 0.001 is smaller than $\alpha = 0.05$ with a beta value of 0.629. This means that self-efficacy has a significant influence on job satisfaction. The influence of self-efficacy on job satisfaction obtained a probability value of 0.027 < 0.05 with a beta value of 0.226. This means that self-efficacy has a significant effect on employee performance. The effect of job satisfaction on employee performance with a probability value of 0.000 is smaller than 0.05 with a beta value of 0.437, which means that job satisfaction has an effect on employee performance. Based on the total influence value of 0.629, it is greater than the total influence of 0.274. Thus, the hypothesis states that self-efficacy influences employee performance through statistically tested job satisfaction.

B. Discussion

Self-efficacy is determined by indicators of past experience, vicarious experience, verbal persuasion and emotional cues. Lodjo et al (2013) explain that the process of increasing effective self-efficacy is through the role of persuasion and observation which is carried out to foster self-confidence in being able to pass what has become the task.

Job satisfaction is determined by working conditions, coworkers, the nature of the job, and communication. The main contributions supporting job satisfaction among operational support staff at the Malang City Social Service are the nature of the job and communication. According to Kreitner and Kincki (2003), the nature of the job refers to aspects such as the time required to perform the job, the level of difficulty of the job, and satisfaction with the type of work being done. This indicates that the nature of the job in a public sector organization like the Malang City Social Service plays a role in enhancing employee performance, enabling them to contribute to job satisfaction for operational support staff by striving to make positive improvements within the organization in service to the community.

The performance of Malang City Social Service employees is determined by work quality, punctuality, independence and work commitment. The strongest contribution based on the questionnaire results is independence. These results show that operational support staff can rely on their own potential to complete a job without depending on other people. This shows that the Social Service can provide optimal services with operational support staff who have independence so they are able to provide services to the community. In accordance with the opinion of Robbins (2016) that employee performance is based on how well or to what extent employees are able to independently complete work, so that the organization's vision and mission can be achieved.

V. CONCLUSION AND SUGGESTION

A. Conclusion

Self-efficacy of operational support staff for Malang City Social Service activities influences employee performance through partial job satisfaction. This is because when the self-efficacy of operational support staff is good, their performance will also be optimal. This is inseparably related to the job satisfaction felt by workers. So that the more workers have self-efficacy, the more operational support staff feel confident they can provide services to the community by providing satisfaction at work.

B. Suggestion

To achieve the organization's vision, mission, goals and objectives, it is necessary to pay attention to aspects of employee self-efficacy and employee job satisfaction. This is an employee psychological factor that needs to be maintained and maintained. There is a need to increase self-efficacy by carrying out supporting activities for public agencies such as training and gatherings. Employee job satisfaction factors are always obtained by promotions, non-material rewards and paying attention to working conditions. So that employees feel satisfied not only with salary but also with other job satisfaction obtained from other factors. It is also necessary to increase the leader's evaluation of the tasks entrusted to create communication and determine the right human resources in their field.

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