

THE INFLUENCE OF PROFESSIONALISM AND FACILITIES ON JOB SATISFACTION WITH EMPLOYEE PERFORMANCE AS AN INTERVENING VARIABLE IN NORTH BINJAI DISTRICT

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Abstract

This study aims to analyze the influence of Professionalism and Facilities on Job Satisfaction with Employee Performance as an intervening variable. This research was conducted at the North Binjai District Office. The population in this study were 80 employees and the sample used was a saturated sample. The research model used is the path analysis measuring tool using smart PLS version 3.3.3. The results of this study are work facilities have a positive and significant effect on job satisfaction. Facilities have no significant positive effect on employee performance. Employee Performance has no significant negative effect on Job Satisfaction. Professionalism has a positive and significant effect on job satisfaction. Professionalism has a positive and significant effect on employee performance. Work facilities have a negative and insignificant effect on job satisfaction through employee performance. Professionalism has no significant negative effect on Job Satisfaction through Employee Performance.

Keywords: Professionalism, Facilities, Employee Performance, Job Satisfaction

INTRODUCTION

Quality Human Resources (HR) is a priority and the main requirement of every company. Every company will certainly try to get great and quality human resources so that it can support effectiveness in the work of a company in achieving its goals. Bangun (2012:4) also says that "One of the organizational resources that has an important role in achieving its goals is human resources". To get quality human resources is not easy, especially in Indonesia. Recognizing the importance of human resources for the progress of the company, companies need to pay special attention to their human resources. Companies should consider that their HR is an asset and a partner in developing the business they are running.

There are several terms that are often associated with the word "profession", namely profession, professional, professionalism, and professionalization. Profession comes from the Latin "Proffesio" which has two meanings, namely promises or pledges and work. If the meaning is made in a broader sense, it becomes any activity and anyone to earn a living that is carried out with a certain expertise and at the same time is demanded from the implementation of social norms properly. A profession is a particular job that requires training in a special knowledge. According to Badudu in the Big Indonesian Dictionary (2001: 314), facilities are anything that can facilitate matters (smooth tasks and so on) or convenience. So, work facilities are everything in the form of facilities and infrastructure that can help facilitate an activity or activity. In every aspect of a productive office process, the company must provide complete work facilities. Increased productivity can be supported by the provision of work facilities that can help and motivate employees to complete office work properly.

Job satisfaction is an important target in Human Resources (HR) management, because it will directly or indirectly affect work productivity. An employee will provide service with all his heart to the organization depending on what the employee feels about his job, co-workers, and supervisors. Employee feelings and satisfaction influence the development of routine interaction patterns. Performance is basically what employees do or cannot do. An employee's performance will be good if the employee has quality expertise, willingness to work, decent wages or rewards and has hope for the future.

Employee performance is the level of achievement or results of a person's work from the goals to be achieved or the tasks to be carried out in accordance with their respective responsibilities within a certain period of time. The phenomenon that occurs in Cengkeh Turi Village, North Binjai District is that some employees are still unprofessional in working late and lack cooperation because there are disputes between employees and inadequate facilities making the employee's work less productive, so employees are not satisfied with their performance because they are not supported by complete and good facilities.

LITERATURE REVIEW

Professionalism

According to Siagian (2019) professionalism is reliability and expertise in carrying out tasks so that they are carried out with high quality, at the right time, carefully, and with procedures that are easy for employees to understand and follow. Professionalism is the attitude of someone who has the ability to do the job well and is based on an adequate level of knowledge in carrying out his duties according to his field (Halim, 2018).

Professionalism Indicator

According to Siagian (2019) indicators of professionalism are ability, quality, facilities, infrastructure, number of human resources and information technology:

1. Ability
2. Quality
3. Facilities and infrastructure
4. Number of human resources
5. Information Technology.
6. Reliability

Facility

Meanwhile, according to Subroto (2013) facilities are anything that can facilitate and expedite the implementation of a business in the form of goods or money. According to Tjiptono (2014) facilities are physical resources that must exist before a service is offered to consumers.

Facility Indicator

According to Tjiptono (2014) there are 3 Facility indicators, namely:

1. Spatial Considerations/Planning Aspects such as proportions, comfort and others are considered, combined and developed to provoke intellectual and emotional responses from the user or those who see it.
2. Room Planning This element includes interior and architecture, such as the placement of furniture and fixtures in the room, design and circulation flow and others.
3. Fixtures and Furniture Fixtures and furnishings function as facilities that provide comfort, as displays or as supporting infrastructure for service users.

Employee Performance

According to Mangkunegara (2017) "Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him." According to Fahmi (2017) performance is the result of a process that refers to and is measured over a certain period of time based on predetermined conditions or agreements.

Employee Performance Indicators

According to Fahmi (2017), to achieve or assess performance, there are dimensions that become benchmarks, namely:

1. Quality, namely the level of error, damage, accuracy.
2. Quantity, namely the number of work jobs produced.
3. Use of time at work, namely the rate of absence, tardiness, effective working time/lost working hours.
4. Collaboration with others at work.

Job satisfaction

Job satisfaction is a positive attitude of the workforce including feelings and behavior towards work through evaluating one job as a sense of respect in achieving one of the important values of work (Afandi, 2018). According to Nuraini (2013), job satisfaction is job satisfaction enjoyed in work that gets praise, work results, placement, treatment, equipment and a good work environment.

Job Satisfaction Indicator

According to (Afandi, 2018), indicators of job satisfaction are as follows:

- a. Occupation The contents of the work done by a person does it have satisfying elements.
- b. Wages The amount of payment received by a person as a result of carrying out work is in accordance with the needs that are felt to be fair.
- c. Promotion The possibility that a person can develop through a promotion. This relates to whether there is an opportunity to gain career advancement while working.
- d. Supervisor Someone who always gives orders or instructions in the implementation of work.

- e. Colleagues Someone always interacts in the implementation of work. One can find co-workers very pleasant or unpleasant.

METHOD

The type of research that will be used is quantitative associative, namely research that aims to determine the relationship between two or more variables (Sugiyono, 2013). In this study, the exogenous variables are Professional (X1) and Facilities (X2). Meanwhile, the endogenous variable is Job Satisfaction (Y) and the Intervening Variable, namely Employee Performance Results (Z). This research was conducted in Cengkeh Turi Village, North Binjai District. The time of this research was carried out from March 2023 to July 2023. According to Sugiyono (2018), population is a generalized area consisting of objects/subjects that have certain qualities and characteristics determined by the researcher to be studied and then drawn the conclusion that the population used is 80 employees.

According to Sugiyono (2018), the sample is part of the number and characteristics possessed by the population. The sampling technique used is a saturated sample technique, which involves all respondents to become a sample, meaning that the sample to be used is 80 employees. Data analysis techniques in this study used Partial Least Square (PLS) based Structural Equation Modeling (SEM) using SmartPLS 3.3.3 software.

Measurement Model (Outer Model)

The procedure for testing the measurement model consists of a validity test and a reliability test.

1. Validity test

The validity test is used to assess whether or not a questionnaire is valid. A questionnaire is said to be valid if the questionnaire questions are able to reveal something that is measured by the questionnaire. Validity testing is applied to all question items in each variable.

2. Reliability Test

In general, reliability is defined as a series of tests to assess the reliability of statement items. The reliability test is used to measure the consistency of measuring instruments in measuring a concept or measuring the consistency of respondents in answering statement items in questionnaires or research instruments. To measure the level of reliability of research variables in PLS, you can use the value of the alpha coefficient or Cronbach's alpha and composite reliability). Cronbach's alpha value is suggested to be greater than 0.7 and composite reliability is also suggested to be greater than 0.7. (Now, 2014)

Structural Model (Inner Model)

This test was conducted to determine the relationship between exogenous and endogenous constructs which has become a hypothesis in this study (Hair et al., 2017). To produce inner model test values, steps in SmartPLS are carried out using the bootstrapping

method. The structural model is evaluated using the R-square for the dependent variable, the Stone-Geisser Q-square test for predictive elevation and the t test and the significance of the structural path parameter coefficients with the following explanation:

1. Coefficient of Determination / R Square (R²)

In assessing the model with PLS begins by looking at the R-square for each dependent latent variable. The interpretation is the same as the interpretation of regression. Changes in the R-square value can be used to assess the effect of certain independent latent variables on the dependent latent variable whether it has a substantive effect (Ghozali, 2012). The value of R² is generally between 0 and 1.

2. Predictive Relevance (Q²)

This test is used to measure how well the observed values are generated by the model and also the parameter estimates. If the Q² value is greater than 0, it indicates that the model has predictive relevance, which means it has a good observation value, whereas if the value is less than 0, it indicates that the model does not have predictive relevance (Ghozali, 2014).

3. t-Statistics

at this stage it is used for hypothesis testing, namely, to determine the significance of the relationship between variables in research using the bootstrapping method. In the full Structural Equation Modeling model besides confirming the theory, it also explains whether or not there is a relationship between latent variables (Ghozali, 2012). The hypothesis is said to be accepted if the t statistic value is greater than the t table. According to (Latan and Ghozali, 2012) the criteria for a t table value of 1.96 with a significance level of 5%

4. Path Coefficient (Path Coefficient)

This test is used to determine the direction of the relationship between variables (positive/negative). If the value is 0 to 1, then the direction of the relationship between variables is positive. Meanwhile, if the value is 0 to -1, then the direction of the relationship between variables is declared negative.

5. Fit models

This test is used to determine the level of suitability (fit) of the research model with the ideal model for this study, by looking at the NFI value in the program. If the value is closer to 1, the better (good fit).

RESULTS AND DISCUSSION

Outer Model Analysis

In testing the outer model aims to see the validity and reliability of a model. The analysis of this test will be seen from the influence of the Loading factor, Average Variance Extrated (AVE), and Discriminant Validity, as well as composite reliability.

a) Factor loading

Factor loading is the initial stage in testing the validity of a model, the condition for factor loading is that it must be > 0.6, so that the indicator is said to be valid. If it is not valid, it must be removed from the model (Husein, 2015). To find out the outer model analysis of this research can be seen in the figure below:

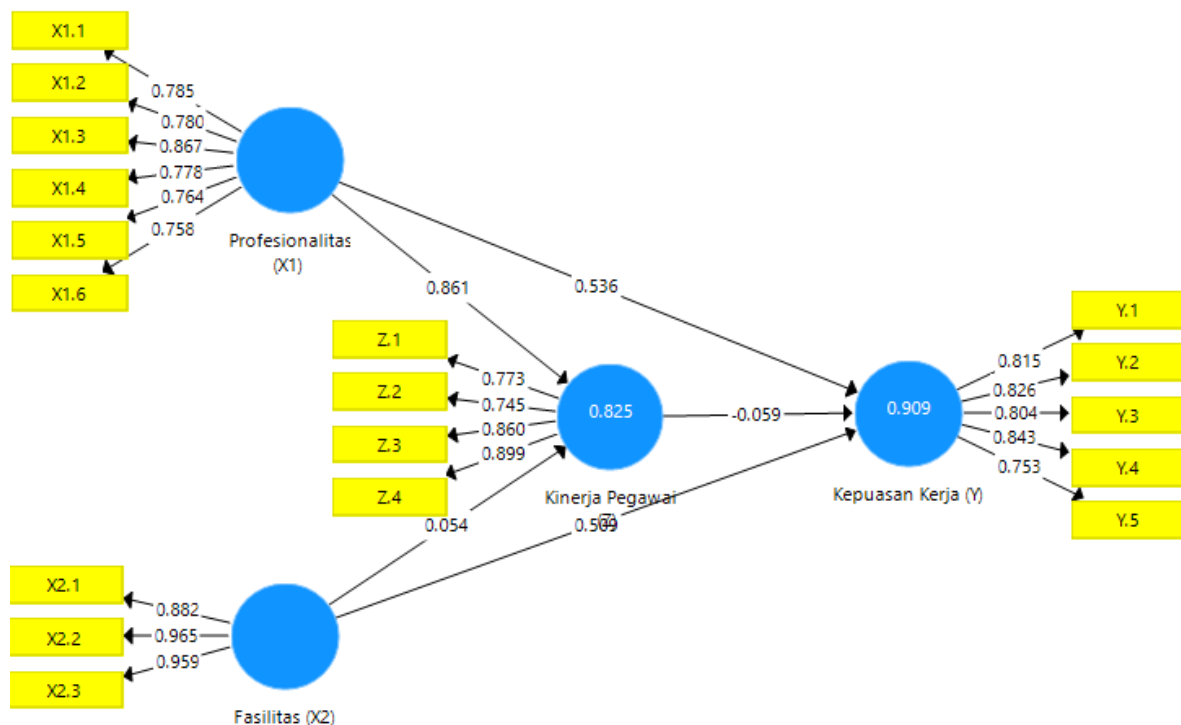


Figure 1. Outer Model
Source: Smart PLS 3.3

If you look at the figure above, it can be seen that the latent variables for each variable have a loading factor value for each manifest variable, which is larger with a value of 0.7, which means that all indicators and loading factors have a valid distribution. The regression equation of this study is as follows:

Substructure 1

$$Z = b1X1 + b2X2 + e1$$

$$Z = 0.861 + 0.054 + e1$$

For substructure 2

$$Y = b3X1 + b4X2 + b5Z + e2$$

$$Y = 0.536 + 0.509 - 0.059 + e2$$

Average variance extracted (ave)

Average Variance Extracted (AVE) is the value used in testing convergent validity because the value is obtained from the output of convergent validity. In this study, the

expected AVE value is > 0.5, and so when viewed from the latent variable constructs, all constructs have a value above 0.5 (or greater than 0.5). For more details, the AVE results can be seen in the table below. below:

Table 1. AVE values

	Average Variance Extracted (AVE)
Facility (X2)	0.876
Job Satisfaction (Y)	0.654
Employee Performance (Z)	0.676
Professionalism (X1)	0.623

Source: Smart PLS 3.3

Because there are no problems with convergent validity, then what will be tested is problems related to discriminant validity.

Discriminant Validity

Discriminant Validity can be tested by looking at the cross-loading table, this output is used to test discriminant validity at the indicator level with the condition that the correlation between indicators and their late variables is > compared to the correlation between indicators and other latent variables (outside the block). For more details can be seen in table 2 below:

Table 2. Discriminant Validity

	Facility (X2)	Job Satisfaction (Y)	Employee Performance (Z)	Professionalism (X1)
X1.1	0.572	0.657	0.748	0.785
X1.2	0.687	0.645	0.818	0.780
X1.3	0.736	0.789	0.767	0.867
X1.4	0.653	0.769	0.648	0.778
X1.5	0.741	0.821	0.673	0.764
X1.6	0.635	0.643	0.636	0.758
X2.1	0.882	0.836	0.687	0.763
X2.2	0.965	0.885	0.770	0.826
X2.3	0.959	0.858	0.753	0.802
Y. 1	0.764	0.815	0.791	0.859
Y.2	0.694	0.826	0.646	0.723
Y.3	0.707	0.804	0.622	0.687
Y.4	0.886	0.843	0.682	0.759

	Facility (X2)	Job Satisfaction (Y)	Employee Performance (Z)	Professionalism (X1)
Y.5	0.635	0.753	0.588	0.654
Z. 1	0.654	0.682	0.773	0.632
Z. 2	0.538	0.640	0.745	0.746
Z. 3	0.660	0.642	0.860	0.755
Z. 4	0.731	0.753	0.899	0.836

Source: Smart PLS 3.3

The results of the research above can be seen that the cross loading of the facility variable is greater than the cross loading of other latent variables, the cross loading of the job satisfaction variable has a greater value than the cross loading of other latent variables, for the cross loading of employee performance variables the value is greater than the cross loading of other latent variables, for the cross loading of the professionalism variable, the value is greater than the cross loading value of other latent variables, meaning that this research is discriminantly valid.

Composite reliability

To ensure that there are no problems related to measurement, the final step in evaluating the outer model is to test the unidimensionality of the model. This unidimensionality test was carried out using composite reliability and Cronbach's alpha. For both indicators the cut-off point value is 0.7.

Table 3. Composite Reliability

	Composite Reliability
Facility (X2)	0.955
Job Satisfaction (Y)	0.904
Employee Performance (Z)	0.892
Professionalism (X1)	0.908

Source: Smart PLS 3.3

Table 3 above shows that all constructs have a composite reliability value above 0.7. therefore, there is no unidimensionality problem found in each variable.

Inner model testing

Coefficient of Determination R2 (R-Square)

The goodness of fitting in PLS can be known by the value of Q2. The Q2 value has the same meaning as the coefficient of determination (R-Square) in the regression analysis.

Table 4 R Square Value

	R Square	Adjusted R Square
Job Satisfaction (Y)	0.909	0.906
Employee Performance (Z)	0.825	0.820

Source: Smart PLS 3.3

It can be seen in table 4 above that the R square value of the Job Satisfaction variable is 0.909 with a percentage of 90.9%, meaning that the influence of Professionalism, Facilities and Employee Performance on Job Satisfaction is 90.9% and the rest is in other variables. The R square value of the Employee Performance variable is 0.825 with a percentage of 82.5% and the rest is in other variables.

Assessment of Goodness of Fit (GoF)

This study looks at where the NFI value is greater than the predetermined value, namely 0.697, so the research is considered fit, which can be seen in the table below:

Table 5. Model Fit

	Saturated Model	Estimation Models
SRMR	0.092	0.092
d_ULS	1,462	1,462
d_G	3,560	3,560
Chi-Square	916,555	916,555
NFI	0.745	0.745

Source: Smart PLS 3.3

In table 5 above there is an NFI value of 0.774 so that it can be explained that the value of Goodness of Fit (GoF) is higher than the value of 0.697 and is considered fit so that this research can carry out further hypothesis testing.

Hypothesis test

After assessing the inner model, the next thing is to evaluate the relationship between latent constructs as hypothesized in this study. Hypothesis testing in this study was carried out by looking at the T-Statistics and P-Values. The hypothesis is declared accepted if the T-Statistics value is > 1.96 and the P-Values are < 0.05 . The following are the results of the Path Coefficients of direct influence:

Table 6. Path Coefficients (Direct Effects)

	Original Sample (O)	T Statistics (O/STDEV)	P Values	Results
Facilities (X2) -> Job Satisfaction (Y)	0.509	5,811	0.000	Accepted
Facilities (X2) -> Employee Performance (Z)	0.054	0.647	0.518	Rejected
Employee Performance (Z) -> Job Satisfaction (Y)	-0.059	0.719	0.472	Rejected
Professionalism (X1) -> Job Satisfaction (Y)	0.536	4,895	0.000	Accepted
Professionalism (X1) -> Employee Performance (Z)	0.861	11,410	0.000	Accepted

Source: Smart PLS 3.3

In table 6 above there are 5 hypotheses directly with different values, the hypotheses will be explained as follows:

1. Work facilities have a positive and significant effect on job satisfaction with an original sample value of 0.509 and P values of 0.000 < 0.05 meaning that with complete facilities, job satisfaction will increase, conversely if work facilities are reduced, job satisfaction decreases.
2. Facilities have a positive but not significant effect on employee performance with a value of 0.054 and P values 0.518 > 0.05 meaning that complete facilities do not necessarily improve employee performance because the nature of employees varies, some are lazy, some are diligent, so having complete facilities does not necessarily mean employee performance well guaranteed.
3. Employee Performance has no significant negative effect on Job Satisfaction with an original sample value of -0.059 and P values 0.472 > 0.05 meaning that not all employees who do good work are satisfied with their work, especially those who do bad work, it is certain that they will not be satisfied with the work of employees who have a sense of satisfaction at work when employees get what is appropriate from him.
4. Professionalism has a positive and significant effect on Job Satisfaction with an original sample value of 0.536 and P values of 0.000 < 0.05 meaning that if employees increase in professionalism, their job satisfaction will increase; if it decreases, their job satisfaction also decreases.
5. Professionalism has a positive and significant effect on employee performance with an original sample value of 0.861 and P values of 0.000 < 0.05 meaning that with professionalism, performance will increase well and if professionalism decreases, performance will decrease.

Table 7. Path Coefficients (Indirect Effects)

	Original Sample (O)	T Statistics (O/STDEV)	P Values	Results
Facilities (X2) -> Employee Performance (Z) -> Job Satisfaction (Y)	-0.003	0.298	0.766	Rejected
Professionalism (X1) -> Employee Performance (Z) -> Job Satisfaction (Y)	-0.051	0.726	0.468	Rejected

Source: Smart PLS 3.3

In the indirect research above, there is a rejected hypothesis which will be explained as follows:

1. Work facilities have a negative and insignificant effect on Job Satisfaction through Employee Performance with an original sample value of -0.003 and a P value of 0.766 meaning that employee performance is not an intervening variable because it is not able to influence significantly in the absence of facility performance it still has a good effect on job satisfaction.
2. Professionalism has no significant negative effect on Job Satisfaction through Employee Performance with a value of -0.051 and P values 0.468 meaning that employee performance is not an intervening variable in this study because it is unable to influence significantly without employee performance employee professionalism includes all influences on job satisfaction.

CLOSING

Conclusion

1. Work facilities have a positive and significant effect on job satisfaction in Cengkeh Turi Village, North Binjai District
2. Facilities have no significant positive effect on employee performance in the village.
3. Clove Turi District of North Binjai.
4. Employee Performance has no significant negative effect on Job Satisfaction in
5. Clove Turi Village, North Binjai District
6. Professionalism has a positive and significant effect on job satisfaction in Cengkeh Turi Village, North Binjai District
7. Professionalism has a positive and significant effect on employee performance in Cengkeh Turi Village, North Binjai District
8. Work Facilities have a negative and insignificant effect on Job Satisfaction through Employee Performance in Cengkeh Turi Village, North Binjai District
9. Professionalism has no significant negative effect on Job Satisfaction through Employee Performance in Cengkeh Turi Village, North Binjai District

Suggestion

1. Organizations must behave professionally in working to manage and discipline employees so that employees will also be professional in their work.
2. Organizations must provide complete facilities for employees to work and the safety and health of employees to avoid work accidents and organizations must comply with what employees need in work facilities.
3. Employees must improve their performance to avoid being dishonorably discharged and must be committed to the organization even if they feel forced.
4. Organizations must be able to make employees feel satisfied with their work and feel satisfied working in the organization by providing fair compensation.

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