

THE EFFECT OF SOCIAL INTERACTION ON WORK MOTIVATION MEDIATED BY ORGANIZATIONAL CULTURE IN THE REGIONAL POLICE OF NORTH SUMATRA

Muliono¹, Muhammad Isa Indrawan²

Universitas Pembangunan Panca Budi, Indonesia

Email: isaindrawan@dosen.pancabudi.ac.id

Abstract

This study aims to analyze the effect of social interaction on work motivation in mediating with organizational culture in the North Sumatra Regional Police. This research was conducted at the North Sumatra Police Office. The number in this study was 221 employees. Sampling was carried out using the Slovin Formula so that the sample became 142 employees. This research model uses Path analysis, and the measurement tool uses Smart PLS 3.3.3. The results of this study are Organizational Culture has a positive and significant effect on Work Motivation, Social Interaction has a positive and significant effect on Organizational Culture, Social Interaction has a positive and significant effect on Work Motivation, Social Interaction has a positive and significant effect on Work Motivation through Organizational Culture.

Keywords: Social Interaction, Organizational Culture, Work Motivation

INTRODUCTION

Social interaction is a dynamic social relationship that includes relationships between individuals/communities, between associations, as well as between communities and associations. to convey certain interests. Likewise, what happens between different gatherings and gatherings, things that happen in friendly cooperation can be intentional or unintentional. These encounters are linked in positive and negative structures. In a positive structure, for example, working together to achieve certain goals, whereas in a negative structure, it is very possible as a fight to bring each other down. Meanwhile, the relationship between humans and meetings occurs in meetings and is more dominant to strengthen closeness in meetings. An association is a collection of several groups that have the same goals and understand these goals together as well. If an association does not have an element of trust from one person with several groups or groups, then the association will not exist. In this way, it is important to frame the tendencies or decisions that will give rise to a hierarchical culture.

Work motivation is the reason for an association to foster both government organizations and secret offices because of the desire to recognize goals and efforts that are carried out together, methodically and planned. Work inspiration can be said to be the main impetus or crutch that can trigger feelings of energy and are also ready to change the way individuals behave to encourage better things. Work inspiration includes efforts to urge or encourage representatives to work. Representative work inspiration can start from within a person which is often referred to as inner inspiration and external inspiration that arises because of outside influences to encourage someone to achieve something in accordance with reasonable goals. Work motivation is the force that makes people act with a specific goal in mind (Benowitz 2001). The odd thing that happened in the North Sumatra Police was that there was no relationship between the leadership and the representatives and between

the different representatives and representatives that made mistakes and debates occur in the work. small meetings within the organization make the question much broader. For this situation, it has become a culture in the work environment to work in groups with each other and the next problem is the lack of inspiration among superiors and representatives to change the performance of the representatives to be much superior and to convey interests. cooperation, just do the usual survey of the work being completed. The odd thing that happened in the North Sumatra Police was that there was no relationship between the leadership and the representatives and between the different representatives and representatives that made mistakes and debates occur in the work. small meetings within the organization make the question much broader. For this situation, it has become a culture in the work environment to work in groups with each other and the next problem is the lack of inspiration among superiors and representatives to change the performance of the representatives to be much superior and to convey interests. cooperation, just do the usual survey of the work being completed. The odd thing that happened in the North Sumatra Police was that there was no relationship between the leadership and the representatives and between the different representatives and representatives that made mistakes and debates occur in the work. small meetings within the organization make the question much broader. For this situation, it has become a culture in the work environment to work in groups with each other and the next problem is the lack of inspiration among superiors and representatives to change the performance of the representatives to be much superior and to convey interests. cooperation, just do the usual survey of the work being completed. it is a culture in the work environment to work in groups with each other and the next problem is the lack of inspiration among superiors and representatives to change the performance of representatives to be much superior and to convey interests. cooperation, just do the usual survey of the work being completed. it is a culture in the work environment to work in groups with each other and the next problem is the lack of inspiration among superiors and representatives to change the performance of representatives to be much superior and to convey interests. cooperation, just do the usual survey of the work being completed.

LITERATURE REVIEW

Social interaction

As is known, humans are social creatures, being special beings who generally need each other in their daily routine. Thus, it is undeniable that people must constantly be in contact with different people. Human association with different people, or human association with associations, or associations with bunches is called social interaction (Sarwono, 2014) Social interaction is a relationship between at least one individual through discussion and seeing each other about the goals and targets of each in the eyes public (Miraningsih 2013).

Social Interaction Indicator

According to Miraningsih (2013) concluded that there are three main components in social contact that can be used as indicators of social interaction, namely:

- 1) conversation,
- 2) mutual understanding,
- 3) and cooperation between communicators and communicants.

Organizational culture

According to Robbins (2015) Organizational Culture is the quality, standards, habits and mentality that influence the way individuals from associations act. way of behaving individuals to overcome external problems and in variations.

Organizational Culture Indicator

Organizational culture indicators according to Robbins and Coulter (2015) consist of:

1. Innovation and risk taking, which means that an innovative and risk-taking attitude must exist within the organization.
2. Paying attention to details, which means that within the organization must pay attention to all decisions, analysis and pay more attention to the things around them.
3. Orientation on results, which means focusing on results or income rather than the techniques and processes used to achieve these results.
4. Individual orientation, which is defined as the extent to which management decisions take into account the effect of outcomes on people within the organization.
5. Orientation to the team, which is defined as the extent to which organizational work activities are carried out in work teams, not on individuals.
6. Aggressiveness, namely that individuals or people in the organization show aggressiveness and competitiveness, instead of being relaxed.
7. Stability, which means that organizational activities are emphasized to maintain the status quo to continue to grow and develop.

Motivation

Work Motivation is consolation for the needs within the representatives that must be met so that these representatives can adapt to their current situation and can achieve the goals set (Anwar Prabu Mangkunegara 2013), Work motivation is everything that arises from individual longing, by generating energy and desires from within the individual that can influence, direct and follow behavior to achieve goals or desires that are in accordance with their wishes. work (Maruli 2020).

Motivation Indicator

Indicators of Work Motivation according to Mangkunegara (2013) are as follows:

1. Responsibility Having a high personal responsibility towards his work.
2. Work performance Doing something / work as well as possible.
3. Opportunity for advancement Desire to get fair wages according to work.
4. Recognition of performance Desire to earn higher wages than usual.
5. Challenging work Willingness to learn to master his job in his field.

METHOD

The type of exploration used is quantitative, especially research that can decide the relationship between two factors (Sugiyono, 2013). This research was conducted at the North Sumatra Regional Police Office, Jalan Sisingamangaraja no 60 Medan Amplas, Medan City, North Sumatra. This research was conducted 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 set by researchers to study and then draw conclusions. The population in this study were 221 employees consisting of 5 sections, namely 1st sub-directorate for Politics, 2nd sub-directorate for economics, 3rd sub-directorate for socio-culture, 4th security sub-director, 5th state security sub-director. According to Sugiyono (2018), the sample is part of the number and characteristics possessed by the population. The sample technique used is the Slovin Formula, as follows:

$$n = N / (1 + (N \times e^2)).$$

$$n = 221 / (1 + (221 \times 0.0025))$$

$$n = 221 / (1 + 0.552)$$

$$n = 221 / 1.552$$

$$n = 142.396$$

Results will be rounded up to 142 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 survey whether the poll is substantial. Polls should be legal assuming the survey questions reveal something the poll predicts. Validity testing is applied to all address matters in each variable.

2. Reliability Test

In general, reliability is defined as a series of tests to assess the reliability of a statement thing. The reliability test is used to measure the consistency of measuring instruments in measuring a concept or measuring the consistency of respondents in answering statements 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 dependability). Cronbach's alpha value is suggested to be greater than 0.7 and composite unwavering quality 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 in 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:

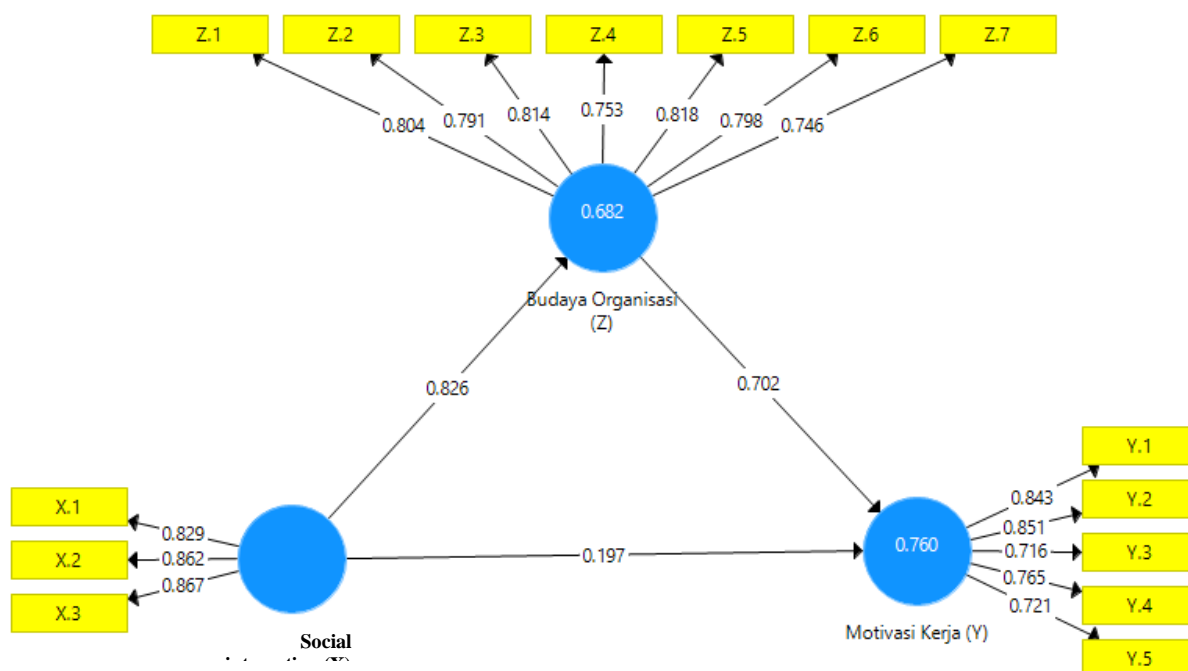


Figure 1. Outer Model
Source: Smart PLS 3.3

If seen in Figure 1 above, it can be seen that for each latent variable there is a loading factor value for each manifest variable 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

$$Z = b_1X + e_1$$

$$Z = 0.826 + e_1$$

For substructure 2

$$Y = b_2X + b_3Z + e_2$$

$$Y = 0.197 + 0.702 + e_2$$

b) 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)
Organizational Culture (Z)	0.624
Social Interaction (X)	0.728
Work Motivation (Y)	0.611

Source: Smart PLS 3.3

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

c) 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 the table below:

Table 2. Discriminant Validity

	Organizational Culture (Z)	Social Interaction (X)	Work Motivation (Y)
X.1	0.715	0.829	0.663
X.2	0.688	0.862	0.664
X.3	0.710	0.867	0.661
Y. 1	0.853	0.725	0.843
Y.2	0.690	0.647	0.851
Y.3	0.502	0.469	0.716
Y.4	0.611	0.542	0.765
Y.5	0.650	0.602	0.721
Z. 1	0.804	0.744	0.664
Z. 2	0.791	0.659	0.663
Z. 3	0.814	0.649	0.673
Z. 4	0.753	0.649	0.642
Z. 5	0.818	0.619	0.748
Z. 6	0.798	0.646	0.704
Z. 7	0.746	0.593	0.685

Source: Smart PLS 3.3

It can be seen in table 2 above that the cross loading value of Organizational Culture is greater than the cross loading value on other variables, for the cross loading value of the Social Interaction variable is greater than the cross loading value of other variables, for the cross loading value of the Work Motivation variable it is greater than the cross loading variable other so that the research above discriminately has an overall valid value.

c) 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
Organizational Culture (Z)	0.921
Social Interaction (X)	0.889
Work Motivation (Y)	0.886

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 fit 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
Organizational Culture (Z)	0.682	0.680
Work Motivation (Y)	0.760	0.757

Source: Smart PLS 3.3

There is an R Square value for the Organizational Culture variable of 0.682 if it is percentaged at 68.2%, meaning that the influence of the Social Interaction variable on Organizational Culture is 68.2%, the rest is in other variables. The R Square value of the Work Motivation variable is 0.760 if it is percentaged at 76.0%, meaning that the influence of Social Interaction and Organizational Culture variables on Work Motivation is 76.0%, 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. Fit models

	Saturated Model	Estimation Models
SRMR	0.078	0.078

d_ ULS	0.732	0.732
d_ G	0.464	0.464
Chi-Square	342,423	342,423
NFIs	0.774	0.774

Source: Smart PLS 3.3

In the table 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
Organizational Culture (Z) -> Work Motivation (Y)	0.702	9,681	0.000	Accepted
Social Interaction (X) -> Organizational Culture (Z)	0.826	28,162	0.000	Accepted
Social Interaction (X) -> Work Motivation (Y)	0.197	2,438	0.015	Accepted

Source: Smart PLS 3.3

The results of the hypothesis above show that the P values are greater than 0.05, so each hypothesis is considered significant. The explanation of this study is as follows:

1. Organizational culture has a positive and significant effect on work motivation with an original sample value of 0.702 and P values of $0.000 < 0.05$ meaning that if organizational culture increases well, work motivation will increase, conversely if it decreases, work motivation also decreases.
2. Social interaction has a positive and significant effect on organizational culture with an original sample value of 0.826 and P values of $0.000 < 0.05$ meaning that if social interaction increases, organizational culture also increases and if it decreases, organizational culture also decreases.
3. Social interaction has a positive and significant effect on work motivation with an original sample value of 0.197 and P values $0.015 < 0.05$ meaning that if social interaction increases, work motivation also increases. If it decreases, work motivation also decreases.

Table 7. Path Coefficients (Indirect Effects)

	Original Sample (O)	T Statistics (O/STDEV)	P Values	Results
Social Interaction (X) -> Organizational Culture (Z) -> Work Motivation (Y)	0.580	8,475	0.000	Accepted

Source: Smart PLS 3.3

In the indirect effect hypothesis research, there are nil P values which are significant, meaning that Organizational Culture is able to influence X and Y variables indirectly positively and significantly and Organizational Culture is an intervening variable.

CLOSING

Conclusion

1. Organizational Culture has a positive and significant effect on Work Motivation at the North Sumatra Regional Police Office
2. Social interaction has a positive and significant effect on the Organizational Culture of the North Sumatra Regional Police Office
3. Social interaction has a positive and significant effect on the Work Motivation of the North Sumatra Regional Police Office
4. Social Interaction has a positive and significant effect on Work Motivation through the Organizational Culture of the North Sumatra Regional Police Office

Suggestion

1. Organizations must often carry out social interactions well so that communication between employees goes well and reduces miscommunication.
2. Organizations must maintain a positive organizational culture and remove or change a bad organizational culture.
3. Organizations must provide motivation to employees to increase their desire to work with figures who really influence the organization.

REFERENCES

- Basa, Y. D. M., & Indrawan, M. I. (2023). The Influence of Organizational Culture and Motivation on Performance with Competence as an Intervening Variable in the Financial Management Agency Regional Income and Assets of Binjai City. *SINOMIKA Journal: Publikasi Ilmiah Bidang Ekonomi dan Akuntansi*, 2(2), 307-322.
- Binti Tsuraya, H., Endayani, L., Zahda, F. M., Utami, I. S., & Jayadi, U. (2023). Unilever Company Work Model. *International Journal of Economics, Management and Accounting (IJEMA)*, 1(1), 7-14.
- Ghozali, Imam. (2014). *Structural Equation Modeling Metode Alternatif dengan Partial Least Square (PLS) Edisi 4*. Universitas Diponegoro, Semarang.

- Hair, J. F. et. al. 2017. A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM). SAGE Publications, Los Angeles.
- Mangkunegara, 2013, Manajemen Sumber Daya Manusia Perusahaan, Remaja Rosdakarya, Bandung.
- Miraningsih, W. 2013. Hubungan Antara Interaksi Sosial dan Konsep Diri Dengan Perilaku Reproduksi Sehat Pada Siswa Kelas XI di Madrasah Aliyah Negeri Purworejo. Skripsi (tidak diterbitkan). FIP BK Unnes Semarang.
- Maruli Tua Sitorus. (2020). Pengaruh Motivasi Antar Pribadi Pimpinan Terhadap Motivasi Kerja. Scopindo Media Pustaka. [6] Purnamasari, W., Indrayanti, L. D. A., & Robbins, Stephen P. and Mary Coulter. (2015). Management, Eleventh Edition, (United States of America: Pearson Education Limited).
- Sekaran, Uma. 2014. Metodologi Penelitian Untuk Bisnis (Research Methods for Business) Buku 1 Edisi 4. Jakarta: Salemba Empat.
- Silaen, D. H., Daulay, M. T., & Ferine, K. F. (2023). The Influence Of Compensation, Work Motivation And Work Discipline On The Performance Of Employees In Administrative Department With Work Loyalty As An Intervening Variable At The Airport Authority Office In Medan Region II. SIBATIK JOURNAL: Jurnal Ilmiah Bidang Sosial, Ekonomi, Budaya, Teknologi, dan Pendidikan, 2(8), 2413-2426.
- Sugiyono. (2018). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung: Alfabeta, CV.

**THE EFFECT OF SOCIAL INTERACTION ON WORK
MOTIVATION MEDIATED BY ORGANIZATIONAL CULTURE IN
THE REGIONAL POLICE OF NORTH SUMATRA**

Muliono¹, Muhammad Isa Indrawan²

DOI: <https://doi.org/10.54443/sibatik.v2i9.1330>

