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## The Influence of Organizational Culture and Job Satisfaction on Employee Performance at the National Narcotics Agency of South Sumatera Province

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**Abstract:** The objectives of this study are as follows: To analyze the influence of organizational culture on employee performance, To analyze the influence of job satisfaction on employee performance and To analyze the influence of organizational culture and job satisfaction simultaneously on employee performance at the National Narcotics Agency of South Sumatra Province. Organizational Culture ( $X_1$ ) has a significant influence on Employee Performance (Y). The results of the partial test (t test) show that the calculated t value is greater than the t table at a significance level of 5%, Job Satisfaction ( $X_2$ ) has a significant effect on Employee Performance (Y). The results of the partial test show that job satisfaction has a very strong influence on employee performance and culture. Organization ( $X_1$ ) and Job Satisfaction ( $X_2$ ) simultaneously have a positive and significant effect on Employee Performance (Y). The results of the simultaneous test (F test) show that both independent variables together have a significant effect on employee performance at the South Sumatra Provincial BNN. The contribution of Organizational Culture and Job Satisfaction to Employee Performance is relatively strong.

**Keyword:** Organizational Culture, Job Satisfaction, Employee Performance.

### INTRODUCTION

In an era of globalization and increasingly fierce competition, organizations are required to have high-performing human resources to achieve strategic goals. Employee performance is a key factor in determining the success of an organization, both in the public and private sectors. Optimal performance is not only related to an individual's ability to complete tasks, but is also influenced by the work environment, organizational culture, and the level of employee satisfaction with their work.

Improving employee performance will bring progress to a company, enabling it to survive in a competitive and unstable business environment. Therefore, efforts to improve employee performance represent a major management challenge, as the success of achieving goals and the company's survival depend on the quality of its human resources. Employees are required to complete their tasks and responsibilities effectively and efficiently. Employee success can be measured through customer satisfaction, reduced complaints, and the achievement of optimal targets.

High employee performance is highly desired by any organization. The more high-performing employees there are, the higher the company's overall productivity will be, enabling it to survive in global competition. Improving employee performance itself will drive improvements in performance and other factors across the entire business or company. Employee performance in production processes is influenced by factors including organizational culture and education. Employee performance measurement is used as a management tool to analyze and drive efficiency. High performance is a company's competitive advantage. Performance is highly dependent on high-quality human resources and good morale.

The performance of the South Sumatra National Narcotics Agency (BNN) employees is crucial given the high rate of drug abuse in the region. Based on 2022 data from the BNN and the Indonesian Institute of Sciences (LIPI), the prevalence of drug abuse in South Sumatra reached 1.85% of the total population, higher than the national average of 1.77%. This demonstrates the BNN's challenging work in this region, requiring optimal performance from all employees.

Creating employee job satisfaction is not easy because job satisfaction can be created if the variables that influence it, including work motivation, leadership, and organizational culture, can be well accommodated and accepted by all employees within an organization. Job satisfaction is very important because employees in an organization are the most dominant factor in determining the success or failure of organizational activities. Employee job satisfaction must be created as well as possible so that work morale, dedication, love, and work discipline are high. Basically, job satisfaction is an individual matter because each individual will have different levels of satisfaction according to the characteristics that apply to him. The issue of job satisfaction is very important to pay attention to, because high satisfaction will create a pleasant work atmosphere and will encourage employees to excel.

Thus, it is clear that a strong organizational culture and high job satisfaction can be a crucial key to improving employee performance at the South Sumatra National Narcotics Agency (BNN). A positive organizational culture will create a conducive work environment, increase loyalty, and build employee commitment. Meanwhile, job satisfaction will boost motivation and morale, as well as reduce absenteeism and turnover rates. Organizational culture is crucial in connecting the organization with its employees. It permeates organizational life and subsequently influences every aspect of the organization. Therefore, organizational culture has a significant influence on fundamental aspects of organizational performance. This statement has been widely accepted and supported by several studies linking performance to organizational culture. If organizational culture is a crucial aspect in improving performance, it must be well-managed. Effective management requires a clear understanding and attention to organizational culture.

## **METHOD**

### **Types of research**

The quantitative method was chosen so that the research results could be measured objectively through numerical data obtained from the questionnaire, then analyzed using inferential statistical techniques. A statement or question that requires alternative answers, strongly agree, agree, disagree, disagree where each: strongly agree is given a score of 4, agree

3, disagree 2, and disagree 1, (Sugiyono, 2022). Quantitative research takes a distance between the researcher and the object of research. Quantitative research uses formal, standard, and measuring instruments. The research method used is a survey method by collecting data through research instruments, and distributing questionnaires to members of the National Police Certification Institute, the results of which are then processed using the SPSS program for Windows version 29 to determine the influence of organizational culture and job satisfaction simultaneously on the performance of employees of the National Narcotics Agency of South Sumatra Province. This method is used to test the influence between two independent variables and one dependent variable.

### **Sample population**

Definition of population according to Sugiyono (2019) is a generalization area consisting of objects or subjects with certain characteristics determined by the researcher to be studied and then conclusions drawn. Based on this definition, the population in this study is 150 employees at the National Narcotics Agency of South Sumatra Province, in determining the sample of this study using the Slovin formula, the number of samples studied was 60 respondents.

### **Method of collecting data**

Techniques are methods for searching for and obtaining data on variables in the form of notes, reports, and documentation. According to Sugiyono (2020), there are two main factors that influence the quality of research data: the quality of the research instrument and the quality of the results. In this study, the data collection technique used is the field research technique, carried out by going directly to the field using a questionnaire data collection tool which is distributed to respondents.

The data collection techniques used in this study are as follows:

#### **1. Questionnaire**

In this study, the author used a closed questionnaire (statements that were already available), where the author provided respondents with a choice of each statement submitted, so that respondents only had to mark (X) or mark (√) on each statement option they wanted.

Assessment of a series of research questionnaire statements that have been answered by respondents using the following research norms:

A question is positive if the answer is:

- a) Strongly Agree     Score 5
- b) Agree                Score 4
- c) Quite Agree        Score 3
- d) Disagree            Score 2
- e) Strongly Disagree Score 1

Likert scale. The Likert scale is used to measure an individual's or group's attitudes, opinions, and perceptions about social events or phenomena. In this research, these social phenomena have been specifically defined by the researcher, and are hereinafter referred to as research variables.

#### **2. Research Instruments**

research instrument of the variable influence of workload and work environment simultaneously on job satisfaction of Class IIA Serang Penitentiary employees is in the form of a questionnaire with a Likert scoring model filled out by respondents on the distributed questionnaire. The Likert scale consists of 5 (five) scales, namely Strongly Agree (SS), Agree (S), Quite Agree (CS), Disagree (TS) and Strongly Disagree (STS).

## Analysis Method

The analysis technique used in this study was quantitative analysis using statistics. Furthermore, to obtain and expedite data input, statistical software was used to support this research. The software used to support this research was SPSS (Statistical Product and Service Solutions) version 29. In SPSS, raw data that had been processed into numbers was input into SPSS, making it easier for the author to conduct this research.

## Validity Testing

The basis for decision making in validity testing is as follows:

- a) If the r value is positive and the  $r_{\text{result}} > r_{\text{table}}$ , then the item or variable is valid.
- b) If the r value is negative and  $r_{\text{result}} < r_{\text{table}}$  or r result is negative  $> r_{\text{table}}$  then the item or variable is invalid.

A questionnaire is declared valid if the r value obtained from the calculation results ( $r_{xy}$ ) is greater than the table r value (5%).

## Instrument Reliability Test

According to Arikunto (2020), reliability refers to the degree to which an instrument is sufficiently reliable to be used using the Cronbach's Alpha formula. The basis for decision making in the reliability test in this study is as follows:

- a) If the r alpha value is positive and  $r_{\text{alpha}} > r_{\text{table}}$ , then the item or variable is reliable.
- b) If the r alpha value is negative and  $r_{\text{alpha}} < r_{\text{table}}$  or r alpha is negative  $> r_{\text{table}}$ , then the item or variable is not reliable.

## Multiple Regression Analysis

Sugiyono (2019) proposed multiple linear regression analysis used to make predictions, how the value of a variable changes dependent if the value of the independent variable is increased or decreased. This analysis is used by involving two or more independent variables between the dependent variable (Y) and the independent variables ( $X_1$  and  $X_2$ ), This method is used to determine the strength of the influence between several factors. independent variables simultaneously with the dependent variable.

$$\mu_{Y/X_1, X_2, \dots, X_n} = A + B_1X_1 + B_2X_2 + \dots + B_nX_n$$

Technique used in this study was multiple linear regression. The analysis was conducted computerized using the computer program Statistical Product and Service Solutions (SPSS) Version 29 for Windows.

## Coefficient of Determination

The definition of the coefficient of determination according to Supangat (2018) is: "The coefficient of determination is a quantity to show the level of strength of the relationship between two or more variables in the form of a percentage (showing how much percentage of the diversity of y can be explained by the diversity of x), or in other words how much x can contribute to y."

Kuncoro (2021), according to him, the coefficient essentially measures the extent to which a model is able to explain variations in the dependent variable. The value of the coefficient of determination is between zero (0) and one (1). A small  $r^2$  value means that the ability of the independent variables to explain the variable's variation is very limited. If the value is close to one, it means that the independent variables provide almost all the information needed to predict variations in the dependent variable.

The magnitude of the relationship between the variables " $X_1$ " and " $X_2$ " with the variable " $Y$ " can be determined by using the coefficient of determination analysis, which is obtained by

squaring the correlation coefficient. Based on the definition above, the coefficient of determination is part of the total diversity of the dependent variable that can be calculated by the diversity of the independent variable calculated with the coefficient of determination with the basic assumption that other factors outside the variable are considered fixed or constant. To determine the value of the coefficient of determination, it can be calculated using the formula:

$$K_d = r^2 \times 100\%$$

**Information:**

Kd = Value of coefficient of determination  
r = Correlation coefficient value

**Hypothesis**

The calculations or analysis in this study utilize the SPSS computer program for Windows 29.0. The test statistics used are:

**a. t-test**

To determine the influence of the independent variable individually (partially) on the dependent variable, the decision is to use a partial test (t-test) with the test decision being:

- 1)  $H_0$  is accepted if  $t_{\text{count}} < t_{\text{table}}$ .
- 2)  $H_0$  is rejected if  $t_{\text{count}} > t_{\text{table}}$ .

**b. F test**

The F test statistic is used to determine simultaneously (multiple) the influence of organizational culture and job satisfaction simultaneously on the performance of employees of the National Narcotics Agency of South Sumatra Province, with the test results being:

- 1)  $H_0$  is accepted if  $F_{\text{count}} < F_{\text{table}}$ .
- 2)  $H_0$  is rejected if  $F_{\text{count}} > F_{\text{table}}$ .

**RESULTS AND DISCUSSION**

The quantitative data that has been compiled, through the distribution of questionnaires or surveys that the researcher has conducted, becomes the average value of the Organizational Culture variable ( $X_1$ ), Job satisfaction variable ( $X_2$ ) and the dependent variable Employee Performance ( $Y$ ) and analyzed using parametric statistics with the program SPSS Release 29.00 For Windows, namely to find out whether each variable studied has a positive influence on Employee Performance or vice versa. The data was analyzed using the regression analysis command (option) found on the SPSS main menu. The values in each SPSS output are described as follows:

**a. Multiple Linear Regression Test****1) t test****a) The Influence of Organizational Culture ( $X_1$ ) on Employee Performance ( $Y$ )**

The coefficients table, the calculated t value for the Organizational Culture variable ( $X_1$ ) is 2.024 while the t table value for  $n = 60$  is 2.000. So  $2.024 > 2.000$ , then  $H_0$  is rejected and  $H_a$  is accepted, it can be stated that Organizational Culture ( $X_1$ ) has a significant effect on Employee Performance. BNN South Sumatra Province ( $Y$ ).

**b) Influence Job satisfaction ( $X_2$ ) on Employee Performance ( $Y$ )**

The calculated t value for the Job Satisfaction variable ( $X_2$ ) is 7.925, while the t table value for  $n = 60$  is 2.000. So  $7.925 > 2.000$ , then  $H_0$  is rejected and  $H_a$  is accepted, it can be concluded that partially the Job Satisfaction variable ( $X_2$ ) has an effect on Employee Performance. BNN South Sumatra Province ( $Y$ ).

## 2) F test

From the analysis results in the table below above is the test ANOVA obtained a calculated F value of 48,827, while the F table ( $\alpha 0.05$ ) for  $n = 60$  was 2.76. So the calculated  $F >$  from the F table ( $\alpha 0.05$ ) or  $48,827 > 2.76$  with a significant level of 0.000 because  $0.000 < 0.05$ , then it can be said that Organizational Culture ( $X_1$ ) and Job Satisfaction ( $X_2$ ) together or simultaneously have a positive effect on the Performance of BNN South Sumatra Province Employees (Y).

## b. Coefficient of Determination

Based on the calculations in the table below The relationship test was conducted for the three variables, and based on the Model Summary table, the Adjusted R Square ( $R^2$ ) value was 0.619. This shows that 61.9% of Organizational Culture ( $X_1$ ) and Job Satisfaction ( $X_2$ ) jointly influence Employee Performance (Y), while the remaining 38.1% is influenced by other factors not examined in this study.

## CONCLUSION

1. Organizational Culture ( $X_1$ ) has a significant influence on Employee Performance (Y). The results of the partial test (t-test) show that the calculated t- value is greater than the t- table at a 5% significance level. This proves that an organizational culture that reflects the values of integrity, professionalism, discipline, and teamwork plays an important role in improving the performance of BNN employees in South Sumatra Province.
2. Job Satisfaction ( $X_2$ ) has a significant effect on Employee Performance (Y). Partial test results indicate that job satisfaction has a very strong influence on employee performance. Employees who are satisfied with their jobs, work environment, relationships with leaders and coworkers, and reward systems tend to perform more optimally.
3. Organizational Culture ( $X_1$ ) and Job Satisfaction ( $X_2$ ) simultaneously have a positive and significant effect on Employee Performance (Y). The results of the simultaneous test (F test) show that both independent variables together have a significant effect on the performance of BNN employees in South Sumatra Province. The Contribution of Organizational Culture and Job satisfaction with employee performance is considered strong. The adjusted R-square value is 0.619. shows that 61.9% of the variation in employee performance can be explained by organizational culture and job satisfaction, while the remaining 38.1% is influenced by other factors not examined in this study.

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