



THE INFLUENCE OF TEAMWORK AND WORK SATISFACTION ON EMPLOYEE TASK PERFORMANCE OF TRANSPORTATION SERVICE OF BUKITTINGGI WEST SUMATERA INDONESIA

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Abstract

The purpose of the study was to determine: influence on the teamwork, and work satisfaction to task of performance. The research was conducted on Land Transportation Service in Bukittinggi Municipality West Sumatera Province. This study is a survey research. The sample used in this research is 100 employee and using a path analysis approach. The results showed that: (1) teamwork had positive direct influence against employee task performance, (2) work satisfaction had positive direct influence against employee task performance, (3) teamwork had positive direct influence against work satisfaction, and (4) teamwork had indirect influence against employee task performance through employee work satisfaction. The conclusion is, that to increase employee task performance could be improved through the increasing of teamwork and work satisfaction.

Keywords: Teamwork, Satisfaction, Performance, Indonesia

INTRODUCTION

Transportation Service at Bukit Tinggi municipality is located in the second biggest city in West Sumatra Province, Indonesia. The main task of land transportation is to prepare materials and arrange technical policy of technical supervisory in field of land traffic, land transportation, also land facility and infrastructure. Land Transportation Service is the most responsibility institution

against the arrangement of land transportation. The successful of task implementation is most depended on the orientation of human resources. Civil State Employee (PNS) as the government employee and people servant is the most important asset that becomes the top leading in carrying out the task and responsible of government institution. Every personal employee in the organization is demanded to give positive contribution through good task performance. The performance as" the record of outcomes produced on a specified job function or activity during a specified time period (Bernardin and Russel (2003). Robbins and Coulter (2005) give the assertion as productivity a performance measure including effectiveness and efficiency; effectiveness: achievement of goals; efficiency: the ratio of effective output to input. Generally the performance is given by boundaries as the successful of personal in carrying out a task of the job. Task performance can be identified through analysis and investigation methods and included within a formalism, such that object and context are related by the same representational techniques (Jennex, 2009). Task performance at the expense of group harmony certainly would be viewed as inappropriate. A similar may exist in feminine cultures, in which maintenance of good personal relationships is valued. Managers are to develop good personal networks and develop warm, trusting relationships with their subordinates may be betfile (Slim, 2002). In that so, can be concluded that the meaning of task performance is work result that can be reached by someone in carrying out his task based on the responsibility given for certain period both in quality or quantity.

An effort to improve employee task performance is influenced by various factors, such as, factor of work satisfaction. The involvement of PNS in the work has relation with work satisfaction. Work satisfaction is one of the important factors that could influence life satisfaction, because of most of human time is used in work place. Satisfaction is the emerging of one's feeling of happy or disappointed after comparing between perception or perspective against performance or product's result and the hopes. (Philip Kotler, 2003). According to Luthans (2016) work satisfaction is an employee's emotional response against the job and is determined by the accordance between fact and hope of the employee and shows the attitude of employee against the job. Another point of view states that work satisfaction is generalization of attitudes against the job and which is based on the aspects of various jobs. (Wexley dan Gary, 2005). According to Greenberg and Robert (2003), The various attitudes people hold toward their jobs are referred to as job satisfaction, one of the most widely studied work-related attitudes and the topic we now will consider. Formally, we define job satisfaction as individuals' positive or negative attitudes toward their jobs. Newstrom and Davis (2002) state that, "Job satisfaction is a set of favorable or unfavorable feeling and emotions with which employees view their work. Job satisfaction is an affective attitude a feeling of relative like or dislike toward

something. Based on the perspectives above, can be concluded that work satisfaction is someone's assessment against the job that giving happiness in carrying out the task activity. Beside the above factors had been identified, factor of teamwork also has role to determine employee performance quality in the every task implementation. Teamwork is a form of group work with complementary each other skills and commitment to gain initial compromised mission to get common target effectively and efficiently. Teamwork is a situation characterized by understanding and commitment to group goals on the part of all team members (DuBrin, 2012). Teamwork refers to the way in which team members work together to produce synchronized output (Reader dan Brian, 2014). Teamwork refers to the process of people working together to accomplish the goals (Schermerhon, 2010:318). Teamwork refers to those instances where individuals interact or coordinate behavior in order to achieve tasks that are important to the team's goals (Paul dkk., 2010). Clark, (2003) states "teamwork refers to the processes of Interaction present in a group of individuals who have come together for some purpose. The following are Rentsch and Zelno give limitation that, Teamwork is a process aimed at facilitating team member interactions through effective communication, coordination, and cooperation to promote successful task completion and to develop haigh-quality relationship among team members. Vansina (2008) in simplified determines the concept of teamwork namely, "teamwork refers to how people involved have been working together to achieve task completion.

According to concept explanation above, so can be concluded that teamwork is an interaction between group members to work in common to get determined target, with indicators of: cooperation; coordination; action integration; adaptation, and achievement of team target.

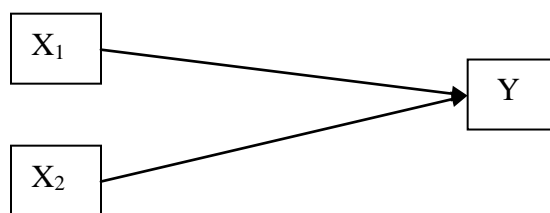
Regarding of those theories, so the results of the research hypothesis; (1) teamwork has direct influence against task performance; (2) work satisfaction has direct influence against employee task performance; (3) teamwork has direct influence against employee work satisfaction.

RESEARCH METHODS

The research was carried out on the employees of Transportation Service of Bukit Tinggi municipality of West Sumatera. The method used in this research is the survey method with data analysis technical of Path Analysis (Line Analysis). Research population was the employees of Land Transportation Service of Bukit Tinggi municipality, West Sumatera. The number of sampling were about 100 people which is taken by proportional random sampling. The used of research instrument was five scale, which included questioner 28 items of performance variables, 29 items of work satisfaction variables, and 26 items of teamwork variables.

The data had been taken was analysis using descriptive and inferential analysis. The descriptive analysis was used in presenting data, central and distribution sizes. Data presenting consists of distribution list and histogram. Central size consists of mean, median, and modus, while distribution size consists of variant and standard deviation. Then, calculated how big the direct or indirect impacts between independent and dependent variables. The big of influence is shown from how big the coefficient line. Inferential analysis is used to test the hypothesis by using statistic method of line analysis (Path Analysis) with initially by normality test and variant homogeneity.

Figure 1 Problem Constellation



Where,

Y = employee task performance

X1 = teamwork

X2 = work satisfaction

RESULTS AND DISCUSSION

The data of employee task performance are taken average score of 124,81, standard deviation are 6,758, median are 125, modus are 120, with frequency distribution as follow:

Table 1 Frequency Distribution of Score Y

Class	Class Interval	Frequency	Relative Frequency (%)
1	112 - 36	9	9.00
2	116 - 43	11	11.00
3	120 - 50	21	21.00
4	124 - 57	28	28.00
5	128 - 64	13	13.00
6	132 - 71	9	9.00
7	136 - 78	9	9.00
Total		100	100

From data shown on table of frequency distribution above, if were compared with average price shows that score of employee task performance is laid below average price for about 42 respondents (41%), while who laid on group of average price class are 28 respondents (28%) and who laid on above average price are 31 respondents (31%). Teamwork data taken average score value are 110,10, standard deviant are 8,536, median are 111, modus are 101 with frequency distribution as follow:

Table 2 Frequency Distribution of Score X_1

Class	Class Interval	Frequency	Relative Frequency (%)
1	92 - 96	8	8.00
2	97 - 101	13	13.00
3	102 - 106	15	15.00
4	107 - 111	18	18.00
5	112 - 116	18	18.00
6	117 - 121	20	20.00
7	122 - 126	8	8.00
Total		100	100

According to frequency distribution table above, if were compared with average price shows that teamwork scores are laid below average price about 36 respondents (36 %), while who laid on group of average price class are 18 respondents (18%) and which is above average price are 46 respondents (46%).

From data of work satisfaction are taken average score value are 119,17 standard deviation are 6,877, median are 120, modus are 122 with frequency distribution as follow:

Table 3 Frequency Distribution of Score X_2

Class	Class Interval	Frequency	Relative Frequency (%)
1	106 - 109	11	11.00
2	110 - 113	11	11.00
3	114 - 117	17	17.00
4	118 - 121	19	19.00
5	122 - 125	23	23.00
6	126 - 129	12	12.00
7	130 - 133	7	7.00
Total		204	100

From data shown on the table of frequency distribution above, if were compared with average price shows that score of work satisfaction is laid on average score about 19 respondents (19%), while who laid on bellow average price are 39 respondents (39%) and who laid above average price are 42 respondents (42%).

Hypothesis Testing

First Hypothesis Test

First hypothesis states that teamwork (X_1) has direct influence against employee task performance (Y).

$$H_0 : \beta_{yX1} = 0$$

$$H_1 : \beta_{yX1} > 0$$

Calculation result of line coefficient for causal model which is hypothesized taken line coefficient value $\beta_{yX1} = 0,304$ with $t_{count} = 4,163$ and $t_{table} = 1,66$ at $\alpha = 0,05$. Because of $t_{count} > t_{table}$ so this line coefficient is significant, so as H_0 is rejected. Meant that, teamwork variable has direct influence against employee task performance variable. This indicates that teamwork is one of the predictor of employee task performance.

Second Hypothesis Test

Second hypothesis states that “work satisfaction” (X_2) has direct influence against employee task performance (Y).

$$H_0 : \beta_{yX2} = 0$$

$$H_1 : \beta_{yX2} > 0$$

Calculation result of line coefficient for causal model which is hypothesized is taken line coefficient value $\beta_{yX2} = 0,582$ with $t_{count} = 7,982$ and $t_{table} = 1,66$ at $\alpha = 0,05$. Because of $t_{count} > t_{table}$ so this line coefficient is significant, so as H_0 is rejected. Meant that, the second hypothesis is proven, that work satisfaction variable has direct influence against employee task performance. This finding proves that who has high work satisfaction, has involvement taste to act accordance with wanted target and able to give the time for existing challenge.

Third Hypothesis Test

Third hypothesis states that teamwork (X_1) has direct influence against work satisfaction (X_2).

$$H_0 : \beta_{yX2 X1} = 0$$

$$H_1 : \beta_{X2 X1} > 0$$

Calculation result of line coefficient for causal model which is hypothesized is taken line coefficient value $\beta_{X2 X1} = 0,461$ with $t_{count} = 5,146$ and $t_{table} = 1,66$ at $\alpha = 0,05$. Because of $t_{count} >$

t_{table} so this line coefficient is significant, so as H_0 is rejected. Meant that, third hypothesis is proven, that teamwork variable has direct influence against work satisfaction variable. This finding shows, that with good teamwork, so that someone has high work satisfaction.

Fourth Hypothesis Test

Fourth hypothesis states that teamwork (X_1) has indirect influence against employee task performance (Y) through work satisfaction mediation (X_2).

According to teamwork influence analysis (X_1) through work satisfaction (X_2) against employee task performance (Y): known that direct influence given X_1 against Y is 0,304. While influence of indirect X_1 through mediation X_2 is multiplication between beta value X_1 against X_2 with beta value X_2 against Y namely: $0,461 \times 0,582 = 0,268$. So the total influence given X_1 against Y is direct influence added by indirect decreasing namely: $0,304 + 0,268 = 0,572$. According to calculation result is known that direct influence value is 0,304 and indirect influence is 0,268 which is meant that direct influence value is bigger than indirect influence value, this shows that teamwork indirect influence (X_1) through work satisfaction mediation (X_2) has significant influence against employee task performance (Y).

CONCLUSIONS AND RECOMMENDATIONS

Based on the findings, this research concludes as follow: (1) There is positive direct influence of teamwork against employee task performance (2) There is positive direct influence of work satisfaction against employee task performance (3) There is positive direct influence against work satisfaction (4) There is indirect influence teamwork against employee task performance through work satisfaction mediation.

Therefore, for recommendations for local governments in Bukit Tinggi, West Sumatra are: (1) government institutions on high hills can conduct tiered evaluations for employees in carrying out their duties as a form of teamwork. (2) Government agencies on high hill can provide rewards for employees who perform well and motivate other employees to do so. (3) high hill government institutions improve employee service facilities so that their performance can be optimized and improve performance.

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