

THE INFLUENCE OF WORK ENGAGEMENT, WORK ATTITUDES AND ORGANIZATIONAL COMMITMENT ON THE PERFORMANCE OF MANDAILING NATAL REGENCY FOOD SECURITY SERVICE EMPLOYEES**Abdul Muin^{1*}, Sjahril Effendy², Bahril Datuk³**^{1,2,3}Universitas Muhammadiyah Sumatera Utara

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*Email: amuin4927@gmail.com**ABSTRACT**

The purpose of this research is to see the influence of work involvement on employee performance, to see the influence of work attitudes on employee performance, to see the influence of organizational commitment on employee performance, to see the influence of work involvement, work attitudes and organizational commitment on employee performance at the District Food Security Service. Mandailing Christmas. The method used in this research is the survey method. Partially, work involvement has a significant effect on employee performance, work attitude has a significant effect on employee performance, organizational commitment has a significant effect on employee performance at the Mandailing Natal Regency Food Security Service. Simultaneously, work involvement, work attitudes and organizational commitment have a significant effect on employee performance at the Mandailing Natal Regency Food Security Service.

Keywords: Organizational Commitment, Performance, Work Attitude, Work Involvement.

INTRODUCTION

Mandailing Natal Regency was formed based on Law Number 12 of 1998 concerning the Establishment of the Level II Regional Regency of Toba Samosir and the Level II Regional Regency of Mandailing Natal which was stipulated on November 23 1998. It was then formally inaugurated on March 9 1999 by the Minister of Home Affairs. In order to socialize Mandailing Natal Regency, Mandailing Natal Regent Amru Daulay, SH established the acronym for the name Mandailing Natal Regency as Mandailing Natal Regency in a letter dated April 24 1999 Number 100/253.TU/1999. The Food Security and Agriculture Service is a Regional Apparatus that carries out Regional government affairs in the areas of food security, agriculture, animal husbandry and animal health as well as the fisheries sector which is the authority of the Region. Based on pre-survey observations, researchers saw that employee work engagement was still low, indicated by the fact that there were still employees who were late entering the office, employees often left the premises during working hours for activities outside the office, after the lunch break there were still many employees who were not yet there to returning to work, the process of disposition of documents is often delayed so that the follow-up process is also hampered and work is not completed on time. This shows that employee work involvement is still not

Proceeding 2nd Medan International Economics and Business

Volume 2, Issue 1, 2024

“Human Resource Transformation and Collaborative Innovation to Build Independent and Competitive Business in the Digital Era”

optimal and effective. The average performance of employees at the Mandailing Natal Regency Food Security Service can be seen in the following table:

Table Performance Data for Food Security Service Employees Mandailing Natal Regency

Dimensi	Nilai	Nilai Ideal	Kriteria
Orientasi Pelayanan	81	90	Baik
Integritas	72	90	Cukup
Komitmen	74	90	Cukup
Disiplin	75	90	Cukup
Kerja Sama	82	90	Baik
Kepemimpinan	85	90	Baik

Source: Mandailing Regency Food Security Service Natal 2024

Based on the data in the table above from the assessment of the average employee performance targets in the period January to December 2022, the average achievement results based on employee performance are good because based on the service orientation dimension and the cooperation and leadership dimensions, it exceeds the targets set by the agency, achieving an average score. -average 81, 82 and 85. However, if we look at the performance dimension, there are still criteria for employee achievement scores that are below the standard employee performance scores. The employee performance dimension is a strategic and integrated approach that aims to achieve sustainable success for the organization. This approach includes improving the performance of individuals who work in it, developing team capabilities, as well as individual contributions. Good organizational performance can be described by the results of employee work in completing tasks and responsibilities. Good performance can be demonstrated by active work involvement and a good work attitude. Work involvement is a feeling characterized by employees having a high level of concern for their work, a feeling of psychological attachment to the work they do and a strong belief in their ability to complete their work. With optimal work involvement, employees will create good performance and participate actively in completing their tasks so that employees feel proud of the work they do. Maximum work involvement is carried out due to appropriate work placement, employee participation, feeling that their performance is important for employees, feeling that work is their self-worth, as well as employee integrity so that it will have a good impact on performance. Employees who have high work involvement identify themselves more with their work and consider work to be very important in their lives. A high level of work engagement can reduce employee absenteeism.

According to the Institute of Employee Studies, employee involvement is a form of caring about the success of the organization where they work. Involved employees will care about the organization's business and be able to work as a team to improve organizational performance (Ratnaningsih, 2021). According to Marciano (2020) who stated that employees who are not involved in their work will show an attitude of not caring about work, namely only carrying out work according to orders, not focusing on work, relaxing at work, not utilizing work time to maximize work, thus leading to a decline employee productivity.

Meanwhile, according to Smith & Marcwick (2019), organizations that have a high level of employee involvement have been proven to be able to save 55 percent on recruitment costs. Employees in carrying out their roles in an organization have a variety of work attitudes or behavior in the place where they work. One employee and another is not the same in appreciating their work attitude. The culture brought by each employee influences the employee's behavior. Work attitude contains the positive or negative evaluation a person has about aspects of their work environment. In human resource management science, most research focuses on three attitudes, namely job satisfaction, job involvement and organizational commitment. Work attitude is an important indicator in improving employee work performance. Work attitude is very important. This is because work attitude shows how much attention the organization pays to employees. Having a good employee work attitude towards the organization will encourage employees to work even better. Work attitudes are thoughts and feelings of satisfaction or dissatisfaction and can be summed up as likes and dislikes working with a tendency to respond positively or negatively to get what is desired at work. Employees sometimes face problems in their work environment, either with co-workers, superiors or even with the work itself. This situation of course triggers a decline in employee performance, which results in decreased productivity. Each individual has their own way of dealing with the problems they face. The organization must take part in resolving this situation in order to create a conducive working atmosphere, so that employees can improve their performance. According to Kenneth (2021), work attitude is an individual's attitude towards work, which reflects their pleasant and unpleasant experiences at work and their hopes for future experiences.

Organizational commitment is needed as an indicator of employee performance, commitment also includes work involvement. Commitment from employees is something important. Because of its impact, among other things, on tardiness, absenteeism, the desire to change jobs, and workforce turnover. Factors that influence commitment to the organization include individual characteristics, job characteristics, and work experience. Organizational commitment itself has three components, namely a person's strong belief in and acceptance of the organization's goals, a person's willingness to try hard to depend on the organization, and a person's limited desire to maintain membership. Another problematic phenomenon is related to employee work attitudes. Researchers look at the work behavior of individual employees who are less able to build relationships with other employees at work. Employees tend to be closed and only think about their own work. There are also employees who are less able to control their emotions in public. According to researchers, this condition is caused by employees who are unable to manage their attitudes. Apart from that, there are still problems related to employee attendance, namely that employees are often found who are absent without explanation. This can be seen in the following table:

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Table 1.2 Employee Attendance Statistics in 2023

Bulan	Jlh Pegawai	Sakit		Izin		Tanpa Keterangan		Terlambat		Total	
		Jlh	%	Jlh	%	Jlh	%	Jl h	%	Jlh	%
Januari	169	5	2,96	2	1,18	3	1,78	8	4,73	18	10,65
Februari	169	2	1,18	2	1,18	0	0,00	9	5,33	13	7,69
Maret	169	0	0,00	4	2,37	1	0,59	4	2,37	9	5,33
April	169	0	0,00	0	0,00	2	1,18	12	7,10	14	8,28
Mei	169	1	0,59	3	1,78	2	1,18	6	3,55	12	7,10
Juni	169	3	1,78	5	2,96	10	5,92	21	12,43	39	23,08
Juli	169	2	1,18	2	1,18	6	3,55	13	7,69	23	13,61
Agustus	169	1	0,59	2	1,18	11	6,51	12	7,10	26	15,38
September	169	5	2,96	6	3,55	9	5,33	9	5,33	29	17,16
Oktober	169	3	1,78	0	0,00	8	4,73	19	11,24	30	17,75
November	169	0	0,00	8	4,73	12	7,10	21	12,43	41	24,26
Desember	169	9	5,33	4	2,37	9	5,33	17	10,06	39	23,08

Source: Madina Regency Food Security Service, 2024 (processed by researchers)

By paying attention to the table above, it can be concluded that there are still frequent cases of employees not coming to work without explanation and employees often being late for work. This indicates that there are problems in terms of employee commitment and enforcing employee discipline, thus attracting researchers' interest in conducting research with the title "The Influence of Work Involvement, Work Attitudes and Organizational Commitment on the Performance of Mandailing Natal Regency Food Security Service Employees".

METHOD

This research is included in quantitative research, where research data is in the form of numbers and analyzed using statistics. The method used in this research is a survey method. Survey research is research that takes samples from a population and uses questionnaires as the main data collection tool (Sofian Effendi and Tukiran, 2019). The survey method used focuses on collecting data from respondents who have certain information so as to enable researchers to solve problems. Based on the level of explanation, this research is classified as associative causal or relationship research, namely research to determine cause and effect. The relationship or influence of the independent variable (X) on the dependent variable (Y) (Sugiyono: 2018).

DISCUSSION

The Effect of Work Engagement on Employee Performance

The estimated parameter value of the standardized regression weight coefficient is 2.276 with a sig of 0.025. Sig analysis results. 0.025 is smaller than 0.05, meaning that individually the work involvement variable has a significant effect on employee performance

at the Mandailing Natal Regency Food Security Service, so that "work involvement has a significant effect on performance" is supported and can be stated if there is a direct influence between work involvement and performance employee. Job involvement or work involvement is the relationship between employees in an organization (Scott in Widyacahya and Wulandari 2018). Work involvement is defined as an indicator that measures the degree of employee involvement in work and in the decision-making process (Khan in Widyacahya and Wulandari 2018). According to Davis and Newstrom in Widyacahya and Wulandari (2018) work engagement is the visibility that employees enjoy at work, the extent to which they actively participate in the workplace and see important achievements for themselves. According to Robbins in Widyacahya and Wulandari (2018), employees who are highly involved will support the type of work they do and really pay attention to that work. Employees' high attention to work, their psychological attachment to work, and their strong belief in their ability to complete work can indicate that they are highly engaged in work. According to Rotenberry in Widyacahya and Wulandari (2018), employees who rarely participate in work will feel less impartial at work, so they tend to work regularly. High work involvement allows employees to continue to improve performance which has an impact on employee achievement. At the same time, employees who are less engaged at work are more likely to leave the organization and/or decrease their performance within the organization, and engage in work that faces greater challenges outside their work area. It can be seen the work involvement of employees at the Mandailing Natal Regency Food Security Service. The work involvement of employees of the Mandailing Natal Regency Food Security Service can be shown by the employee's attitude towards the work provided by the agency, namely being able to complete and be responsible for the work. Employees are very directly involved in the work so their performance in the agency will also be high. The involvement of Mandailing Natal Regency Food Security Service employees is high and influences their performance very highly too. This is supported by previous research by (Logahan & Aesaria, 2021), (Setyorini, Maghfiroh, & Farida, 2022) in research (Shueh & Mei, 2021) which also shows that work engagement has a significant positive influence on employee performance.

The Influence of Work Attitudes on Employee Performance

From the table above, the calculated t value is 3.135 with a sig of 0.002. Sig analysis results. 0.002 is smaller than 0.05, meaning that individually the work attitude variable has a significant effect on employee performance at the Mandailing Natal Regency Food Security Service. With the following hypothesis criteria, if the $t_{count} > t_{table}$, then the research hypothesis is accepted. If the $t_{count} < t_{table}$, then the research hypothesis is rejected. From the results of data processing, it was obtained that the value $t_{count} > t_{table}$ ($3.135 > 2.009$) and the significance value was smaller than the value $\alpha: 0.05$, namely $0.012 < 0.05$, so the hypothesis proposed in this research was accepted. This means that the work attitude variable partially has a positive and significant effect on employee performance at the Mandailing Natal Regency Food Security Service. The results of this research are in line with the research results of Agus Marimin (2021); Noviansyah and Zunaidah (2021); Saeed, S., and Syah, F.M (2022); Yazid, Musnadi and Chan, (2021) all of whom stated that work attitude has a positive and significant effect on performance. The description of the results of this research is that if the level of work attitude is good, it will have an impact on

increasing employee performance, and vice versa, if employee work attitude is not good, it will have an impact on reducing employee performance at the Mandailing Natal Regency Food Security Service.

The Effect of Organizational Commitment on Employee Performance

The estimated parameter value of the standardized regression weight coefficient is 2.300 with a sig of 0.024. Sig analysis results. 0.024 is smaller than 0.05, meaning that individually the organizational commitment variable has a significant effect on employee performance at the Mandailing Natal Regency Food Security Service, this shows that the relationship between organizational commitment and performance is positive. This means that the better the organizational commitment, the greater the loyalty. Testing the relationship between these two variables shows a probability value of 0.024 ($p < 0.05$), so that organizational commitment has a significant effect on employee performance at the Mandailing Natal Regency Food Security Service and can be stated if there is a direct influence between organizational commitment and performance. It can be seen that the organizational commitment of the Mandailing Natal Regency Food Security Service, with high commitment can actually improve employee performance. The organizational commitment of an employee at the Mandailing Natal Regency Food Security Service can be demonstrated by employees who care and think about their work in the agency so that employees have a sense of belonging to the organization. If employees are committed to their work, this can improve employee performance in their organization. This can be said in other words, if employees have a sense of caring, then employees will complete their tasks or work in accordance with the results determined by the agency. This is supported by the results of research conducted by Chandra (2022) (Logahan & Aesaria, 2021) Wisaksono (2021), Muhammad Arifin, Bahril Datuk and Sjahril Effendy Pasaribu (2022), (Adewale, Abodunde 2021) which states that organizational commitment influences positive and significant on performance.

The Influence of Work Involvement, Work Attitudes and Organizational Commitment on Employee Performance

Based on the results of the simultaneous test (F test) carried out with SPSS in this study, it is known that there is a significant simultaneous influence of the independent variable on the dependent variable as seen in the obtained value of 16.871 with F sig. 0.000 where F sig. 0.000 is smaller than 0.05 then H_0 is rejected. It can be interpreted that simultaneously work involvement (X1), work attitude (X2), perception of organizational commitment (X3) have a significant influence on employee performance (Y) at the Mandailing Natal Regency Food Security Service. These results explain that the factors of Job Engagement and Organizational Commitment have an important influence in improving employee performance. These results are also supported and in line with the results of research by Engla Dika (2021) entitled "The Influence of Organizational Commitment, Work Attitudes and Work Involvement on Employee Performance (Study at the Resty Hotel Menara Pekanbaru) Hypothesis test results state that Work Involvement, Work Attitudes and Commitment The organization simultaneously influences employee performance (Study at the Resty Hotel Menara Pekanbaru).

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CONCLUSION

Work Engagement has a significant effect on Employee Performance at the Mandailing Natal Regency Food Security Service. Work Attitude has a significant effect on Employee Performance at the Mandailing Natal Regency Food Security Service. Organizational Commitment has a significant effect on Employee Performance at the Mandailing Natal Regency Food Security Service. Work Engagement, Work Attitudes and Organizational Commitment have a significant effect on Employee Performance at the Mandailing Natal Regency Food Security Service.

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