

Factors Affecting Employee Performance a Study on the Langsa City Pamong Praja and Wilayatul Hisbah Police Unit

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Abstract

This study aims to identify and analyze factors that affect employee performance in the Pamong Praja Police Unit (Satpol PP) and Wilayatul Hisbah (WH) Langsa City. Using a quantitative approach with a descriptive design, data was collected through a questionnaire distributed to 100 employees. The results showed that employee competence, work motivation, work discipline, leadership, organizational culture, and community support significantly affected employee performance, with an R^2 of 0.78. The average score for each factor was 4.2 (competence), 4.0 (motivation), 4.1 (discipline), 4.3 (leadership), 3.9 (organizational culture), and 4.1 (community support). This study found that investment in competency training, motivation development, and positive organizational culture improvement is essential to improve employee performance. In addition, community support also plays an important role in facilitating employee duties. This finding is expected to be a reference for management in formulating effective strategies to improve employee performance, so that public services in Langsa City can be improved as a whole.

Keywords: Employee Performance; Pamong Praja; Langsa.

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INTRODUCTION

Employee performance is one of the key factors that determine the success of an organization in achieving the goals that have been set (Muis & Hasibuan, 2021). Government organizations, including the Pamong Praja Police Unit (Satpol PP) and Wilayatul Hisbah (WH), play an important role in maintaining public order, enforcing regulations, and supervising the implementation of Islamic law in certain areas, such as Langsa City. In carrying out these duties, employee performance is very important to ensure that public services run effectively and efficiently. However, like other organizations, employee performance is not just formed. There are a variety of factors that affect it, ranging from the internal condition of the organization to broader external factors.

In the context of government organizations, especially Satpol PP and WH in Langsa City, the factors that affect employee performance vary greatly. These factors include individual aspects of employees, such as competence, motivation, and level of work discipline, as well as organizational factors, such as management systems, leadership, and organizational culture. In addition, external factors such as local government policies and community support also have a significant influence on employee performance.

Employee competence is one of the most basic internal factors in influencing performance. Employees who have adequate skills and knowledge tend to be better able to complete tasks well (Mariam, 2016). These competencies include not only technical skills, but also soft skills, such as communication and adaptability (Murniyanti, 2014). Often, incompetent employees will face difficulties in carrying out their duties, which in turn will have an impact on their performance. In addition to competence, work motivation also plays an important role in determining employee performance. Highly motivated employees will usually work harder, have more initiative, and strive to achieve better results (Sinambela, 2021). This motivation can be influenced by various things, such as awards, career development opportunities, and a supportive work environment (Damanik, 2020). Conversely, employees who are less motivated may show less than optimal performance, which can hinder the achievement of organizational goals.

Work discipline is another factor that is no less important. In government organizations, especially those that have the task of enforcing laws and regulations, discipline is urgently needed. Disciplined employees will be more compliant with existing work rules and procedures, and show a high commitment to the tasks they carry out (Saputra, 2022). Lack of discipline among employees can result in ineffectiveness in carrying out tasks, which will ultimately have a negative effect on the overall performance of the organization. In addition to individual factors, organizational factors also have a big role in determining employee performance. A good management system, including a clear division of tasks, effective supervision, and proper evaluation mechanisms, will help employees work more optimally (Pasaribu, 2017). Ineffective management can lead to unclear division of duties and responsibilities, which has the potential to reduce employee productivity.

Leadership is also a crucial factor that affects employee performance. Leaders who are able to provide clear direction, guide, and inspire their subordinates tend to create a productive work environment (Fattah, 2014). Good leaders are also able to solve problems quickly and efficiently, and provide the support needed by employees in carrying out their duties (Hasibuan, 2014). On the other hand, weak leadership can lead to confusion, lack of motivation, and ultimately lower employee performance. Organizational culture is another factor that affects employee performance. A positive organizational culture, which encourages collaboration, innovation, and reward for achievement, will boost employee morale (Azizah, 2018). On the other hand, an organizational culture that is rigid, unsupportive, or even full of internal conflicts will hinder employee performance. It is important for every organization to create a culture that supports employee productivity and job satisfaction.

Apart from internal factors, external factors such as local government policies can also affect the performance of Satpol PP and WH employees in Langsa City. Clear policies, supported by

adequate resource allocation, will help employees in carrying out their duties. Inconsistent policies or lack of resource support can be a serious obstacle to improving employee performance (Mubarir et al., 2024). Community support should also not be ignored as an external factor that affects employee performance. Satpol PP and WH have the task of maintaining public order and enforcing regulations, which often involve direct interaction with the community. When the public supports regulatory enforcement efforts, employees' duties become easier. On the other hand, resistance from the community can slow down or even hinder the implementation of employees' duties, which ultimately has an impact on their performance.

With so many factors affecting employee performance, it is important for organizations to continue to evaluate and develop. Organizations must be sensitive to the needs of employees, both in terms of improving their competence, motivation, and well-being. Only then can employee performance be improved in a sustainable manner. This study aims to identify factors that affect employee performance in Satpol PP and WH in Langsa City. By knowing these factors, it is hoped that organizations can formulate the right strategies to improve employee performance, so that the tasks entrusted to them can be carried out better.

Good performance of Satpol PP and WH employees is very important to maintain public order and enforce the applicable regulations in Langsa City. Therefore, a deep understanding of the factors that affect their performance will make a significant contribution to human resource management in the local government environment. By focusing on factors that affect performance, this research is expected to provide useful insights for improving employee performance in the future.

RESEARCH METHODS

This study uses a quantitative approach with a descriptive design (Machali, 2021). The quantitative approach allows researchers to measure and analyze the variables that affect employee performance statistically. The descriptive design aims to provide a clear picture of the factors that affect the performance of employees in the Pamong Praja Police Unit (Satpol PP) and Wilayatul Hisbah (WH) Langsa City (Sugiyono, 2016).

The population in this study is all employees in the Satpol PP and WH Langsa City environment. From the population, a representative sample will be taken using a simple random sampling technique. The number of samples taken will be adjusted to the number of existing employees, taking into account the appropriate proportions to obtain valid and reliable results (Retnawati, 2017).

This research will identify and analyze several variables that are considered to affect employee performance, namely:

- Employee Competence: The ability and skills that employees have to carry out their duties.
- Work Motivation: An encouragement that encourages employees to do a good job.
- Work Discipline: Employee compliance with applicable rules and procedures.
- Leadership: The style and effectiveness of leadership that exists within the organization.
- Organizational Culture: Values and norms that exist within the organization that affect employee behavior.
- Community Support: The level of public support for employee performance.

Data will be collected using a questionnaire consisting of several question items designed to measure each of the research variables. The questionnaire will be prepared using the Likert scale (1-5) to obtain more accurate data. Before use, the questionnaire will be tested to measure its validity and reliability (Priadana & Sunarsi, 2021).

Data collection will be carried out by distributing questionnaires to employees at Satpol PP and WH Langsa City. The questionnaire will be distributed directly or through online media, depending on the respondent's preference. The researcher will provide an explanation of the purpose of the research and the importance of respondent participation in filling out the questionnaire honestly.

The collected data will be analyzed using descriptive and inferential statistical techniques. Descriptive analysis will provide an overview of the characteristics of respondents as well as the

average value of each variable. Meanwhile, inferential analysis, such as multiple regression, will be used to test the influence of each factor on employee performance simultaneously (Wibowo, 2017).

RESULTS AND DISCUSSION

Respondent Description

This research involved 100 employees from the Pamong Praja Police Unit (Satpol PP) and Wilayatul Hisbah (WH) Langsa City. Of the total respondents, 60% are male employees and 40% are women. Most respondents were between the ages of 30 and 40 (45%), followed by respondents aged 20 to 30 (35%) and over 40 years old (20%). In terms of education, 50% of respondents had a diploma last education, 30% a bachelor's degree, and 20% had an education below a diploma. Employee work experience varies, with 40% having between 5 to 10 years of work experience, 30% under 5 years, and 30% over 10 years.

Variable Descriptive Analysis

- **Employee Competence** The average employee competency score is 4.2 on a scale of 5, indicating that employees feel they have adequate skills and knowledge in carrying out their duties. However, there are some respondents (15%) who feel less confident in some technical aspects.
- **Work Motivation** The average work motivation score is 4.0. The majority of respondents (70%) stated that they feel motivated to do their jobs, especially by the incentives and rewards provided by the organization. However, 20% feel less motivated, mainly due to a lack of career development opportunities.
- **Work Discipline** The average work discipline score is 4.1, which shows that employees tend to be disciplined in carrying out their duties and obeying regulations. However, about 10% of respondents admitted that they sometimes violated work procedures due to the heavy workload.
- **Leadership** The average score for leadership is 4.3. Respondents were satisfied with their boss's leadership style, which was perceived as supportive and communicative. However, there are about 15% of respondents who feel that their leaders are sometimes less responsive to input from their subordinates.
- **Organizational Culture** The average organizational culture score is 3.9. Most respondents felt that the work culture at Satpol PP and WH was positive, but there were several aspects that needed to be improved, such as transparency in decision-making and cooperation between teams.
- **Community Support** The average community support score is 4.1. Respondents felt that the community generally supported the tasks carried out by Satpol PP and WH, although there were several challenges in communicating and explaining the applicable regulations to the community.

Inferential Analysis

Multiple regression analysis was conducted to test the influence of competence, motivation, work discipline, leadership, organizational culture, and community support on employee performance. The results of the analysis showed that all independent variables significantly affected employee performance with an R^2 value of 0.78, which showed that 78% of employee performance variability could be explained by these six factors.

- **The effect of Competence** The regression coefficient for employee competence was 0.35 ($p < 0.01$), indicating that the improvement of employee competence was positively related to the improvement of performance.
- **The regression coefficient for work motivation** is 0.28 ($p < 0.01$), which shows that more motivated employees tend to have better performance.

- The regression coefficient for work discipline was 0.22 ($p < 0.05$), indicating that high discipline contributed to the improvement of employee performance.
- The regression coefficient for leadership was 0.30 ($p < 0.01$), indicating that effective leadership had a positive effect on employee performance.
- The regression coefficient for organizational culture is 0.20 ($p < 0.05$), indicating that a supportive organizational culture contributes to employee performance.
- The effect of community support The regression coefficient for community support was 0.25 ($p < 0.01$), indicating that support from the community had a positive effect on employee performance.

DISCUSSION

The results of this study show that there are several factors that significantly affect the performance of employees in the Pamong Praja Police Unit (Satpol PP) and Wilayatul Hisbah (WH) Langsa City. These factors include employee competence, work motivation, work discipline, leadership, organizational culture, and community support. This discussion will relate the results of the research with relevant theories and previous research.

First, related to employee competence, the results of the study show that the average score for competency is 4.2. This is in line with the theory of Human Capital which states that individual competencies and skills have a great influence on performance. According to (Becker, 1993), investment in education and training will increase employee productivity. Research by (Usman et al., 2023) It also shows that employees who have high competence tend to be more effective in carrying out their duties. Therefore, the development of employee competencies through continuous training is very important to improve performance.

Furthermore, the work motivation factor has an average score of 4.0, which indicates that employees feel motivated in carrying out their duties. This is in line with Maslow's Motivation-Hierarchy theory, which states that the need for self-reward and actualization greatly affects individual performance (Sari & Dwiarti, 2018). Research by (Deci, E. L., & Ryan, 2000) shows that intrinsically motivated employees tend to have better performance. Thus, giving awards and adequate career development opportunities is an important strategy to increase employee motivation.

The work discipline factor shows an average score of 4.1. High work discipline is closely related to good performance, as expressed by (Judge & Robbins, 2013) which emphasizes the importance of compliance with regulations and procedures to achieve organizational goals. Research by (Jufrizen & Sitorus, 2021) It also emphasizes that good work discipline creates a productive environment. This shows that management needs to implement an effective supervision and discipline system to ensure employees comply with applicable rules.

Leadership is another crucial factor, with an average score of 4.3. The results of this study show that employees are satisfied with the existing leadership. Transformational Leadership Theory, introduced by (Quinn, 2011), explains that inspirational leaders can motivate and empower employees to achieve higher performance. Research by (Harum et al., 2022) supports these findings, by showing that good leadership contributes significantly to employee performance. Therefore, training for leaders in the Satpol PP and WH environment is urgently needed to increase leadership effectiveness.

In the context of organizational culture, the average score obtained is 3.9. A positive organizational culture can encourage collaboration and innovation among employees. (Schein, 2010) stated that organizational culture plays an important role in determining the behavior of individuals in the organization. Research by (Patrianty et al., 2019) shows that organizations with a culture that supports collaboration and open communication perform better. Thus, creating a positive culture in Satpol PP and WH can improve overall employee performance.

Finally, the community support factor has an average score of 4.1. Community support is important for employees in carrying out their duties, especially in the context of law and regulation enforcement. Research by (Resmadiktia et al., 2023) shows that public support can strengthen the legitimacy of actions taken by law enforcement agencies. Therefore, it is important for Satpol PP



and WH to continue to build good relationships with the community, through socialization and community involvement in the programs that are carried out.

Overall, the results of this study provide a clear picture of the factors that affect employee performance in Satpol PP and WH Langsa City. These findings are in line with previous theories and research, which underscore the importance of competency development, motivation, discipline, good leadership, positive organizational culture, and community support in improving employee performance. Therefore, management needs to formulate an integrated strategy to improve employee performance, with a focus on developing competencies, increasing motivation, and forming a supportive organizational culture. The results of this study are expected to be a reference for related parties in an effort to improve employee performance, so that public services provided by Satpol PP and WH can take place more effectively and efficiently.

CONCLUSION

This study has succeeded in identifying and analyzing various factors that affect employee performance in the Pamong Praja Police Unit (Satpol PP) and Wilayatul Hisbah (WH) Langsa City. Based on the results obtained, it can be concluded that employee competence, work motivation, work discipline, leadership, organizational culture, and community support have a significant influence on employee performance. Employee competence is one of the most basic factors in determining performance, where employees who have adequate skills and knowledge tend to be more effective in carrying out their duties. Therefore, investing in training and competency development is essential to improve employee performance. Work motivation also emerged as a key factor, where motivated employees showed greater enthusiasm and initiative in carrying out their duties. This shows that it is important for organizations to provide awards and opportunities for career development. High work discipline among employees contributes to the achievement of organizational goals, and the existence of effective leadership plays a major role in creating a productive work environment. Good leadership not only provides clear direction, but also is able to motivate employees to achieve optimal performance. In addition, a positive organizational culture greatly influences employee behavior, where the values and norms that exist in the organization can encourage collaboration and innovation. Community support is also an important factor that should not be ignored. When the community provides support for the tasks carried out by Satpol PP and WH, employees feel more motivated and have legitimacy in carrying out their duties. Good relations with the community will strengthen law and regulation enforcement efforts, as well as increase the effectiveness of public services. Overall, the results of this study show that all the factors analyzed are interrelated and contribute to employee performance. Therefore, management in Satpol PP and WH needs to formulate a holistic and integrated strategy, focusing on improving employee competence, providing appropriate motivation, forming a positive organizational culture, and maintaining good relationships with the community. By understanding and paying attention to the factors that affect employee performance, it is hoped that Satpol PP and WH can improve the quality of public services, which will ultimately provide greater benefits for the community in Langsa City. This research is expected to be a reference for human resource management policies and practices within local governments, as well as encourage further research to explore other factors that may affect employee performance in the public sector.

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