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The Influence of Individual Characteristics and Employee Loyalty on The Performance of Police Sector Employees New Attack

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Abstract: The purpose of this study is to describe and analyze the influence of individual characteristics on employee performance, the influence of employee loyalty on employee performance, and the simultaneous influence of individual characteristics and employee loyalty on employee performance in the Serang Baru Sector Police, there is an influence of individual characteristics on employee performance. It is proven that the t-count value for variable X_1 (individual characteristics) is 4.786 while the t-table value for $n = 54$ is 2.005, There is an influence of employee loyalty on employee performance. It is proven that the t-count value for variable X_2 (employee loyalty) is 9.693, while the t-table value for $n = 54$ is 2.005. The R Square value is 0.805. This indicates that 80.5% of individual characteristics (X_1) and employee loyalty (X_2) jointly influence employee performance (Y), while the remaining 19.5% is influenced by other factors not examined in this study.

Keyword: Individual Characteristics, Employee Loyalty, Employee Performance

INTRODUCTION

Human resources (HR) are the most vital element in any organization, whether in the public or private sector. The quality of HR determines an organization's success in achieving its goals, as humans are the designers, implementers, and controllers of all organizational activities. In today's era of globalization and digital transformation, organizations are required to have HR who are competent, possess integrity, and are oriented towards high-quality work results.

Employee performance is a key factor in determining an organization's success in achieving its goals. In the context of a public organization like the Indonesian National Police (Polri), employee performance reflects not only the level of work productivity but also professionalism, integrity, and quality of service to the public. The police, as a law enforcement

agency responsible for maintaining security and order, and enforcing the law, are required to have high-performing, disciplined, and loyal human resources.

One important factor suspected to be influential is individual characteristics. According to Gibson, Ivancevich, and Donnelly (2012), individual characteristics include abilities, personality, values, experiences, and motivations that shape a person's behavior in the workplace. Each member of the Serang Baru Police has a different educational background, service experience, and level of discipline. Employees with disciplined, resilient, and service-oriented characters usually show better performance than employees who lack work motivation or personal responsibility.

Furthermore, employee loyalty plays a significant role in influencing performance. According to Sopiah (2018), employee loyalty is a form of employee devotion to the organization, reflected in commitment, compliance with regulations, and a willingness to prioritize the interests of the institution over personal interests. Loyal employees not only obey orders from their superiors but also possess a spirit of service and maintain the image of the police institution in the eyes of the public.

In the context of policing, these two factors complement each other. Individual characteristics determine how someone adapts to work pressures, while loyalty determines how strongly an employee is committed to providing the best service despite facing risks and challenges in the field. Conditions at the Serang Police Station Baru, a task force under the Bekasi Police, demonstrates the importance of paying attention to these two aspects. Each member has a different background, experience, and motivation. In carrying out daily tasks, there are differences in initiative, punctuality, and responsibility in resolving public reports. Some employees demonstrate high loyalty through dedication and active involvement in community activities, while others tend to be passive or only work on direct orders.

METHOD

Types of research

This type of research is associative quantitative research that aims to determine the influence between two independent variables (competence and professionalism of educators) on one dependent variable (graduate competency standards). The quantitative approach is used because the data collected is in the form of numbers and is analyzed statistically to test the formulated hypothesis. This associative research is causal, namely to determine the cause-effect relationship between variables. In this case, the researcher wants to know the extent of the influence of individual characteristics and employee loyalty simultaneously on the performance of Serang Baru Sector Police employees. This research also uses a survey method with an instrument in the form of a closed questionnaire distributed to respondents who have been determined based on a certain sampling technique.

Sample population

Meanwhile, according to Usman and Akbar (2019), population is all values, both the results of calculations and measurements, both quantitative and qualitative, rather than certain characteristics regarding a group of complete and clear objects. The population in this study was employees of the Serang Baru Sector Police. By using the Slovin formula technique, a sample of 54 was taken. Serang Baru Police Sector (Polsek) employees as respondents in this study.

Method of collecting data

Research instruments are tools used by researchers to collect the data needed to answer the research problem formulation and test the research hypothesis. In this study, the main instrument used was a questionnaire compiled based on indicators of each research variable,

namely characteristics. individual (X_1), employee loyalty (X_2), and employee performance (Y) The data collection techniques used in this research are as follows:

1. Questionnaire

The questionnaire was given to respondents to determine the influence of training education (Diklat) and length of service on the influence of individual characteristics and employee loyalty simultaneously on the performance of Serang Baru Sector Police employees.

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

Instrument research on individual characteristics management variables (X_1), employee loyalty (X_2), and employee performance (Y) 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) with value weights for positive and negative statements.

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_{result} is $> r_{\text{table}}$, 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."

Mudrajad 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 $t_{count} < t_{table}$.
- 2) H_0 is rejected if $t_{count} > t_{table}$.

b. F test

The F test statistic is used to determine the simultaneous (multiple) influence between individual characteristics. (X₁), employee loyalty (X₂), and employee performance (Y), with the test results being:

- 1) H₀ is accepted if F_{count} < F_{table}.
- 2) H₀ is rejected if F_{count} > F_{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 variable X₁ (Individual Characteristics), variable X₂ (Employee Loyalty) and variable Y (Employee Performance). 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

Table 1. Results of the Regression Equation Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1,888	3,453		,547	,587
Individual characteristics (X1)	,389	,081	,338	4,786	,000
Employee loyalty (X2)	,581	,060	,684	9,693	,000

a. Dependent Variable: Employee performance (Y)

Based on the SPSS output results in the coefficients table in above, it can be identified that the multiple linear regression equation is as follows:

$$Y = 1,888 + 0,389.X_1 + 0,581.X_2$$

- ❖ The constant value a = 1.888, can be interpreted that if the variable Facilities and Infrastructure, Employee Loyalty has a value of zero, then Employee Performance has a positive value of 1.888.
- ❖ Regression coefficient of individual characteristics b₁ = 0.389, it can be interpreted that if the individual characteristic value increases by one, the employee performance value will increase. will also increase by 0.389.
- ❖ Employee Loyalty Regression Coefficient b₂ = 0.581, it can be interpreted that if the employee's Loyalty value increases by one, the employee's Performance value will increase by one. will also increase by 0.581.

b. Coefficient of Determination

Based on the calculations in the table below the influence test was carried out for the three variables, and based on the Model Summary table, the R Square value was 0.805. This shows that 80.5% of individual characteristics (X₁) and employee loyalty (X₂) jointly influence employee performance (Y), while the remaining 19.5% is influenced by other factors not examined in this study.

c. Hypothesis testing

t test

- 1) The influence of individual characteristics (X_1) on employee performance (Y).
Coefficients table above, the calculated t value for variable X_1 (individual characteristics) is 4.786 while the t table value for $n = 54$ is 2.005. So $4.786 > 2.005$, then H_0 is rejected and H_a is accepted, it can be concluded that partially the individual characteristics variable (X_1) has an effect on employee performance (Y).
- 2) The Influence of Employee Loyalty (X_2) on employee performance (Y).
Based on the table coefficients above, the calculated t value for variable X_2 (employee loyalty) is 9.693, while the t table value for $n = 54$ is 2.005. So $9.693 > 2.005$, then H_0 is rejected and H_a is accepted. It can be concluded that partially the Employee Loyalty variable (X_2) has an effect on Employee Performance (Y).

F test

From the results of the ANOVA test or F_{test} or F_{count} , a value of 105.320 was obtained. which is greater than the F_{table} of 2.78 or $105.320 > 2.78$ with a significance level of 0.000 because $0.000 < 0.05$, then H_0 is rejected and H_a is accepted, so it can be said that the individual characteristics variable (X_1) and the employee loyalty variable (X_2) jointly influence the employee performance variable (Y).

CONCLUSION

1. There is an influence individual characteristics on employee performance . Proven The calculated t-value for variable X_1 (individual characteristics) is 4.786, while the t- table value for $n = 54$ is 2.005. So $4.786 > 2.005$, It can be concluded that partially the individual characteristics variable (X_1) has an effect on employee performance (Y).
2. There is an influence of employee loyalty on employee performance. Proven The calculated t value for variable X_2 (employee loyalty) is 9.693, while the t table value for $n = 54$ is 2.005. So $9.693 > 2.005$, it can be concluded that partially the Employee Loyalty variable (X_2) has an effect on Employee Performance (Y).
3. There are individual characteristics and employee loyalty together on employee performance . This is proven by the ANOVA F_{test} which obtained a value of 105,320. which is greater than the F_{table} of 2.78 or $105,320 > 2.78$ with a significance level of 0.000 because $0.000 < 0.05$, it can be said that the individual characteristics variable (X_1) and the employee loyalty variable (X_2) jointly influence the employee performance variable (Y). The R Square value is 0.805. This shows that 80.5% of individual characteristics (X_1) and employee loyalty (X_2) jointly influence employee performance (Y), while the remaining 19.5% is influenced by other factors not examined in this study.

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