The Analysis of Factors Constructing Employee Productivity in the Operational Field in PT. Sumber Alfaria Trijaya Branch Lombok

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Abstract

This study was conducted to analyze the factors that shape the field of operational productivity of employees at PT. Source Alfaria Trijaya Branch Lombok. The method used in this research is method survey with a sample of 85 respondents were determined by simple random sampling. The analytical tool used is a factor analysis. Based on the analysis that has been done, it can be concluded, there are three factors that shape the field of operational productivity of employees at PT. Source Alfaria Trijaya Branch Lombok, first factor is formed from factors Education and Training (Training), Work Discipline, Work Experience, Job Satisfaction, Morale, Morale, Work Environment and Kompensasi. Factor both shaped by factors Leadership, Education Level, Job Skills, Job Stress and Organizational Culture. The third factor is formed by motivational factors. The first factor has a value which means that the largest percentage of variance of these factors have a relationship that is the most powerful or the most dominant in shaping the field of operational productivity of employees at PT. Source Alfaria Trijaya Branch Lombok.

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1. Introduction

A company can be claimed successful if it is able to place human resources (HR) as an asset that must be managed based on the needs of the company. It means that the appropriate or wise management of HR is one of the determinic factors in building the company's competitive superiority. Companies that want to succeed in managing human resources should understand the position of various needs of employees in order to meet customer satisfaction and satisfy employees and use it for the benefit of the company. It is one of the keys to succeed human resource management (HRM). In reality, companies only expect the best productivity outcomes from their employees. Therefore, the company does everything possible to make its employees produce high productivity in order to bring the company to a predetermined goal.

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Productivity can simply be defined as the enhancement of quantity and quality, can also mean working effectively and efficiently. Effectively driven economic resources require Organizational Cultureal and technical skills to have a high quality of results. It means that, the result or output obtained is balanced with the input (economic resources) processed (Sinungan, 1995). According to Mulyadi (2011), the level of employee productivity is described from the ratio of GRDP to the amount of labour used. Thus, productivity itself represents the ability of workers to produce output. The higher the output produced by a worker, the higher the productivity level of the worker is.

Ravianto (1985) states that productivity contains a sense of comparison between the results achieved with the role of labour per determined time. The above understanding shows that there is a link between the work and the time required to produce the product of a workforce. According to Suprihanto (1992), productivity is defined as the ability of a set of economic resources to produce something or is also interpreted as a comparison between the immolation (input) and income (output).

According to Simanjuntak (1985) philosophically, productivity contains a sense of life and mental attitude that always strives to improve the quality of life. The situation today is better than yesterday and the quality of life is better than today. It leads the topics related to human resources will remain actual to discuss throughout the time, especially with regard to employee productivity, especially to welcome the liberalization era of 2020, which must prepare human resources earlier which are capable to receive technological advances and the tight competition of the business world.

Internally, in managing and improving the company's management, human resources occupy a strategic position. Although supported by high capital and reliable technology, without the support of qualified human resources, the company's goals will not be possible (Sedarmayanti, 2012). So, in line with global developments, every company must be ready to compete, by preparing high capital, reliable technology, and employees capable of producing high productivity so as to increase the productivity of the company as well and ultimately will help the company to achieve goals easily and quickly.

Training for employees is also a process of teaching certain knowledge and skills as well as attitudes so that employees are more skilled and able to carry out responsibilities better by standards. The existence of education and training can improve the knowledge and skills of employees, so that the responsibility of employees to their work will be greater (Wartana, 2011).

Besides training, Wartana also believes that the work environment and motivation can also build employee work productivity. A good working environment will have a major impact on increasing productivity. A clean working environment can affect employees to work harder. Giving motivation by a good leadership person will guide and train employees to work better to increase productivity. Motivating every employee is not easy, because every employee has different backgrounds, experiences, hopes and desires.
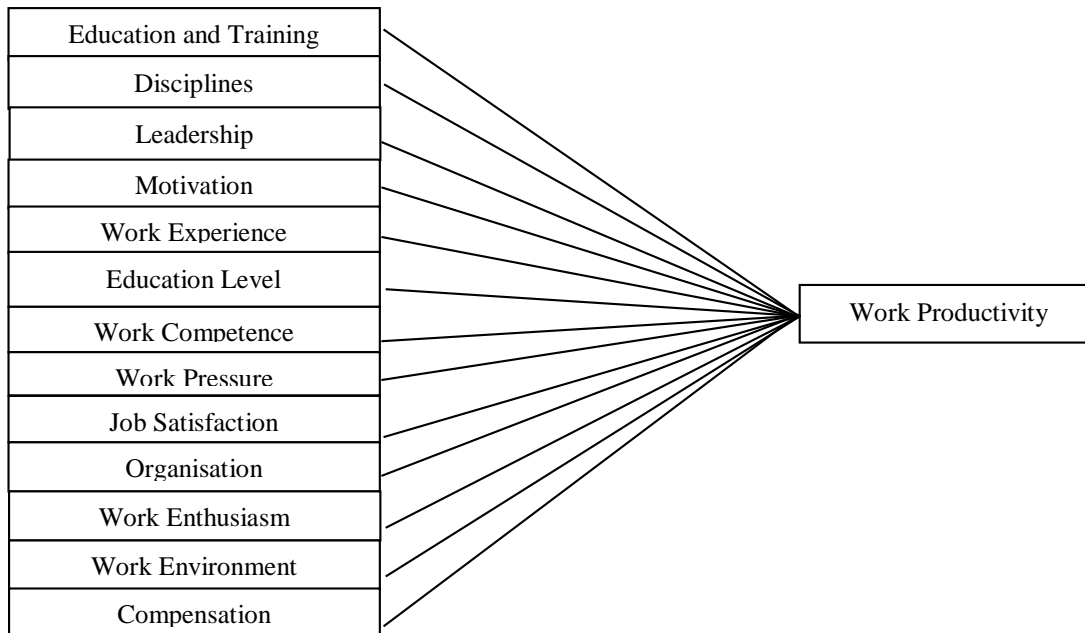
According to Sedarmayanti (2001), there are 7 (seven) factors that can construct employee work productivity namely mental attitude include motivation, work discipline and work ethics; education; skills; relationships among employees; compensation; Organizational Cultureal environment; work performance. Meanwhile, according to Anoraga (2005) there are 9 (nine) factors that can builld productivity that is interesting job, good wage, sense of security and comfortable in work, good work ethic, supportive Organizational Culture environment, promotion and self-development in line with company development, the sense of involvement in the activities of the Organizational Culture, the leader's sympathy on personal issues of employees, as well as good work discipline.

Given the many factors that affect employee productivity, corporate leaders should pay more attention to these factors in order to improve employee productivity in the company. The characteristics of individuals who have high levels of productivity according to Humaidi (2006) are constructive, confident, responsible, love for their work, forward-looking, able to solve problems, adapt quickly to changing environments, contribute positively to the environment and has the power to realize its potential. PT. Sumber Alfaria Trijaya is a private-owned community company established in 1989 by Djoko Susanto and Family. Established as PT Sumber Alfaria Trijaya Tbk., which started its business in trading and distribution, then in 1999 began to enter the minimarket retail sector. Expansion was exponentially started by the Company in 2002 by acquiring 141 Alfaminimart outlets and carrying the new name Alfamart. Currently Alfamart is one of the leading in retail business, serving more than 3 million customers every day in nearly 10,300 outlets spread across Indonesia. Alfamart provides basic necessities at affordable prices, convenient shopping, and easily accessible locations. Supported more than 70,000 employees make Alfamart as one of the largest job openers in Indonesia In line with business development, PT. Sumber Alfaria Trijaya opened the representative office of Lombok (NTB) because the company believes the potential and development opportunities to the East region is very high and rapid. PT. Sumber Alfaria Trijaya Branch Lombok

as an institution engaged in the field of trade and distribution, must be able to provide quality and quality services. With the service, it will create productivity for a company.

PT. Sumber Alfaria Trijaya Branch Lombok used as a research location because based on the data obtained, employee productivity operational field at PT. Sumber Alfaria Trijaya Branch of Lombok is unstable due to many factors.

The conceptual framework in this study is presented as follows:

| Education and Training |
| Disciplines |
| Leadership |
| Motivation |
| Work Experience |
| Education Level |
| Work Competence |
| Work Pressure |
| Job Satisfaction |
| Organisation |
| Work Enthusiasm |
| Work Environment |
| Compensation |

→ Work Productivity

2. Research Methods

Descriptive explorative research design was employed in this study aiming at collecting data and information as much as possible, after the expected analysis of the results can be hypothesized for subsequent research. This research was conducted at PT. Sumber Alfaria Trijaya Branch Lombok located at Jl. Saleh Hambali km 20 Dasan Cermen, Lombok. Data collection method used in this research is survey method. According to Kreamer (2001) survey is a tool for collecting information about characteristics, actions, or opinions of a large group of individuals, groups, Organizational Cultures, referred to as a population. Population in this research is all employees of operational area at PT. Sumber Alfaria Trijaya Branch Lombok as many as 569 people scattered in all outlets alfamart Lombok. Questionnaire Technique is collecting data through questionnaire given to respondent, by means of collecting questionnaire data that is collections of questions submitted in writing to someone (respondent) and how to answer also done in writing. The type of data in this study is qualitative data in the form of information that is converted into the form of numbers (quantitative) with scoring method. Sources of data in this study is primary data, the data obtained through the results of research directly to the object under study i.e. employees of PT. Sumber Alfaria Trijaya Branch of Lombok and secondary data is data obtained and various sources of documents or other written reports that exist in PT. Sumber Alfaria Trijaya Branch Lombok.

There are operational definitions of variables from the study including: (1) Education and training is an effort to develop human resources, especially to develop the intellectual and human personality, (2) Discipline is attitude, behaviour and deed in accordance with the rules of the company both written and unwritten, (3) Leadership is the process of influencing activities organized in a group in an attempt to achieve a predetermined goal, (4) Motivation is as factors that lead and encourage a person's behaviour or desire to do an activity expressed in the form of a hard or weak effort, (5) Work Experience is a measure of the length of time or length of work a person has been able to understand the tasks of a job and has performed well, (6) Education is any effort planned to influence other people, individuals, groups or communities so that they do what the educator expect to do, (7) Work Competence is the ability, skill, we try to do with ourselves, (8) Work Pressure is a dynamic condition in which individuals face the

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opportunity , obstacles, demands related to what he really wants and whose outcomes are perceived as uncertain but important, (9) Job satisfaction is the feeling and judgment of a person, especially in terms of working conditions, in relation to whether his work is capable of meeting expectations, and (10) Organizational Culture is the norm, belief, attitude and philosophy of the Organizational Culture, (11) Work enthusiasm is the condition of a person who supports himself to do the job faster and better in a company, (12) Work environment is everything who are around the workers who can influence himself in doing their job given (13) Compensation is anything that employees receive as the payment of their work.

The procedures for conducting the research include: (1) Likert scale, used to measure attitudes, opinions and perceptions of a person or group of people about social phenomena, (2) validity test, is a measurement showing the level of validity or authenticity of an instrument, (3) reliability test, is the level of the ability of research instruments to collect data permanently from a group of individuals, and (4) Confirmatory factor analysis, is to identify the relationship between variables by conducting correlation test and to test the validity and reliability of the instrument.

3. Results and Analysis
3.1 Validity Test

Table 3.1
Summary of Validity Test Results

Factor	Question	r_{hitung}	r_{tabel}	Validity
F1	1	0,358	0,1775	Valid
	2	0,456	0,1775	Valid
F2	1	0,326	0,1775	Valid
	2	0,400	0,1775	Valid
F3	1	0,342	0,1775	Valid
	2	0,456	0,1775	Valid
F4	1	0,365	0,1775	Valid
	2	0,290	0,1775	Valid
F5	1	0,244	0,1775	Valid
	2	0,429	0,1775	Valid
F6	1	0,426	0,1775	Valid
	2	0,301	0,1775	Valid
F7	1	0,381	0,1775	Valid
	2	0,267	0,1775	Valid
F8	1	0,378	0,1775	Valid
	2	0,302	0,1775	Valid
F9	1	0,245	0,1775	Valid
	2	0,358	0,1775	Valid
F10	1	0,225	0,1775	Valid
	2	0,340	0,1775	Valid
F11	1	0,358	0,1775	Valid
	2	0,358	0,1775	Valid
F12	1	0,358	0,1775	Valid
	2	0,339	0,1775	Valid
F13	1	0,266	0,1775	Valid
	2	0,224	0,1775	Valid

Based on the results of validity test for the research questionnaire as shown in the table above, it is indicated that the results of validity testing for the research questionnaire as a whole is valid. This is indicated by the value of r-test of the whole item greater than the value of r-table. The validity requirements of this instrument have been qualified to be valid, i.e. if r-test > r-table. The result of validity test for the research questionnaire as seen in the table above shows that the validity test results for the research questionnaire as a whole is valid. This is indicated

by the value of -test of the whole item is greater than the value of r-table. The validity of this instrument has been qualified to be valid, i.e. if r-test > r-table.

3.2 The Result of Reliability Test

Table 3.2
Summary of Reliability Test Results

	Alpha	Reliability
Education and Training	0,842	Reliable
Discipline	0,850	Reliable
Leadership	0,855	Reliable
Motivation	0,879	Reliable
Work Experience	0,859	Reliable
Education Level	0,863	Reliable
Competence	0,873	Reliable
Work Pressure	0,870	Reliable
Job Satisfaction	0,862	Reliable
Organizational Culture	0,867	Reliable
Work Enthusiasm	0,861	Reliable
Work Environment	0,863	Reliable
Compensation	0,854	Reliable

Based on the table above, the value of α (alpha) for research instrument on each item, shows the value that is above the required value of 0.600. Thus, the entire questionnaire instrument is reliable because it meets the minimum requirements.

a. Factor Analysis Results

Factors used in this study are 13 variables reduced to several factors through factor analysis with the following stages:

1. Creating a Correlation Matrix

The first thing to do in factor analysis is to judge which variables are eligible for inclusion in the next analysis. Factor analysis requires that the data matrix must have sufficient correlation to allow factor analysis to be performed as follows:

a) Barlett's test of Sphericity used to test whether or not the variables in the sample are correlated. Kaiser-Meyer-Olkin Test (KMO) is used to determine the adequacy of the sample or the sample feasibility gauge. Factor analysis is considered feasible if the KMO value is > 0.5.

Table 3.3: KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.742
Bartlett's Test of Sphericity	Approx. Chi-Square	782.950
	Df	78
	Sig.	.000

Source: Primary Data

Table 3.3 above shows the value obtained from Barlett's test of Sphericity is 782,950 with 0.000 significance, it means that there is correlation among variables (significant <0,05). Kaiser-Mayer-Olkin (KMO) test results obtained 0.742, where the number is above 0.5. Thus, the variables in the research can be further processed. According to Maholtra (2006) the significance value of 0,000 (sig <0.05) indicates the existence of relationships among variables, so it is significant to be processed in the factor analysis.

Barlet Testo of Sphericity is a statistical test tool used to test the hypothesis shows that inter-variables are not correlated. The BTS value is relatively high, meaning that all the variables in the population are relatively unrelated to each other, the variable data used can support the factor analysis appropriately. Based on the calculation with SPSS program, BTS value 782,950 with significant level far below 0.05 as shown in the attachment indicates variable data used can support factor analysis.

2. Determining the Number of Factors

In this study, the authors determined the number of the factors by using the value of *eigen value* with the value > 1, (Ghozali, 2005). The order of eigen values is always sorted from the largest to the smallest. To know the number of factors formed from the extraction, it can be seen in table of *variance explained*.

It is known that of the 13 variables included for factor analysis, there are only 3 factors formed because from factor 1 to factor 3 shows the eigen value > 1 then the factoring process (change) only up to 3 factors, if it is continued until the next factor, eigen value has been less than 1 that is equal to 0.826. So, it is known that 3 factors are the most optimal amount.

Table 3.4
Determination of Number of Factors, Eigen Value, and Cumulative Presentation of Variance and Loding Factors

Component	Eigen Value	% of Variants	% Cumulative variants	Variable & Loading
1	5,521	42,470	42,470	Education and Training, Discipline, Experience, Job Satisfaction, Work Enthusiasm, Work Environment, Compensation
2	2,410	18,538	61,008	Leadership, Education Level, Work Competence, Work Pressure, Organizational Culture
3	1,272	9,781	70,789	Motivation

The results of table 3.4 shows that the factors 1 to factor 3 are the factors that make up the work productivity of employees of the operational field at PT. Sumber Alfaria Trijaya Branch Lombok.
1. The first factor has an eigen value above 1, that is 5.521 and the relative variation of 42,470%. It means that the variables that exist in the first factor are able to explain the data variation of 42.470%. These are variables included in the first factor.
2. The second factor has eigen value above 1, that is equal to 2,410 and variation of 18,538. It means that the second factor is able to explain data variation equal to 18,538%.
3. The third factor has an eigen value above 1 that is equal to 1.272 and variation of 9.781%, meaning that the second factor is able to explain the data variation of 9.781%.

3. Factor Rotation

Factor rotation is used to clarify the interpretation of factors obtained from the factor matrix. The result of factor simplicity in the factor matrix shows the relationship between factors with individual variables; however, from those factors there are correlated variables that are difficult to interpret. The rotation of the matrix factor is done to clarify whether the factors formed are significantly different from other factors. In this case, it is done to determine whether or not a variable is worth entering in any of the 3 predefined factors. The method used for factor rotation is the varimax procedure which is an

orthogonal rotation method that minimizes the number of variables with high loading on a factor. The results of the analysis of factor rotation can be seen in the appendix.

4. Interpreting the Factor

After knowing that the data variable used is correct and can support factor analysis, then these factors can be extracted into several variables that is by looking at loding factor. Basically, loading factor indicates correlation between variables with the factors concerned, the higher loading factor means the closer the relationship between these variables is. Factor interpretation is done by grouping the variables that have the loding factor ≥ 0.5. The loading factor of the three variables can be seen in table 3.4 below:

Table 3.5
Table Grouping Factor Based on Loading Factor

Variable	F1	F2	F3
Education and Training	0,766		
Discipline	0,690		
Leadership		0,773	
Motivation			0,735
Work Experience	0,728		
Education Level		0,742	
Competence		0,753	
Work Pressure		0,678	
Job Satisfaction	0,724		
Organizational Culture		0,707	
Work Enthusiasm	0,952		
Work Environment	0,850		
Compensation	0,679		

Source: Primer Data

Component matrix result of rotation process (routed component matrix) shown in table 4:21 shows the distribution of variable clearer and more real. Then, it is obtained some variables that dominate each factor, as follows:

1. The first factor consists of Education and Training with loading factor value (0,766), Work Discipline with loading factor value (0,690), Work Experience with loading factor value (0,728), Job Satisfaction with loading factor (0,724) and Culture Organizational Culture loading factor value (0,952), Work Environment with loading factor value (0,850) and Compensation with loading factor value (0,679).

2. The second factor consists of Leadership with loading factor (0.773), Educational level with loading factor (0,742), Work Competence with loading factor (0,753), Work Pressure with loading factor (0,678) and Organizational Culture with loading factor value (0,707).

3. The third factor is Motivation with the loading value (0.735).

3.3 Productivity Factors

Factor analysis can be used to determine the most dominant variables of each factor that affect the productivity construction. In this research, it was found 3 factors that build work productivity of employees of operational field at PT. Sumber Alfaria Trijaya Branch Lombok.

a. When it is viewed from the amount of variation and loading, in result of factor analysis, it is identified that the biggest value of eigen value is owned by group of factor 1 consisting of Education And Training with loading factor value (0,766), Discipline with loading factor value (0,690) Work Experience with loading factor factor (0,728), Job Satisfaction with loading factor (0,724) and Organizational Culture with loading factor value (0,952), Work Environment with loading factor value (0,850) and Compensation with loading

factor value (0,679). These seven factors have the strongest relationship or the most dominant in constructing work productivity of the employee in the operational area of PT. Sumber Alfaria Trijaya Branch Lombok.

b. Factor 2 consists of Leadership with loading factor (0,773), Educational Level with loading factor (0,742), Work Competence with loading factor (0,753), Work Pressure with loading factor (0,678) and Organizational Culture with loading factor value (0,707). These five factors have a strong relationship in constructing employee productivity of the operational field at PT. Sumber Alfaria Trijaya Branch Lombok.

c. Factor 3 consists of motivation with loading value (0.735). This factor has a strong enough relationship in constructing work productivity of the employee in the operational field of PT. Sumber Alfaria Trijaya Branch Lombok.

4. Conclusion

Based on the analysis above, it can be concluded that:

1. From the analysis of factors that have been analysed, there are 3 factors that can construct the work productivity of employees in the operational field of PT. Sumber Alfaria Trijaya Branch Lombok namely:
   a. The first factor consists of Education and Training, Work Discipline, Work Experience, Job Satisfaction, Work Enthusiasm, Work Environment and Compensation.
   b. The second factor consists of Leadership, Education Level, Work Competence, Work Pressure and Organizational Culture.
   c. The third factor is Motivation.

2. From the factor analysis, it is obtained that the dominant factor in constructing work productivity of the employee in the operational field of PT. Sumber Alfaria Trijaya Branch Lombok is a factor of Work Enthusiasm, Work Environment and Education and Training.

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Biography of Author

Indah Suprabawati Kusuma Negara, born in Mataram June 29, 1995, is the third daughter of three children. She was graduated from SMPN 2 Mataram in 2010 then went to SMAN 5 Mataram by taking the path of acceleration and successfully completed high school within 2 years. In 2012, Indah continued her bachelor degree at Faculty of Economics and Business in Mataram University and gained her bachelor degree in 3.5 years. Currently, she is a student of Magister of Management in Mataram University. Besides, she also works as an employee at PT. Angkasa Pura I (Persero) Branch Lombok International Airport.