ANALYSIS OF FACTORS AFFECTING WORK LOYALTY ON EMPLOYEE PERFORMANCE AT
PT. KRAKATAU BANDAR SAMUDERA, CILEGON CITY

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Abstract. *Loyalty can be defined as loyalty, devotion and trust given or addressed to a person or institution. Meanwhile, performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him. The research method used in this research is a survey method with correlation techniques, while the target in this study is PT. Krakatau Bandar Samudra Cilegon Banten with a population of 397 people, with an error rate of 10%, the number of samples set is 95 people. Analysis of variable X obtained an average of 4.254 means that job loyalty at PT. Krakatau Bandar Samudra Cilegon is in the Good category as much as 85%. And the analysis of variable Y obtained an average of 4.246, which means the performance of the employees of PT. Krakatau Bandar Samudra is in the Good category at 84%. The product moment coefficient analysis obtained r = 0.774 meaning that it has a strong or significant correlation between variable X and variable Y. The variable relationship pattern is indicated by a simple linear regression equation, namely Y = 11.875 + 0.719 X. This shows that the variance that occurs in the job loyalty variable can 59.9% influence employee performance while the remaining 40.1% is influenced by other factors not examined.*

Keywords: Loyalty and performance.

1. INTRODUCTION.

Every organization or company needs resources to achieve its goals. One of the sources is humans who are said to be human resources. Human resource is a very important factor and is the central figure of an organization or company to achieve its goals. The success of the company cannot be separated from the HR itself. The human factor is the main problem in every activity.

Every loyalty needs to be instilled and applied as a form of self-improvement in achieving one's performance results. The importance of the nature of self-loyalty in the company, because loyalty is an activity that involves physical, psychological and social

issues that make individuals have the attitude to obey the prescribed rules. So that the aspect of loyalty can affect employee performance.

While performance is generally defined as a person's success in carrying out a job. Employee performance is the result of work achieved by a person in carrying out the tasks assigned to him to achieve work targets. Employees can work well if they have high performance so that they can produce good work.

PT. Krakatau Bandar Samudera is a port located in the City of Cilegon, Banten. Is a subsidiary of PT.KrakatauSteel. Established to provide loading and unloading facilities for all product raw materials and spare parts from PT. Krakatau Steel. PT Krakatau Bandar Samudera introduced Cigading Port as a gateway to regional and global competitive advantage. Cigading Port, as the deepest port in Indonesia, is prepared to handle all types of cargo, both dry bulk, liquid bulk and containers. In line with the increasing export and import activities of goods by sea, the facilities and infrastructure will continue to be developed, including docks, ship uploaders (cranes), conveyors and warehousing. The current capacity of Cigading Port is capable of handling cargo up to 12 million tons. In the nearest future and in accordance with developments, the Cigading port will be able to handle up to 20-30 million tons. With extensive experience in handling various types of bulk cargo, Krakatau Bandar Samudera is committed to becoming a world-class bulk service provider port.

And within the company there are several many divisions, one of which is the internal operations division where the division is in charge of unloading cargo. The process is from the ship to the third party and is carried out by employees. Therefore it is necessary to have job loyalty to improve employee performance. Based on the results of observations made by researchers at PT. Krakatau Bandar Samudera, researchers found problems about the low level of loyalty and lack of enthusiasm in doing their job. This can be seen that there are still employees who tend to relax, lack discipline and often arrive late and often complain from third parties. Of the many factors that affect job loyalty, it is necessary to analyze. Due to the many problems found,then the authors limit the problem so that it is more profound and focus on :

1. Job loyalty, is the independent variable (X)

2. Employee performance, is the dependent variable (Y)

2. THEORITICAL FRAME WORK

Loyalty

Loyalty is an employee's determination and ability to obey, implement, and practice something that has been determined by a company so that all employees can comply

with it in carrying out their duties. Loyalty in a job is reflected in the attitude of employees who have the ability and expertise, carry out their duties properly and are full of responsibility, have hard discipline, and are honest in their work (Hani, 2013). Loyalty is an employee's tendency not to move to another company because loyalty can affect the comfort of employees to work for a company (Sondang, 2010).

There are four factors that determine employee loyalty, including the following:

a. Compensation Factor

Compensation in the form of salary can determine job loyalty. Salaries are given by the company to each employee in accordance with the position, position and work load. Apart from compensation in the form of salary, allowances can also increase job loyalty, morale and job satisfaction.

b. The Responsibility Factor

The form of responsibility given by the company includes providing career opportunities for employees who are competent in their fields, paying attention to the dedication of each employee and instilling a sense of belonging in each employee to the company.

c. Discipline Factor

Company regulations are intended as work instructions and discipline every employee. Regulations are put in place to monitor the level of absenteeism, attendance, punctuality of work, suitability of working hours and sanctions for violations.

d. Participation Factor

Employee participation is needed to increase job loyalty. The company opens opportunities for every employee to take part in pouring initiative, creativity, constructive criticism and suggestions for the progress of the company.

According to Hasibuan, quoted by Zainatul Abadiah, he stated that loyalty is one of the elements used in employee assessment which includes loyalty to his job, position, and organization. (Abadian, 2016)

Loyalty can affect the performance of HR itself. According to Stephen P. Robbins and Timothy A. Judge, quoted by Alfi Hasan Fauzan, stated that committed employees will have less possibility for them to be involved in things that can harm the company because they have a high sense of loyalty. Saydam in Rizky states that the dimensions of loyalty are:

a. Obedience

Obedience or compliance is the ability of an employee to obey all the rules in the organization and not to violate predetermined rules.

b. To be responsible

Responsibility is the ability of employees to complete work properly and on time, and dare to take risks for the actions that have been taken.

c. Devotion

Service is a sincere contribution of thought and energy to the company.

d. Honesty

Honesty is the harmony between what is said or done with reality.

As for the aspects of Employee Loyalty, Trianasari in Sutriniasih mentions several loyalty indicators that emphasize what employees do for the company, including: 1. Obey the rules; 2. Responsibility to the company; 3.Willingness to cooperate; 4.Sense of the company bellonging; and 5.Loyalty and devotion.

The above aspects will often influence employees in forming loyalty, namely a strong urge to remain a member of a company, certain trust, full acceptance of company values, obedience to applicable regulations, a high sense of responsibility and work attitude the positive. So that the aspect of loyalty can affected employee performance.

Performance

In organizational performance, the achievement of results lies at the level or organizational unit, so that it includes all elements in the organization (Anwar, 2017). Individual performance is a determinant in achieving organizational goals or organizational units. if the organization has good individual performance, then the performance generated by the organization will automatically be good, and vice versa,

Individual performance is defined as an individual's ability to do something with certain skills. (Sinambela, 2012) According to Bernadin, quoted by Sudarmanto, "performance is a record of the results of work functions and activities during a certain period". (Sinambela, 2012).

In this sense, it explains that performance is the output of a job. The resulting output takes various forms, depending on the organization itself. For this reason, the company conducts performance appraisals for its employees, performance appraisal is a process

of appraising employee work performance which is carried out by company leaders systematically based on the work assigned to them. (Anwar, 2017)

The definition of performance can be categorized into two broad lines, first, performance refers to the results, performance is a record of the results resulting from job functions and activities over a certain period of time. Second, performance refers to the definition of behavior, performance is all behavior related to the goals of the organization or organizational unit where people work. Performance includes actions and behaviors that are relevant to organizational goals. Performance is not a consequence or result of an action, but the action itself.

The opinion expressed by Armstrong and Baron is that performance measurement criteria should be linked to strategic objectives and measure what is organizationally important and encourages better performance. (Wibowo, 2014)

Actually, many factors can be used as a measure of performance, but the performance measure must be relevant and significant. Wibowo explained the performance indicators, as follows:

1. Quantity

The quantity of work can be seen from the amount of work and the use of time. This can be seen from the results of employees' work in using certain time and speed in completing their duties and responsibilities.

2. Quality.

Quality usually includes internal measures such as shrinkage, number rejected, and defects per unit, as well as external ratings such as customer satisfaction or an assessment of the frequency of customer reorder.

3. On time.

Timeliness concerns measuring assessments in terms of service or task completion with a ratio of assigned tasks to predetermined time. Basically, timeliness measures whether people do what they say.

4. Cooperation

Collaboration is work that is usually done by individuals but is done simultaneously by two or more people with the aim of making the work lighter.

5. Initiative

Initiative, which is related to thinking and creativity in forming ideas for planning something related to organizational goals.

According to Grote, quoted by Sudarmanto, there are three approaches to measuring or assessing performance, namely:

1. Perpetrator-based performance appraisal or measurement.

Perpetrator-based performance appraisal or measurement means a performance appraisal that focuses more on the perpetrator, namely employees.

Employees are a factor that affects the effectiveness of the organization, because it is their long-term behavior that will facilitate or enhance the achievement of organizational goals.

By measuring using behavior, the leader can find out the implementation of a job and the work done by the employee. Are they in accordance with their responsibilities or are there still errors to achieve results.

2. Results-based performance assessment or measurement (Sudarmanto, 2012)

From this assessment, what is seen is the final result of the work done by the employee. Here a leader does not really pay attention to the aspects of how employees do their work or observe the employees themselves as actors at work.

According to Donnelly, Gibson et al. Stating that individual performance is influenced by six dimensions, namely: (Sinambela, 2012)

1. Encouragement, a person works forever not necessarily, but there are several factors that cause him to act. This kind of thing can be called encouragement. An employee in producing a good job certainly has a different motivation for each individual. Performance itself is a formula for ability multiplied by encouragement or motivation. This formula explains that ability without motivation is not necessarily able to complete the task well and vice versa.

2. Expectations regarding rewards, a reward system related to how organizations provide recognition and rewards to employees in the framework of maintaining harmony between individual relationships and organizational goals. In terms of performance, an ideal reward system can encourage employees to further improve their performance. By being given an award, employees tend to have hopes of getting the award.

3. Capabilities, needs and characteristics. Nobody comes to work wanting to perform poorly. When given the choice, people want to be successful people in the workplace.

The truth is, at work people want to be better than average. The skills they possess also determine how they perform in the way they handle certain situations. Task-related skills, motivation, and belief in them.

4. Perception of the task, one's perception does not just arise. Of course there are several factors that influence it. These factors are the reason why two people who see something may give different interpretations of what they see. If someone sees a task and tries to provide an interpretation of what he sees is difficult, then in carrying out the task, he will experience difficulties and will later affect the resulting performance. It can be influenced by several factors such as attitudes, motives, interests, interests, experiences and expectations.

5. Internal and external rewards. Rewards are an important factor influencing how and why people work for one organization and not another. Rewards themselves can be internal or external. Internal rewards include, among other things, the praise an employee gets for completing a project or successfully meeting several performance goals. Other psychological and social effects of rewards are also descriptive of internal types of rewards. Meanwhile, external rewards are in the form of finance such as basic salary, allowances, and so on.

6. Perceptions about the level of reward and job satisfaction. A person's interests usually influence his perception. That way, the employee's desire to get a reward for what he does will greatly affect the employee's own performance. If at work, everything that exists can make employee job satisfaction high, the resulting performance will automatically be good considering that the needs of employees are fulfilled by the organization.

Performance Constraint Factors

Leaders who are committed to maximum performance realize that one of their main responsibilities is to remove obstacles or obstacles to achieving success.

According to Bernadin and Russell, quoted by Kaswan, he mentioned several possible site barriers in performance, namely: (Kaswan, 2012) employee presence such as absence or delay and change of other employees, delays in procedures for obtaining approval for actions such as the length of approval from superiors in carrying out an duties, inadequate administrative support, inadequate physical work conditions such as lack of equipment and work space which causes work constraints, the inability to employ the staff needed, these are usually mistakes during employee selection and also placement of employees who are not in accordance with their fields Inadequate performance of subordinates, unpredictable workloads, excessive workloads, excessive changes in administrative policies, pressure from colleagues that limits individual performance, inadequate communication, inadequate training, etc.

3. RESEARCH METHODOLOGY

Research methodology is basically a scientific way of obtaining data for a specific purpose. Based on this, there are four keywords that need to be considered, namely, scientific method, objective data, and usability. The scientific way means that research activities are based on scientific characteristics, namely rational, empirical and systematic. Rational means that research activities are carried out in ways that make sense, so that human reasoning can reach them. Empirical means that the ways that are done can be observed by the human senses, so that other people can observe and know the methods used.

The research methodology is a method used by researchers in collecting research data. The research method is basically a scientific way of obtaining data for specific purposes and uses.

To obtain a provisional description of the object under study, the author uses the survey method and uses the associative causal method in forming a causal relationship, which is a study that aims to determine the cause and effect of two variables, including the independent variable and the dependent variable.

In this study, the instrument used as a data collection tool was a questionnaire arranged according to the Likert scale measurement, which is used to use the attitudes, opinions and perceptions of a person or group of people about social phenomena. Likert scale, then the variable to be measured is made into a variable indicator. Then these indicators are used as a starting point for arranging instrument items in the form of statements or questions to respondents.

Table 3.1

Likert Scale

Remark	Score	Value
Strongly Agree	SA	5
Agree	A	4
Less Agree	LA	3
Disagree	D	2
Strongly Disagree	SD	1

Population and Sample

Population

The population is the entire research subject, if someone wants to examine all the elements that exist in the research area, then the research is a population study. In this

study the authors determined that the population at PT. Krakatau Bandar Samudera with 397 employees.

Sample

The sample is part of the number and characteristics of the population. If the population is large, and the researcher is not possible to study everything in the population, for example because of limited funds, energy and time, the researcher can use the sample, the conclusions will be applied to the population. For this reason, samples taken from the population must really be (Suharsimi, 2010). To facilitate research, the authors determine a sample of 95 people with a margin of error of 9%. As for the sampling technique for this researcher, the writer uses probability sampling technique, which is a sampling technique that represents the population of employees at PT. Krakatau Bandar Samudera.

The following is the sampling formula according to Slovin as follows:

$$n = \frac{N}{1 + Ne^2} \qquad ....(1)$$

Where's :

n = Number of samples

N = Total population

e = Error margin

$$= \frac{397}{1 + 397 \, X \, 0,092}$$

$$= \frac{397}{1 + 397 \, X \, 0,0081}$$

$$= \frac{397}{1 + 3,2157}$$

$$= \frac{397}{4,2157}$$

$$= 94,171$$

Then sum up to 95 samples.

To understand and make it easier for writers to get data as references in making reports, the authors first determine the type of data. The type of data the writer uses in research is for quantitative qualitative data or the data raised. Quantitative data is data in the form of numbers or qualitative data that is posted, for example in a measurement scale. The type of data used in this thesis research is.

1. Primary data: data collected by collecting directly through data questions to respondents

2. Secondary data: data collected through respondent literature study

4. DATA COLLECTION TECHNIQUES

The collection method used in this research is field research, which is carried out by conducting direct observation of the employees who are the objects to obtain primary and secondary data. This primary data is obtained through the following techniques:

1. Library research is to obtain data by reading and studying books related to research discussions.

2. Field research, namely by searching for and obtaining data from the company that the author examined by:

   2.1. Observation, namely making observations and studying things related to research directly in the field.

   2.2. Questionnaire, which is a research tool in the form of a list of questions used to obtain information from a number of respondents.

In order for researchers to produce reliable data, the analysis and hypothesis testing stages must be carried out. In this study, the hypothesis that is taken is an associative problem with interval and ratio data, so the product moment correlation is used. The product moment formula is as follows:

$$r = \frac{n\Sigma xy - (\Sigma x)(\Sigma y)}{\sqrt{\{n\Sigma x^2 - (\Sigma x)^2\}\{n\Sigma y^2 - (\Sigma y)^2\}}}$$

Where's:

rxy = product moment correlation coefficient

∑X = number of scores in the X spread

∑Y = number of scores in the X spread

∑XY = sum of paired X and Y product

∑X2 = the number of securities squared in the distribution

∑Y2 = the number of securities squared in the distribution

Y n = number of samples.

Reliability Test

Instrument reliability testing can be done externally or internally. Externally, testing can be done by means of tests, equivalent and a combination of the two, internally it can be tested by consistently analyzing the items on the instrument with certain techniques. Instrument reliability testing can be done with the technique of halving the brown sperm:

$$r_1 = \frac{2r_{AB}}{1 + r_{AB}}$$

Where's:

ri = internal reliability

rb = moment product correlation between the first and second hemispheres

The results of testing the proposed alternative hypothesis are significantly acceptable. Namely with the positive influence between Loyalty on Employee Performance at PT. Krakatau Bandar Samudera. By accepting the alternative hypothesis, it means that the position of the independent variable, namely loyalty to employee performance, can influence. For more details about Loyalty to Employee Performance at PT. Krakatau Bandar Samudera can be seen from the description below.

The results of testing the validity of the research instrument score of the instrument items for the employee loyalty and performance variables, of the 20 questions asked for the two variables were all declared valid and it can be concluded that there is a positive and

significant influence between loyalty to employee performance at PT. Krakatau Bandar Samudera.

Reliability test to determine the accuracy of the instrument. The results obtained through the analysis aimed at r count = 0.774 compared to r table = 0.202 with a significant level of 5% and it was found that both variables were declared reliable because r count> r table.

The results of the correlation coefficient analysis obtained r count value of 0.774 and included in the strong or significant category, so the relationship between the Loyalty variable and Employee Performance is strong or significant.

To determine the significance level of this study, the T test was carried out and obtained the t count, which was 11.799, then the t count was compared with the t table price, in this case the error rate for the two-party test was used 10% and dk = n-2. Based on the table of values in the t distribution, it is obtained t table = 1,290. So this test means that there is a positive influence between variable X (Loyalty) and variable Y (Employee Performance). Because the value of t count is 11,799 located in the rejection area Ho. Thus the hypothesis in this study states that "There is a significant influence between Loyalty on Employee Performance at PT. Krakatau Bandar Samudera.

The amount of contribution of variable X to variable Y is 59.9%. This shows that the variance that occurs in the Loyalty variable can affect Employee Performance by 59.9%, the remaining 40.1% is influenced by other factors that the author does not examine.

From the regression equation Y = a + bx, the equation Y = 11.875 + 0.719 is obtained

X. The Loyalty variable constant value is 11.875, this means that if there is no Employee Performance variable, the Loyalty remains equal to 0.719. Employee Performance Variable is a variable that affects Loyalty with a coefficient of 0.719 X. This means that if Loyalty increases by one unit, Employee Performance will increase by 0.719 X. So the hypothesis states that there are factors that affect loyalty to employee performance with a strong or significant effect.

CONCLUSION

Based on the results of the research and analysis that has been done, it can be concluded from the research on the factors that influence loyalty to employee performance at PT. Krakatau Bandar Samudera as follows:

1. Loyalty Total criterion score (if each item gets the highest score) = 5 x 10 x 95 = 4750 and (if each item gets the lowest score) = 1 x 10 x 95 = 950. Meanwhile, the data collection score for the loyalty variable is according to responses 95 respondents, namely 4042 with the calculation: (4042: 4750) x 100% = 85%. So the employee loyalty of PT. Krakatau

Bandar Samudera must be more responsible for the work that is being carried out and carry a good name and maintain the company's image in doing work inside or outside the company area. And the factors that most influence the job loyalty of employees of PT. Krakatau Bandar Samudera is a corporate responsibility factor.

Employee Performance at PT. Krakatau Bandar Samudera Total criterion score (if each item gets the highest score) = 5 x 10 x 95 = 4750 and (if each item gets the lowest score) = 1 x 10 x 95 = 950. Meanwhile, the data collection score for the employee performance variable according to 95 respondents, namely 4034 with the calculation: (4034: 4750) x 100% = 84%. it is good enough in coordinating with colleagues in completing work so that they do work quickly and finish according to the specified time.

2. Based on the results of research conducted at PT. Krakatau Bandar Samudera has a count of 0.774. Which means that it has a strong correlation between the variable loyalty to employee performance. The amount of contribution (KD) given by the loyalty variable (X) to the money factor influences employee performance (Y), the contribution is 59.9%, the remaining 40.1% is from other factors not examined. The calculation of t test (significant test), namely t count of 11.799 and t table of 1.290, shows that there are factors that have a significant effect on loyalty to employee performance at PT. Krakatau Bandar Samudera because tcount>ttable. Based on the calculation of linear regression analysis, the value of Y = 11.875 + 0.719 X is obtained. From the regression equation, the constant value of the loyalty variable (Y) is 42.073, this means that if there is no loyalty variable, the employee performance (Y) is still 42.073 units. The loyalty variable (X) is a variable that affects employee performance with a coefficient of 0.774. This means that if loyalty (X) increases by one unit, employee performance (Y) will increase by 0.774 units.

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