

The Effect of Instrumental Social Support and Self-Efficiency on Performance of Employees with Disabilities

1st Adi Irawan Setiyanto
 Managerial Accounting Program
 Politeknik Negeri Batam
 Batam, Indonesia
 adiirawan@polibatam.ac.id

2nd Murni Wulandari
 Managerial Accounting Program
 Politeknik Negeri Batam
 Batam, Indonesia
 murniwulandr@gmail.com

Abstract— This study aims to determine the effect of instrumental social support and self-efficacy on the performance of employees with disabilities. Respondents in this study were employees with disabilities who worked in Batam. The data used in this study are primary data in the form of data obtained through questionnaires and analyzed using Multiple Linear Regression. The results showed that instrumental social support partially had a positive effect on the performance of employees with disabilities and self-efficacy partially also positively affected the performance of employees with disabilities. The results of testing carried out on the data obtained indicate that instrumental social support provided to employees with disabilities can affect the performance of employees, besides that, the self-efficacy of employees with disabilities can also affect its performance.

Keywords - employee with disabilities, instrumental social support, self-efficacy, performance

I. INTRODUCTION

Globally, 1 out of every 7 people currently lives with some of disability, the majority in countries with low to middle income[1]. The most common types of disabilities are blindness, deafness, speech disorders, mobility, motor, and muscle or neurological disorders. Source from the World Health Organization and the World Bank shows that currently more than one billion people in the world experience disability[2]. The community has a different view of disability around them. They consider that the existence of these people with disabilities is something that is troublesome because they are people who are considered less capable and need help and something they have to pity and help. If people with disabilities have equal opportunities and appropriate training and rehabilitation programs, they can have the potential abilities, knowledge and skills that can enable them to participate effectively and successfully in the labor market [3]. It should be borne in mind that in a country the existence of those with disabilities must exist and their existence deserves serious attention from the government.

One of the factors that inhibits people with disabilities from developing at this time is the lack of jobs and a sense of trust in the abilities and skills of people with disabilities. In Law Article 53 Number 8 of 2016 it is affirmed that the Government Agency must employ people with disabilities at least 2% of the number of employees and for private companies at least 1% of people with disabilities from the

number of employees. There is already a written Law stating this, but there are still many companies that are still hesitant to accept and recruit people with disabilities because they think that people with disabilities will have a bad impact on the company because they are considered to have poor skills and abilities at work. Not all people with disabilities have poor abilities and skills, there are also people with disabilities who have good skills at work. The results of the study by Pagan [4] show that men and women with disabilities experience more hours of work than their counterparts who are not disabled. This shows that people with disabilities are quite reliable and trusted in doing a job.

Social support and self-efficacy are factors that can help people with disabilities to face and do a job to be as expected. Achieving good performance will be difficult to materialize without social support, but by getting social support employees can work more energetically and better. Self-efficacy not only determines the behavior that will begin, but also whether the effort to implement it will increase or decrease and how long they will survive in the face of difficulties [5]. Individuals who have low self-efficacy will feel afraid and tend to avoid situations that individuals think exceeds their abilities. Conversely, individuals who have high self-efficacy tend not to experience anxiety and not avoid behavior [5].

This research is a replication research from previous research by Baumgartner, Bohm, & Dwertmann [6] with the title "Job performance of employees with disabilities: Interpersonal and intrapersonal resources matter". What distinguishes this research from previous research is that it is located in the sample taken, namely people with disabilities who are actively working in Batam, and also this study only investigates the influence of 2 factors namely instrumental social support and self-efficacy on the performance of employees with disabilities.

II. REVIEW OF RELATED LITERATURE

A. Instrumental Social Support

Social support is a form of interpersonal relations with people who are around, which includes providing good assistance in the form of empathy given through the social contact of the communication process, which will later get the pleasure and appreciation of people who get help, as well as feelings of attention from people who receive help or support. Instrumental support, namely assistance in the form

of material or facilities that are given directly, such as providing food, providing necessary facilities, games or other assistance [7]. These assistance is needed to support the smooth running of the organization. Achieving good performance will be difficult to materialize without social support, but by getting social support employees can work more energetically and better. Employees who work will also feel happy so that they support them to always work harder [8]. That is why both employees with disabilities or without disabilities really need support in the work environment. Employees with disabilities hope that the existence of social support can reduce problems and the level of stress on the burden they face in working.

Based on the explanation and description above, the first hypothesis can be formulated for this research, namely:

H1: Instrumental social support has a positive effect on the performance of employees with disabilities.

B. Self-Efficacy

Self-efficacy is Albert Bandura's social cognitive theory and is defined as people's judgment of their ability to regulate and implement the actions needed to achieve the specified type of performance [9]. In this theory also explains that self-efficacy affects people's choices in making and carrying out the actions they want. Individuals tend to concentrate on tasks that they feel capable and trust can solve and avoid tasks that they cannot do. Efficacy also helps determine the extent to which the effort people will put into an activity, how long they will be persistent when facing obstacles, and how resilient they will be when they face an unsuitable situation [10]. According to [11], self-efficacy as a person's evaluation of his ability or competence to do a task, achieve goals, and overcome obstacles. Self-efficacy beliefs not only determine the behavior that will begin, but also whether the effort to implement it will increase or decrease and how long they will survive in the face of difficulties. Individuals who have low self-efficacy will feel afraid and tend to avoid situations that individuals think exceeds their abilities. Conversely, individuals who have high self-efficacy tend not to experience anxiety and not avoid behavior [5]. For employees with disabilities, self-efficacy can be important in driving job performance.

Based on the explanation and description above, the second hypothesis can be formulated for this research, namely:

H2: Self-Efficacy has a positive effect on the performance of employees with disabilities.

Based on the explanation above, the research model is as follows:

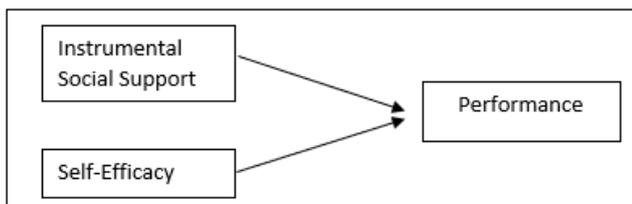


Fig. 1. Research Model

III. RESEARCH METHODOLOGY

This study uses primary data obtained from the distribution of questionnaires to respondents namely employees with disabilities and leaders or superiors where the employee works. Questionnaire used is an adaption [12]–[14]. The dependent variable in this study is the performance of employees with disabilities. The independent variable is instrumental social support and self-efficacy. This research uses likert scale. In this research, the scale is distinguished by 5 consist of 5 for very agree, 4 agree, 3 Neutral, 2 disagree, and 1 very disagree.

This research is conducted in Batam and research object is Employees with disabilities in Batam. The sampling technique use purposive sampling with the following criteria: (1) Employees with disabilities who work in Batam, (2) Work in the fields of industry, services and commerce.

IV. RESULT AND DISCUSSION

A. Characteristic of Respondents

Questionnaire was distributed by 122 and returned at 88. Based on 88 samples, there were 33 males (62,5%) and 55 females (37,5%). Based on age, the range of age were in 20-29 (13,6%), 30-39 (51,1%), 40-49 (29,5%), and >50 (5,7%).

Based on working, the average of respondents were cleaning service (9,1%), customer service (6,8%), tailor (29,5%), waitress (2,3%), masseus (46,6%), staff (3,4%), and Technician (2,3%). Based on long time working, respondents were work under 1 year (19,3%), 1-2 years (36,4%), 2-3 years (28,4%), and more than 3 years (15,9%).

Based on type of disability, most respondents are blind (52,3%) and physically disabled (47,7%).

B. Research Instrument Test

Research instrument test was conducted to understand whether the questionnaire used was valid and reliable. Validity test was done to test how valid the distributed questionnaire to research respondents. An instrument can be described valid if the validity value is high, vice versa. If the result was obtained $r_{count} > r_{table}$, then the questionnaire was valid. If the result was $r_{count} < r_{table}$, then the questionnaire was not valid. Based on table 1, it can be explained that the research questionnaire was valid.

Reliability test referred on reliability instrument level, if the data tested is in accordance with reality then if it will be retaken the data the result would be the same. Reliability test used Alpha Cronbach formula. If the value of Cronbach's Alpha $> 0,60$ then data was reliable, if the value of Cronbach's Alpha $< 0,60$ then data was not reliable. Based on table 2, it can be concluded that questionnaire research questions were reliable.

C. Hypothesis Test

The first hypothesis proposed in this study is that instrumental social support has a positive effect on the performance of employees with disabilities.

TABLE I. VALIDITY TEST RESULTS

Variable	Item	r Count	r Table	Information
Instrumental Social Support (X1)	Item 1	0.714	0.1765	Valid
	Item 2	0.696		Valid
	Item 3	0.683		Valid
	Item 4	0.702		Valid
Self-efficacy (X2)	Item 1	0.742	0.1765	Valid
	Item 2	0.766		Valid
	Item 3	0.395		Valid
	Item 4	0.406		Valid
	Item 5	0.741		Valid
	Item 6	0.782		Valid
	Item 7	0.718		Valid
	Item 8	0.787		Valid
Performance (Y)	Item 1	0.412	0.1765	Valid
	Item 2	0.466		Valid
	Item 3	0.648		Valid
	Item 4	0.704		Valid
	Item 5	0.435		Valid
	Item 6	0.670		Valid
	Item 7	0.617		Valid

TABLE II. RELIABILITY TEST RESULTS

Variables	Cronbachs Alpha	Informations
Instrumental Social Support	0.649	Reliable
Self-Efficacy	0.804	Reliable
Performance	0.619	Reliable

TABLE III. TEST THE FIRST HYPOTHESIS (H1)

Variabel	Koefisien	T	Sig.
Constant	17.884	6.912	.000
Instrumental Social Support	.384	2.617	.010
R Square	.074		
Adjusted R Square	.063		

Source: SPSS 17, 2019

Based on table 3 above, it can be seen that the results of the t test for instrumental social support obtained t count of 2.617 with a significance value of 0.010 smaller than 0.05 (0.010 < 0.05). From the results of the significance it can be concluded that instrumental social support has a positive effect on the performance of employees with disabilities. This states that the first hypothesis (H1) is supported. The equation of the regression formula can be written as follows:

$$Y = 17.884 + 0.384X1$$

This regression equation shows that there is an influence between the independent variables on the dependent variable. The meaning of this regression equation is a

constant value of 17.884 indicating that if instrumental social support is constant or constant, then the average performance of the employees is 17,884. The instrumental social support regression coefficient of 0.384 means that instrumental social support increases by one unit then it will be followed by an increase in the level of performance of 0.384. The coefficient of determination (adjusted R2) of 0.063 this means that the magnitude of the influence of the independent variable instrumental social support on the performance of the employees is 6.3%, while the remaining 93.7% is explained by other factors.

The second hypothesis proposed in this study is that self-efficacy has a positive effect on the performance of employees with disabilities.

TABLE IV. TEST THE SECOND HYPOTHESIS (H2)

Variabel	Koefisien	T	Sig.
Constant	17.862	8.220	.000
Self-Efficacy	.201	3.133	.002
R Square	.102		
Adjusted R Square	.092		

Source: SPSS 17, 2019

Based on table 4 above, it can be seen that the results of the t test for self-efficacy obtained t count of 3.133 with a significance value of 0.002 smaller than 0.05 (0.002 < 0.05). From the results of the significance it can be concluded that self-efficacy has a positive effect on the performance of employees with disabilities. This states that the second hypothesis (H2) is supported. The equation of the regression formula can be written as follows:

$$Y = 17.862 + 0.201X2$$

This regression equation shows that there is an influence between the independent variables on the dependent variable. The meaning of this regression equation is a constant value of 17,862 indicating that if self-efficacy is constant or constant, then the average performance level of employees with disabilities is 17,862. The self-efficacy regression coefficient of 0.201 means that if one unit of self-efficacy increases, it will be followed by an increase in the performance level of employees with disabilities of 0.201. The coefficient of determination (adjusted R2) is 0.092 or 9.2%. It can be said that the magnitude of the effect of the independent variable Self-efficacy on the performance of the employees is 9.2%, while the remaining 90.8% is explained by other factors.

V. CONCLUSIONS

This study aims to determine the performance of employees with disabilities working in Batam by examining the effect of instrumental social support and self-efficacy on the performance of employees with disabilities. The data used in this study are primary data obtained from distributing questionnaires to employees with disabilities in Batam. The number of samples is 88 samples whose sampling uses purposive sampling technique.

Some conclusions that can be drawn from the test results in this study are as follows: a) Instrumental social support has a positive effect on the performance of employees with disabilities. This means that instrumental social support obtained from people around or from coworkers can help employees with disabilities improve their performance. This is in line with previous research which states that social support directly significantly and positively influences employee performance. The results of this study can be seen that employees are happy when they feel their existence is valued by the company, especially included in the decision making process [8]. b) Self-efficacy has a positive effect on the performance of employees with disabilities. This means that the existence of self-efficacy can improve the performance of employees with disabilities. The higher the level of confidence of employees with disabilities about the ability and expertise they have is able to help these employees to motivate themselves to be able to complete a job well and can improve their performance. Similar to the results of research conducted by Judge [15] showed a positive and significant relationship between self-efficacy and performance. This means that the higher the level of self-efficacy, the better the performance of a person. Suggestions for future research are (1) The future research should use correct sample technique then it can describe the interest of millennial generation using e-money. (2) The future research should add variables related to the effect of interest.

Some limitations in this research are useful for the development of future similar research. The limitations in this study are as follows: a) The variables used only use two independent variables, whereas empirically many other variables are most likely to affect the performance of persons with disabilities, such as motivation, discrimination, etc. b) The sample that can be found by researchers is only persons with disabilities with disabilities and the blind and the majority of them work in services because it is difficult to find employees with disabilities who work in a company other than services, for example manufacturing companies because there are still many companies that have not implemented and realized Laws regarding the obligation to employ persons with disabilities and many companies are still unwilling to provide information about employees with disabilities who work in their companies.

There are a suggestions for further research as follows: a) Future studies are expected to further develop this research model by adding other variables that are still closely related, such as motivation variables, incentive variables, workload variables, work environment variables, work discrimination variables and so on to see the effect of other variables on the performance of employees with disabilities. b) Further research is recommended to obtain samples from all types of occupations not only in the service sector, but also in the industrial, retail and culinary fields, because differences in occupations or work environments can affect the perceptions of employees with disabilities.

REFERENCES

- [1] WHO, "Global Disability Summit," <http://www.who.int/newsroom/events/detail/2018/07/24/default-calendar/global-disability-summit>, 2018.
- [2] WHO, "World Report on Disability," http://www.who.int/disabilities/world_report/2011/en/, 2011. .
- [3] R. I. Ababneh, "Disabled employees in Jordanian public sector: an exploratory study.," *Int. J. Public Sect. Manag.*, vol. 29, pp. 164–182, 2016.
- [4] R. Pagan, "Are workers with disabilities more likely to be constrained in their working hours?," *Empl. Relat.*, vol. 40, no. 3, pp. 529–548, 2018.
- [5] A. Bandura, *Self Efficacy*. New York: W. H. Freeman And, 1997.
- [6] M. K. Baumgartner, S. A. Bohm, and D. J. Dwertmann, "Job Performance of Employees with disabilities: Interpersonal and intrapersonal resources matter," *Equal. Divers. Incl. An Int. J.*, vol. 33, pp. 347–360, 2014.
- [7] E. P. Sarafino, *Health Psychology: Biopsychosocial Interaction*, 4th ed. Sarafino, E. P.: Jhon Wiley & Sons Inc., 2006.
- [8] B. Muhaimin, R. E. Pramono, and Sutrisno, "Pengaruh Dukungan Sosial dan Insentif Terhadap Kinerja Karyawan KUD Tri Jaya Sraten Kabupaten Banyuwangi," *Artik. Ilm. Has. Penelit.*, vol. 2, no. 1, pp. 1–7, 2013.
- [9] A. Bandura, *Social Foundations of Thought and Action: A Social Cognitive Theory*. Englewood Cliffs, NJ: Prentice Hall, 1986.
- [10] D. H. Schunk, "Modeling and Attributional Effects on Children's Achievement: A Self-efficacy Analysis," *J. Educ. Psychol.*, vol. 2, no. 1, pp. 73–92, 1981.
- [11] R. Baron and D. Byrne, *Psikologi Sosial*, 10th ed. Jakarta: Erlangga, 2005.
- [12] R. Schwarzer and U. Schulz, *Berlin Social Support Scales (BSSS)*. 2000.
- [13] B. Schyns and G. V. Collani, "A new occupational self-efficacy scale and its relation to. European.," *Eur. J. Work Organ. Psychol.*, vol. 11, no. 2, pp. 219–241, 2002.
- [13] B. Schyns and G. V. Collani, "A new occupational self-efficacy scale and its relation to. European.," *Eur. J. Work Organ. Psychol.*, vol. 11, no. 2, pp. 219–241, 2002.
- [14] L. William and S. Anderson, "Job satisfaction and organizational commitment as predictors of organizational citizenship and in-role behaviors," *J. Manage.*, vol. 17, pp. 601–617, 1991.
- [15] T. A. Judge, "Self-efficacy and work-related performance: The integral role of individual differences," *J. Applied Psychol.*, vol. 22, no. 1, pp. 107–127, 2007.