

Influence of Organizational Culture Organization of Commitment Impact on Performance and Service Department of Education District Cirebon

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Abstract—This study aims to determine the organizational culture on organizational commitment and its impact on the performance of services in Cirebon District Education Office. The population in this study were employees of Education Office of Cirebon. The sampling technique in this study is simple random sampling means that sample was taken across servants (PNS). Samples taken as many as 54 respondents’ researchers. The method in gathering data using questionnaires. While the methods in this study using path analysis. These results indicate that: 1) organizational culture influence on organizational commitment, 2) organizational culture does not influence direct positive influence on the performance of service, 3) committed significant positive effect on the performance of services.

Keywords: *transformational leadership, organizational culture, organizational commitment, performance of services*

I. INTRODUCTION

Service performance is influenced by organizational commitment. Commitment to the organization itself is a desire to stay and loyal to the organization. Organizational commitment is essential to any public authority, to achieve

organizational goals seen from the attitude and loyalty of employees to the organization. Factors that may affect organizational commitment is leadership. Organizational culture is also a factor that can influence organizational commitment that will affect the performance of services. Strong organizational culture can bring comfort for employees is expected to increase the commitment of the impact on the performance of public services.

Cirebon District Education Office is responsible for education at the local level. The purpose of education is "the intellectual life of the nation" because true education is the right of every citizen. Cirebon District Education Office should improve the performance of employees so that the quality of education in Cirebon is constantly increasing.

Measurement achievement of employee services Education Office of Cirebon can be seen in the following table:

TABLE I. MEASUREMENT GOAL 2014-2019

| No. | TARGET | INDICATOR | ACHIEVEMENT (%) | | | | | |
|-----|---|--------------------------------------|-----------------|-------|-------|-------|-------|-------|
| | | | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 1 | Increasing Literacy | Literacy Rate | 93.89 | 94.26 | 94.63 | 94.83 | 95.03 | 95.23 |
| 2 | Increasing the quality and relevancy of education | Attrition | | | | | | |
| | | SD | 2:29 | 2:28 | 2:27 | 2:26 | 2:25 | 2:24 |
| | | SMP | 0:23 | 0:22 | 0:21 | 0.2 | 0:19 | 0:18 |
| | | Figures Graduates | | | | | | |
| | | SD | 100 | 100 | 100 | 99.95 | 99.96 | 99.97 |
| | | SMP | 100 | 100 | 100 | 99.94 | 99.95 | 99.95 |
| 3 | Increasing the quality of teaching staff and non teaching personnel | Eligible teachers teach (minimum S1) | | | | | | |
| | | early childhood | | | | 61.80 | 62.30 | 62.80 |
| | | SD | 77.97 | 81.00 | 81.50 | 82 | 82.50 | 83.50 |
| | | SMP | 94.42 | 95.00 | 95.50 | 96.00 | 97.00 | 97.50 |

Source: Implementing Sub Bag of Planning, Evaluation and Reporting

TABLE II. EMPLOYEE EDUCATION LEVEL DISDIK CIREBON

| No. | Level of education | Amount |
|-------|--------------------|--------|
| 1 | S2 | 14 |
| 2 | S1 | 74 |
| 3 | D3 | 4 |
| 4 | High School | 25 |
| TOTAL | | 117 |

Source: General Dan Personnel Sub Bag Disdik Kab. Cirebon 2019.

Based on the description of the background, researchers interested in conducting research with the title "The Effect of Organizational Culture and Its Impact on Performance Commitment Services in Cirebon District Education Office"

II. RESEARCH METHODS

This type of research that will be used is a type of quantitative research. By using this type of associative so researchers can determine the effect of the independent variable (affecting), namely (X) and the dependent variable (influenced) that Commitment (Y) and Performance Service (Z). According Sugiyono, (2017: 92) argues that "research is research that asks associative relationship between two or more variables.

III. RESULTS

Based on the results of statistical data processing regarding the instrument reliability test, it can be seen the results of the instrument validity test in the table below:

IV. RELIABILITY TEST RESULTS

| Variables | Reliability Statistics | |
|---------------------------|------------------------|------------|
| | Cronbach's Alpha | N of Items |
| Organizational culture | .759 | 27 |
| Organizational commitment | .754 | 25 |
| Service performance | .773 | 15 |

Source: Data processing results 2019

Based on the above calculation can be seen that the variable of organizational culture, Cronbach's alpha > 0.70 or 0.759 > 0.70, organizational commitment Cronbach's alpha > 0.70 or 0.754 > 0.70, the service performance Cronbach's alpha > 0.70 or 0.773 > 0.70 which means that variable of organizational culture, organizational commitment and service performance said to be reliable because it has a value > 0.70 so that the measuring instrument said to be reliable.

TABLE III. COEFFICIENTS

| Structural Equation Function Y | | | | | | |
|--------------------------------|-----------------------------|------------|---------------------------|------|-------|------|
| Model | Coefficients unstandardized | | standardized Coefficients | t | Sig. | |
| | B | Std. Error | beta | | | |
| 1 | (Constant) | 34.241 | 13.039 | | 2,626 | .011 |
| | Organizational culture | .383 | .130 | .416 | 2,942 | .005 |

a. Dependent Variable: Organizational Commitment

Source: Data processing results 2019

Based on the test results regression value coefficients in column Coefficients Standardized beta organizational culture variable value is known by 0416

TABLE IV. COEFFICIENTS^A

| Structural Equation Function Z | | | | | | |
|--------------------------------|-----------------------------|------------|---------------------------|------|-------|------|
| Model | Coefficients unstandardized | | standardized Coefficients | T | Sig. | |
| | B | Std. Error | beta | | | |
| 1 | (Constant) | 5,892 | 8758 | | .673 | .504 |
| | Organizational culture | .083 | .089 | .128 | .932 | .356 |
| | Organizational commitment | .376 | .088 | .536 | 4,264 | .000 |

a. Dependent Variable: Service Performance

Source: Data processing results 2019

Based on test results obtained value regression coefficients in column Coefficients Standardized beta known organizational culture variable values for 0128 and the variable value of organizational commitment by 0536.

V. DISCUSSION

A. Influence of Organizational Culture (X) on Organizational Commitment (Y) to the Education Office of Cirebon

Based on the results of research show that organizational culture influence on organizational commitment. This is evidenced by the p-value (Sig) < 0.05 is 0.005 < 0.05 and value for t > t table is 2,942 > 2.00665. It can be concluded that variable of organizational culture positive and significant impact on organizational commitment.

B. Influence of Organizational Culture (X) on the Performance of Services (Z) at the Education Office of Cirebon

Based on the results of research show that organizational culture is not a positive effect directly on the performance of services in Cirebon District Education Office.

C. Influence of Organizational Culture (X) against Performance Service (Z) with Organizational Commitment (Y) as an Intervening Variable

Variable lead organizational commitment organizational culture variables affect service performance variables indirectly.

D. Influence of Organizational Commitment (Y) on the Performance of Services (Z) at the Education Office of Cirebon

Based on the results of research show that the commitment of significant positive effect on the performance of services. Its value is significantly smaller than the specified significance level.

VI. CONCLUSION

Based on the analysis of the influence of organizational culture (X) on organizational commitment (Y) and their impact on service performance (Z) at the Education Office of Cirebon with testing of the seven studies, it can be concluded as follows:

- Cultural organizations significant positive effect on organizational commitment.
- Organizational culture does not influence direct positive influence on the performance of the service.
- organizational commitment variable value is greater than the direct influence of organizational culture variables on the performance of the service.
- organizational commitment significant positive effect on performance.

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