THE EFFECT OF APPRECIATION, COMPETENCE, PROFESSIONALISM AND LEADERSHIP QUALITY ON THE PERFORMANCE OF EMPLOYEES OF PT. TIGA SERANGKAI SURAKARTA

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Abstrak

Kata kunci: Kinerja Karyawan, Kualitas Kepemimpinan, Kompetensi, Penghargaan, Professionalisme

Abstract
The current study proposes to search the relationship between Awards, Competence, Professionalism, and Leadership Quality on Employee Performance at PT Tiga Serangkai Surakarta. This research makes use of three different types of independent variables, namely Awards, Competence, Professionalism, and Leadership Quality with one variable dependent, namely Employee Performance. Participants in this study’s population were all employees of PT. Tiga Serangkai Surakarta and the sample used in this study was 91 employees. The questionnaires were distributed among 91 employees of PT. Tiga Serangkai Surakarta. Data were processed using SPSS. The approach to data analysis that was taken for this investigation uses multiple regression analysis. These are the findings of the investigation indicate that : Awards has a positive effect on employee performance, Competence has a positive effect on employee performance, Professionalism has a
positive effect on employee performance, and Leadership quality has a positive effect on employee performance.

**Keywords:** Employee Performance, Leadership Quality, Competence, Awards, Professionalism

1. Introduction

For a determined purpose, people get together to establish an organisation. Improvements in customer service, product quality, responsiveness to market demand, competitiveness, and overall organisational success are all examples of organisational goals (Setyawan, 2018). According to Zuhro (2021), good organizational performance is necessary to realize a company's vision and mission. Good organizational performance is strongly influenced by qualified employees and a full sense of responsibility for the work to achieve the company's goals. The performance shown by employees can also determine whether or not the company's goals are achieved (Zuhro, 2021).

Employers want their human resource functions to add value by increasing profits and performance. Employee performance significantly impacts company growth (Khuluq & Wijaya, 2019). Companies and their employees are inseparable. Employees are the oil in the company's machine (Zuhro, 2021). Performance at work is an actual action taken by all workers to accomplish tasks assigned to them. (Yani, 2021).

Different methods and resources are required in the modern workplace to keep people happy, so that their employees perform their work to the maximum (Hussain et al, 2019). According to Hussain et al. (2019), one way to improve employee performance is with a reward system. What an organisation does for its workers in exchange for their efforts is what is meant by "appreciation." (Hussain et al., 2019). According to Yani (2021), rewards include many stimulants organizations provide employees as part of psychological contracts. Apart from remuneration, rewards are also needed to motivate or stimulate employees to perform better (Yani, 2021).

According to Fitriati (2020), One component in deciding whether or not workers are happy on the job is whether or not they are placed in jobs according to their level of skill. Each employee has different self-competencies and is reliable in achieving company goals (Wydyanto & Mahaputra, 2021). A person's competence is a fundamental trait that shapes their thoughts and actions, extends beyond the specific context in which they were developed, and remains stable over time. (Fitriati, 2020). Of course, this competence must be continuously improved so employees can contribute better to the company (Wydyanto & Mahaputra, 2021).

Professionalism can also affect employee performance (Fachmi et al., 2021). According to Hermawan (2015), professionalism is a reflection of ability; expertise will be able to run effectively if supported by the suitability between the level of knowledge based on educational background and the workload of responsible employees. According to Fachmi et al (2021), Professionalism in the workplace is emphasised because it allows workers to make the most of their abilities, time, energy, expertise, and resources in their chosen industry.

The performance of each employee also largely depends on leadership quality (Paais & Pattiruhu, 2020). Leadership is the process by which an individual earns the right to lead...
others in an organisation or business and uses that authority to direct those followers towards the achievement of predetermined goals. (Paais & Pattiruhu, 2020). Leaders have become a decisive part of the growth and survival of education today, where leaders provide direction, influence and work procedures to all employees to work by the philosophy, vision, mission and values of the organization as the basic principles to be achieved (Bahri, 2020). Appropriate leadership for subordinates will have a significant impact on their performance, particularly if those subordinates feel appreciated on the workplace and protected while performing their duties. (Paais & Pattiruhu, 2020).

Awards and competencies can reflect corporate excellence: Companies that receive awards or have certain competency certifications show they have achieved a certain level of excellence in a particular field. It can provide clues about how a company manages its employees and how effectively they achieve organizational goals. Professionalism and leadership qualities can have an impact on employee motivation: Leadership qualities and professionalism of a company's management can have an impact on employee motivation. If management treats employees well and provides adequate support and recognition, employees seem to be more inspired to put in extra effort and raise their performance. Employee performance can be an indicator of a company's success: Employee performance can be an important indicator of how successful a company is. High-performing employees can help companies achieve their business goals, while employees who do not perform well can slow down the company's progress. Evaluating employee performance can provide useful information about how effective the company is in achieving its organizational goals.

By considering the above factors, researching a company based on the appreciation, competence, professionalism, and leadership qualities towards employee performance can provide valuable insights into the company's overall performance and help the company improve their performance.

This study was at PT. Tiga Serangkai Surakarta is located in the city of Surakarta, Indonesia. PT. Tiga Serangkai Surakarta is a publishing and printing company established in 1959 and founded by H. Abdullah Marzuki and Hj. Siti Aminah was a husband and wife who, from the beginning, focused on education—currently PT. Tiga Serangkai (9) primary schools and four (6) secondary schools (http://www.tigaserangkai.com/). With an annual output of 800 titles and a copy volume of at least 28 million, PT. Tiga Serangkai Surakarta ranks among the top three large-scale publishers in Indonesia. PT. Tiga Serangkai Surakartahas 53 branches throughout Indonesia with approximately 500 Sales Representatives, and currently PT. Tiga Serangkai Surakartahas a promising market share in textbooks, about 18%; for general books, about 34% market share was successfully mastered to make PT. Tiga Serangkai Surakartais one of the major publishers and printers in Indonesia to date (Hastuti, 2019). Based on this background, a study was conducted on "appreciation, competence, professionalism, leadership quality of Employee Performance".

Performance

Whether a business or a charity, its performance is measured by the long-term impact it has on its respective field. (Fahmi, 2016:176). Performance comes from the word Work performance, in the sense of actual accomplishments, is another term for job performance. (Bintoro and Daryanto, 2017:106). Employee Employees are responsible for the results of any job that they complete or accomplish, which is known as performance. under standards
and within a certain time to achieve company goals (Zuhro, 2021). From the definition above, the definition of The work that workers in the firm have accomplished in terms of both quality and quantity in the course of performing their duties in accordance with the obligations that have been assigned to them is referred to as employee performance.

**Awards**

Awards are rewards given in the organisation provides both material and non-material types of benefits to its workers so that those individuals may work with a high level of motivation and achievement towards the accomplishment of the organization's goals. (Pramono, 2019:5).

According to Handoko (2012: 66) The award is a form of appreciation of efforts to obtain professional In order to do duties effectively and efficiently, labour under the demands of the position requires a business activity of organising, planning, using, and maintaining labour. Awards are inducements that link compensation to the ability to boost employees' output in order to gain competitive advantages. (Yani, 2021).

According to the above description, the author concludes that the award is a reward given for someone's performance because of performance and excellence in work and is a form of employee appreciation.

**Competence**

Competence is the skills, skills, abilities of a person who makes himself successful in his work (Hartawan, 2022:43). Competence is a sufficient task for possessing the information, skills, and talents required by a person's position. (Hidayati, 2021, p. 66). Competence is the basis of an employee in doing his job following the demands of the job for which he is responsible (Wydyanto and Mahapatra, 2021).

Based on the description above, the author concludes that Competence is defined as a person's ability based on their abilities and proficiency. in doing their job and fulfilling their responsibilities at work.

**Professionalism**

Professionalism is a match between the abilities possessed and the needs of the task to increase the reliability of a person in carrying out his work according to his field of work (Siregar, 2022:12). Achieving a match between skills and needs the task of management is to train Professionalism (Siregar, 2022:12). Commitment to one's craft is the hallmark of professionalism people to a profession to continuously enhance their professional abilities and the techniques they utilise in their work. (Munajat, 2021:30) professional can be interpreted as an ability and skill of a person performing labour in their various disciplines and levels (Hermawan, 2015). Professionalism reflects the reflection of ability, and expertise will be able to run effectively if supported by the conformity between the level of knowledge based on educational background and the workload of responsible employees (Hermawan, 2015).

Based on the above description, The author concludes that Professionalism is an expertise possessed by a person in aligning between their abilities and skills in performing and fulfilling their jobs and responsibilities at work.

**Leadership Qualities**

Leadership is the ability to persuade a group to work towards a common objective. (Parnawi, 2020:48). Sources of influence may be formal, such as those given to managerial positions in organizations. In addition, leadership is any effort by someone who attempts to
sway the behaviour of another individual or group. This effort to influence behavior is aimed at achieving individual goals, friend goals or together with organizational goals that may be the same or different (Hersey & Blanchard, 2012:34). Leadership is a form of persuasion, an art of moving and coaching certain groups of people, usually through human relations and the right motivation, so that without fear they want to work together and understand to achieve everything what is the goal of the organization (Bahri, 2020). Leadership quality is very important to move the organization to stay on track under the vision and mission set (Bahri, 2020).

According to the above description, the author concludes that the quality of leadership is an expertise possessed by a leader in influencing the behavior of a person or group or subordinates in completing and carrying out responsibilities for achieving organizational or corporate goals.

**Hypothesis**
The following is the hypothesis for this investigation:
1. Awards affect the performance of employees of PT.Tiga Serangkai Surakarta.
2. Competence has a positive effect on the performance of employees of PT.Tiga Serangkai Surakarta.
3. Professionalism has influence, for the better, on the productivity of the workforce of PT.Tiga Serangkai Surakarta.
4. Leadership quality has a positive effect on the performance of employees of PT.Tiga Serangkai Surakarta.

2. **Research Methodology**
The methodology of this investigation is quantitative. To be considered scientific, quantitative research must adhere to the tenets of the scientific method, which include being "concrete or empirical," "objective," "measurable," "rational," and "systematic." (Sugiyono, 2019: 7).

For any study to draw meaningful findings, it must first collect data from a statistically significant sample of the population. (Sugiyono, 2019). There are as many as 363 people working in PT. Tiga Serangkai Surakarta, who make up the population for this study. The sample represents a subset of the population in terms of size and distribution. (Sugiyono, 2019). The total number of samples taken for this research is from the population of 363 employees of PT. Tiga Serangkai Surakarta took 25% is 90.75 people, then rounded to 91 employees. Purposive sampling was utilised for the data collection in this investigation.

3. **Result and Discussion**

**Multiple Linear Regression Test**

<table>
<thead>
<tr>
<th>Variable</th>
<th>Unstandardized B</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Constant)</td>
<td>0,894</td>
<td>Positive</td>
</tr>
<tr>
<td>Awards</td>
<td>0,134</td>
<td>Positive</td>
</tr>
<tr>
<td>Competence</td>
<td>0.503</td>
<td>Positive</td>
</tr>
<tr>
<td>Professionalism</td>
<td>0.249</td>
<td>Positive</td>
</tr>
<tr>
<td>Leadership</td>
<td>0.139</td>
<td>Positive</td>
</tr>
</tbody>
</table>

Source: primary data processed 2023

Given the information in the table, above, it can be seen that the regression equation formed is:

\[
Y = 0.894 + 0.134 X_1 + 0.503 X_2 + 0.249 X_3 + 0.139 X_4 + e
\]

From these equations it can be explained that:

1. **Constant (a) = 0.894**
   This means that if the value of the constant \((a) = 0.894\) while the variables of appreciation, competence, professionalism, leadership qualities are considered constant or equal to zero, the employee performance variable is \(0.894\) and shows positive results.

2. **Award coefficient \((b_1) = 0.134\)**
   This means that if the value of the reward coefficient variable has increased, while the variables of competence, professionalism, leadership quality assumed the value of the regression model is fixed, then the value of employee performance will increase by \(0.134\) and show positive results.

3. **Coefficient of competence \((b_2) = 0.503\)**
   This means that if the value of the coefficient of competence variable has increased, while the variables of appreciation, professionalism, leadership quality assumed the value of the regression model is fixed, then the value of employee performance will increase by \(0.503\).

4. **Coefficient of professionalism \((b_3) = 0.249\)**
   This means that if the value of the coefficient of professionalism variable has increased, while the variable of appreciation, competence, leadership quality is assumed to be the value of the regression model is fixed, then the value of employee performance will increase by \(0.249\) and show positive results.

5. **Coefficient of leadership qualities \((b_4) = 0.139\)**
   This means that if the value of the variable coefficient of leadership quality has increased, while the variable of appreciation, competence, professionalism assumed the value of the regression model is fixed, then the value of employee performance will increase by \(0.139\) and show positive results.

**Hypothesis Test**

<table>
<thead>
<tr>
<th>Hypothesis</th>
<th>(t)</th>
<th>(d)f</th>
<th>Sig.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1</td>
<td>2.075</td>
<td>1.987</td>
<td>0.041</td>
<td>Approved</td>
</tr>
<tr>
<td>H2</td>
<td>8.097</td>
<td>1.987</td>
<td>0.000</td>
<td>Approved</td>
</tr>
<tr>
<td>H3</td>
<td>2.434</td>
<td>1.987</td>
<td>0.017</td>
<td>Approved</td>
</tr>
<tr>
<td>H4</td>
<td>2.141</td>
<td>1.987</td>
<td>0.035</td>
<td>Approved</td>
</tr>
</tbody>
</table>

JEMMA, Volume 6 Nomor 2, September-2023 | 117
a. Test the effect of rewards on employee performance
tcount value > ttable (2.075 > 1.987) and the significance value of 0.041 < 0.05, then Ho rejected, and Ha accepted. There is a positive and significant influence of awards on employee performance at PT Tiga Serangkai Surakarta.

b. Test the effect of competence on employee performance
tcount value > ttable (8.097 > 1.987) and the significance value of 0.000 < 0.05, then Ho rejected, and Ha accepted. Competence has a positive and significant influence on employee performance at PT Tiga Serangkai Surakarta.

c. Test the effect of professionalism on employee performance
tcount value > ttable (2.434 > 1.987) and the significance value of 0.017 < 0.05, then Ho rejected, and Ha accepted. There is a positive and significant influence of professionalism on the performance of employees at PT Tiga Serangkai Surakarta.

d. Test the influence of leadership quality on employee performance
tcount value > ttable (2.141 > 1.987) and the significance value of 0.035 < 0.05, then Ho rejected, and Ha accepted. There is a positive and significant influence of leadership quality on employee performance at PT Tiga Serangkai Surakarta.

Table 2. F Test Result

<table>
<thead>
<tr>
<th>Model</th>
<th>Fcount</th>
<th>Sig.</th>
<th>Standard</th>
<th>Discription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regress</td>
<td>56,13</td>
<td>0.00</td>
<td>0.05</td>
<td>Eligible Models</td>
</tr>
<tr>
<td>n</td>
<td>7</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: primary data processed 2023

The results of the analysis of data that has been obtained show that the value of Fhitung is equal to 56.137, because Fcount > Ftable 56.137 > 2.48 and significance 0.000 < 0.05 then Ho rejected. It can be concluded that Ha is accepted, meaning that there is an influence between appreciation, competence, professionalism, and leadership quality simultaneously and significantly on employee performance at PT Tiga Serangkai Surakarta.

Coefficient Of Determination (R2)

Tabel 3. Coefficient Of Determination Results

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Squar e</th>
<th>Adjusted R Square</th>
<th>Std. Error of the Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0,85</td>
<td>0,723</td>
<td>0,710</td>
<td>1,69231</td>
</tr>
</tbody>
</table>

Source: primary data processed 2023

On the basis of the findings of the calculations, an adjusted R square value of 0.720 was found. This indicates that the factors of appreciation, competence, professionalism, and leadership quality contribute to employee performance by 71%, while the remaining 29% are explained by other variables that are not provided in this study such as work ethic, work discipline, education, and other variables.
Discussion

1. **Effect of awards on employee performance of PT Tiga Serangkai Surakarta**
   A markedly positive coefficient value and a significance level of less than 0.05 suggest that awards have a beneficial effect on employee performance. Appreciation is a reward given for someone's performance because of performance and excellence in work and is a form of appreciation given to employees. Appreciation given to employees of PT. Tiga Serangkai Surakarta is expected to be able to optimize efficiency in the work. Awards are used as tools and techniques to satisfy their employees so that company employees do their jobs to the fullest. According to Hussain et al. (2019), one way to improve employee performance is with a reward system. This study's findings are in line with those of Khuluq and Wijaya. (2019), Yani (2021), and Hussain et al. (2019).

2. **Effect of competence on employee performance PT Tiga Serangkai Surakarta**
   Competence positively affects employee performance, which is indicated by a significance value smaller than 0.05 with a positive coefficient value. Capacity to do anything based on skills and proficiency in doing their job and fulfilling their responsibilities at work. Competencies can be used to trigger or predict a person's performance. When capacity increases, so does efficiency. With better competence, a person can master and apply all work tasks in practice. This research agrees with previous work by Radiana Fitriati. (2021), Dwiyanti et al. (2019), Wydyanto and Mahaputra (2021), and Sinaga and Hidayat (2020).

3. **The effect of professionalism on the performance of employees of PT Tiga Serangkai Surakarta**
   Workers who are more professional tend to be more productive, which is indicated by a significance value of less than 0.05 with a coefficient value with a positive sign. Professionalism is a skill possessed by an employee/employee in adapting to match the ability to organizational activities that will be carried out to achieve and improve work productivity results effectively and efficiently—employees of PT. The Surakarta Tiga Serangkai is recommended to be able to have a Professionalism in the workplace usually results in greater output from employees the skills, time, energy, knowledge, and resources it has following the field being lived so that it will affect the performance carried out by employees the abilities and skills of employees in carrying out the processes and procedures for the implementation of work activities entrusted to an employee by their respective fields and levels, thus creating good and maximum results (Rani et al, 2018). Employees of PT. The Tiga Serangkai Surakarta professionals will show their skills and expertise, attitude and discipline, interest and passion. Findings from this study agree with those from Hermawan's (2018) and Fachmi et al. (2021), where professionalism positively affects employee performance.

4. **Influence of leadership quality on employee performance PT Tiga Serangkai Surakarta**
   Leadership qualities positively affect employee performance, which is indicated by a statistical significance less than 0.05 with a positive coefficient value. Leadership quality is a skill a leader possesses in influencing the behavior of a person or group or subordinates in completing and carrying out responsibilities to statistically insignificant. The existence of leadership that is characterized by corporate culture, such as relating to
attitudes, behaviors, and commitments that exist in a leader to bear the risk together and not use his power arbitrarily against his subordinates; this nudges workers in the right direction to boost their productivity for the organisation. (Arifin et al., 2019). He was looking at PT. Tiga Serangkai Surakarta is also a place where employees' performance is inseparable from their superiors' leadership. The better the quality of superior leadership, the performance of employees will increase. These are the findings of the investigation. are consistent with studies conducted by Bahri (2020) and Paris and Pattiruhu (2020), in which leadership qualities positively influence employee performance.

4. Conclusion

Conclusion

Based on this research with models and methods as well as testing, the hypothesis that is assumed it can be obtained several conclusions, namely:

1. According to the findings, there is a favourable correlation between the reward variable and the outcome. on the performance of employees of PT. Tiga Serangkai Surakarta.
2. The results showed that the competency variables positively affect the performance of PT employees. Tiga Serangkai Surakarta.
3. The results showed that the variable professionalism has a positive effect on the performance of employees of PT. Tiga Serangkai Surakarta.
4. The results showed that leadership quality variables positively affect employee performance PT. Tiga Serangkai Surakarta.

Advice

Based on the problems that have been done during the study of financial performance, the researchers have suggestions for further research, namely:

1. For further research, it is expected to increase the independent variables, and the number of years of research exceeds the variables and years of research used in this study to obtain more samples and accurate results.
2. For the company, it is expected to make the findings of this research should be taken into account with any other factors that could lead to an improvement in performance. of its employees so that the company can run in a good direction and enhance the productivity of the workers currently employed by the organization.

5. Thank You

Thank you to all the big families of Surakarta Batik University for all the support for this smoothness

6. Reference


