Employee Performance View of Human Relations and Rewards

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Abstract

This research aims to analyze influence the performance of JNE employees is seen from human relations and rewards in Pekanbaru. The research was conducted by means of descriptive analysis method and the sample used was all employees of JNE Pekanbaru, totaling 60 respondents using the census method or saturated sample. The analysis technique used by researchers is multiple linear regression analysis carried out with technology, namely using SPSS, 20. The results of the study state that the human relation variable partially has a positive and significant influence on the performance of JNE Pekanbaru employees, namely the t-count is greater than the t-table, while the reward partially also has a positive and significant effect on the performance results of JNE Pekanbaru employees t- calculate the size of the t-Table. Then after testing simultaneously it was found that human relations and rewards have a positive and significant effect on the performance of JNE Pekanbaru employees, namely 53.4% and 46.6% influenced by other variables not examined.

Keyword: Human relation, reward employee performance

INTRODUCTION

Human resources are one of the determining factors of a company's success. Every company if it has good human resources, the company will run smoothly as planned. The labor factor determines whether the company's activities will run optimally or not. To have skilled and quality employees, the company in the sense of the word leadership must really pay attention to the welfare of employees and what employees need to support the success of their work. To get skilled employees is not an easy job and there are many factors that support one of them is human relations and rewards(Carter 2011).

One form of supervision carried out is to conduct inspections (sudden inspections) into office rooms to observe whether any employees leave the office for their personal needs. However, this is usually only done occasionally. Freight forwarding services are a line of business run by a transportation service company. Service, trust and timeliness are conditions for the success of a service company. PT Lintas Nugraha Ekakurir (JNE) Pekanbaru is a company engaged in freight forwarding services. PT Lintas Nugraha Ekakurir Pekanbaru is located on Jalan Sisingamaharaja No. 299 Pekanbaru, in addition to further improving the quality to customers, PT Lintas Nugraha Ekakurir Pekanbaru cooperates with several companies that have been going on for a long time.

Human relations (human relations) is the main requirement for the success of a good communication between individuals and communication within the agency or company. A harmonious relationship will create a pleasant working atmosphere and this will affect the performance of employees in carrying out all their work. The following can be seen the human relations (Human Relations) that exist at PT Lintas Nugraha Ekakurir Pekanbaru, in the last five years. The application of human relations at PT Lintas Nugraha Ekakurir Pekanbaru is still felt to be not firmly embedded in employees, it can be seen from the few employees who are members in the activities held by the company, this is that there is not a good relationship between employees and the company.

Rewards given to employees will have a significant influence on performance(alfiyah 2019; Carter 2011; Iskamto, Srimulatsih, and Ansori 2021). With wordsOn the other hand, rewards given to employees will motivate employees to improve employee performance (Iskamto, Ghazali, and Aftanorhan 2019; Kerr 2017). PT.Jalur Nugraha Ekakurir Pekanbaru has always been consistent in the application of giving rewards to employees who have good achievements such as companies giving awards such as giving bonuses, recreation (vacation), even giving certificates for promotion. Here you can see the reward assessment given by PT Lintas Nugraha Ekakurir Pekanbaru.

A professional company must be able to provide awards for employees who have good performance in order to motivate employees and have an impact on improving employee performance(Binder and Coad 2016; Iskamto, Ghazali, and Aftanorhan 2020).

Human Relations

Human relations according to Onong (2007) is hHuman relations are included in interpersonal communication (interpersonal communication) because it takes place in general between two people in a dialogical manner, it is said that human relations are communication.

According to (Davis, 2007:84) the relationship between humans on performance can be seen as an interaction between a person and another person either in a work situation or in a work organization. Good relationships between fellow employees and between superiors and subordinates can improve performance. Judging from the leadership, being responsible in a group is the interaction of people towards a motivating work situation to work together productively, so as to achieve economic, psychological and social satisfaction.

Rewards

Rewards which consists of all payments not covered by other financial compensation which includes vacations, various types of insurance, services such as child care or religious care, and so on (alfiyah 2019; Hameed 2014). According to Fahmi (2016: 64) reward is a form of remuneration given to an employee for the performance of the work done, both in the form of financial and non-financial. If managed properly, rewards will help the company achieve its goals and acquire, maintain and keep good employees. On the other hand, without sufficient rewards, existing employees are very likely to leave the company and reassignment is not easy(Anggrainy, Darsono, and Putra 2018; Kerr 2017).

Employee performance

Performance is a result of work achieved by a person in carrying out the tasks assigned to him which are carried out on skills, experience and sincerity and time.(Iskamto 2019). Meanwhile, employee performance according to Rivai (2015:12) is the result or level of success of a person as a whole during a certain period in carrying out tasks compared to various possibilities such as work standards, targets or predetermined performance.

the performance of one of the ways or methods of work carried out by each worker using limited resources, to achieve a predetermined target, by comparing the goals to be achieved with the real results achieved after the work is completed.(Ariyani 2020; Barkhowa, Lukiastuti, and Sutanto 2017).

METHOD

The type of research carried out is quantitative research. The research population is all employees of JNE Pekanbaru at the branch with the address at Jalan Sisingamaraja Pekanbaru in 2019. The population according to Sugiyono (2017: 80) is a generalization area consisting of objects that have certain qualities and characteristics determined by the researcher.

While the sample used is as many as 60 people. According to Sugiyono (2017: 88) saturated sample is a sampling technique when all members of the population are used as samples. The data collection technique used by the researcher is conducting interviews with several employees and distributing questionnaires to all employees in several stages. The first stage of the questionnaire was distributed to morning shift employees and the second stage to night shift employees. The tests carried out were descriptive statistical tests, simultaneous tests, partial tests and the coefficient of determination test.

1. Regression Analysis

Regression analysis used is multiple linear regression. After the data needed, it is then grouped according to type and then processed and the results are associated with related theories or in other words this technique uses descriptive and quantitative analysis techniques with simple regression analysis.

In analyzing the data the author uses a descriptive method, which is a method of analyzing data by grouping or compiling data in such a way that it can be investigated based on theories that are closely related to the problems discussed. Furthermore, from the results of the analysis, several conclusions are then drawn and ended by stating how many suggestions are considered necessary.

2. Hypothesis testing

a. Partial Regression Test (t Test)

The t-test was conducted to determine the effect of each independent variable individually on the dependent variable. To determine whether there is an influence of each independent variable individually on the dependent variable, it is done by comparing the p-value in the Sig column. If the p-value is less than 0.05 then Ha is accepted and Ho is rejected, otherwise if the p-value is greater than 0.05 then Ha is rejected and Ho is accepted.

b. Simultaneous Regression Test (F Test)

The F test was conducted to determine the effect of the independent variables simultaneously (together) on the dependent variable. To find out the independent variables simultaneously affect the dependent variable, it is done by comparing the p-value in the Sig column, with a significance level of 0.05 used. If the p-value is less than 0.05 then Ha is accepted, otherwise if the p-value is greater than 0.05 then Ha is rejected.

c. Coefficient of Determination Test(R^2)

The coefficient of determination is one of the statistical values that can be used to determine whether there is an effect between two variables. The value of the coefficient of determination which is usually given the symbol R^2 shows the relationship between the influence of two variables, namely the independent variable and the dependent variable from the results of certain calculations. The coefficient of determination, which is usually expressed by the symbol R^2, is a number that indicates the proportion of variation in the dependent variable that is explained by the variation of the independent variable. The larger R^2 shows the greater the independent variable is able to explain changes in the dependent variable, and vice versa.

RESULTS AND DISCUSSION

Validity test

The validity test will test each of the variables used in this study, where the entire research variable contains 19 statements that must be answered by the respondent. Valid or not a statement is measured by several criteria, namely by paying attention to the correlation in each indicator and after processing the data, all statements are significant 5% df = n-2 (60 - 2) = 58 rtable = 0.214.

Reliability Test

For reliability testing, the author will look at the value of Cronbach's alpha if the Cronbach's alpha value is greater than 0.60, then the data used is reliable. It can be seen that the alpha coefficient of the variable under study gets a Cronbrach's Alpha value of 0.60, which means that the tool the measure used in research is reliable.

Multiple Linear Regression Analysis.

To find out human relations and rewards when viewed from employee performance, hypothesis testing was carried out using several statistical analyzes. The results obtained are:

Table 1: Multiple Linear Regression

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	11.180	2,426	
	Human Relations	,512	,187	,451
	Rewards	,302	,146	,341

a. Dependent Variable: Performance

This study uses multiple linear regression techniques (Multiple Regression) intended to find the effect of human relations and reward variables on employee performance at JNE Pekanbaru. From Table 1 stated, it can be concluded that:

The constant is 11.180, meaning that if human relations and reward are 0, then the employee's performance is positive, which is 11.180. The value of the coefficient of human relations factor (0.512) shows that for every change in the human relations factor increase of 1 unit, the employee's performance changes by 0.512 units or 51.2% of the change in human relations. The value of the reward factor coefficient (0.302) shows that every change in the reward factor increase, by 1 unit, then the employee's performance changes by 0.302 units or 30.2% of the change in reward.

Partial Proof of Hypothesis (t-test)

Proof of the hypothesis is partially done to see the effect of each variable X on Y, so that later it can be known which variable X affects variable Y, namely employee performance. JNE Pekanbaruof the two independent variables studied. Partial test results are:

Table 2: t test

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.180	2,426		4,607	,000
	Human Relations	,512	,187	,451	2,743	,009
	Rewards	,302	,146	,341	2,074	0.045

a. Dependent Variable: Performance
b.

Based on table 2, the test results on the human relations variable obtained a t-count of 2.743. So when compared to the t-table at significantα= 5%, which is 2.002 then the results of t-count > t-Table (2.743 > 2.002). This means that the human relations variable has a positive influence on employee performance at JNE Pekanbaru. Based on the test results on the reward variable using

SPSS, the t-count is 2.074. So when compared to the t-table at significantα= 5%, which is 2.002 t-count > t-Table (2.074 > 2.002). This means that the reward variable has a positive influence on employee performance at JNE Pekanbaru.

1. Based on the results of hypothesis testing that has been carried out, it is known that both human relations and reward variables have been proven to have a significant influence on employee performance at JNE Pekanbaru. Where human relations provide the most important influence.

Simultaneous Proofing of Hypotheses (Test F)

Proving this hypothesis serves to see the effect of variable X equally on variable Y. Where the independent variable consists of the variable *human relations* and rewards, and the dependent variable is the performance of JNE Pekanbaru employees.

Table 3: F test

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	207.251	2	103.626	25,082	,000b
	Residual	165,260	60	4,132		
	Total	372.512	62			

a. Dependent Variable: Performance
b. Predictors: (Constant), Reward, Human Relations

Thus the hypothesis which states that employee performance is influenced by hyman relations and rewards at JNE Pekanbaru is accepted. From the results of these calculations, the human relations and reward variables together affect the performance of employees at JNE Pekanbaru.

Coefficient of Determination R2

The independent variable is said to have a strong relationship with the dependent variable if R2 is close to 1. The results of the calculation of R2 are: From the table it can be seen that the value of R. Square (R2) of 0.534 (53.4%) explains that employee performance at JNE Pekanbaru can be explained by factors human relations and rewards, have an effect of 53.4% and the remaining 46.6% are not observed in this study. So when compared to the t-table at significantα= 5%, which is 2.021, it can be seen that the t-count is greater than the t-table (2.743 > 2.021). Thus it can be concluded that the human relations variable has a positive and significant influence on employee performance at PT.Jalur Nugraha Ekakurir Pekanbaru.

The results of descriptive research on the supervision variable concluded that the reward variable received an agree response, this can be seen from the percentage, which is 38.21%. Based on the table above, it can be concluded that the respondents/employees have considered that the rewards given by the company to employees are in accordance with what employees expect. If this can be maintained, it is expected to be able to improve employee performance.

The results of the test on the reward variable using the help of SPSS obtained a t-count of 2.074. So when compared to the t-table at significantα= 5%, which is 2.021, it can be seen that the t-count is greater than the t-table (2.074 > 2.021). Thus it can be concluded that the reward variable has a positive and significant effect on employee performance at PT.Jalur Nugraha Ekakurir Pekanbaru.

Based on the coefficient of determination test, the R. Square (R2) value of 0.556 (55.6%) explains that the performance of employees at PT.Jalur Nugraha Ekakurir Pekanbaru can be explained by human relations and reward factors, which have an effect of 55.6%. While the remaining 44.4% describes other independent variables that were not observed in this study.

Based on test results *human relations*and rewards are factors that affect the performance of employees at PT Lintas Nugraha Ekakurir Pekanbaru received. From the results of these calculations, the human relations and reward variables jointly affect the performance of employees at PT Lintas Nugraha Ekakurir Pekanbaru.

CONCLUSION

Based on the results of research on the performance of JNE employees in terms of human relations and rewards, it can be seen that human relations and rewards are already at a good stage, but it is necessary to increase the attention of superiors to employees. The need for better attention and supervision will support the success and increased enthusiasm for employees in completing their work. If the human relations that are carried out are getting better, the level of employee performance will also be better. Judging from the reward variable, reward has a significant effect on employee performance. The company does not only pay attention to employee salaries but also pays attention to bonuses and employee benefits. Companies must review how to provide fair rewards to every employee.

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