

## **INDIVIDUAL PERFORMANCE AS A FACTOR FOR INCREASING EMPLOYEE PRODUCTIVITY**

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### **ABSTRACT**

Employee productivity is very important in supporting the sustainability and advancement of a company, this cannot be separated from the involvement of the workforce in the process, good employee performance can affect the company's productivity. This study aims to find out Individual Performance Relationship with Employee Work Productivity at PT Financially Multi Finance Kreditplus Palembang. The respondents involved in this study were as many as 32 respondents, which were randomly chosen using data collection techniques through questionnaires. Using correlational quantitative research methods. From the results of the study conducted show that the two variables between individual performance and employee work productivity have a strong relationship, employee performance encourages employee productivity.

### **Introduction**

According to Putu's research, et al. 2018 (in Baiti, et al. 2020) developments in the current era of globalization, human resource issues are the foundation for companies that primarily maintain the work productivity of the employees themselves. It is said to be productive if these resources have high work productivity and can achieve the goals or targets that have been determined and can be responsible for completing tasks in a timely manner. Employee work productivity is a reference for every company doing business in terms of product quality and quantity. In today's business competition, where companies have to fight for the quality and wealth of employees who represent other companies' competitive advantages. Businesses do not only have large capital, however, to achieve their goals, companies must pay attention to other production factors including nature, work and expertise when these factors cannot stand alone but must support each other to achieve goals effectively and efficiently (Wirawan, et al. 2019 in Baiti, et al. 2020).

In general, every employee has a different background and behavior at work, which is reflected in each individual. Behavior is the word key because there are so many behaviors in the workplace that lead to an outcome. In addition, the organization also needs to know how long the performance of its employees. This not only benefits the organization, but also employees to be assessed. Improved individual employee

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performance contributes to overall human resource performance, which is reflected in increased productivity.

From Gorge's point of view, "Individual Performance is a condition that must be known and confirmed by interested parties to determine the level of achievement of an organization's goals" (Gorge et al., 2012 in Primary & Henry. 2022). To determine the level of a person's performance, a management tool is needed to improve the quality of decision making and accountability. Performance measures or work achievements in general are then translated into fundamental behavioral assessments according to Hady Sutrisno (2009: 167 in Pratama & Henry. 2022), namely work results, job knowledge, mental skills, discipline, attitudes. Several indicators in Individual performance according to (Abdullah, 2014; Bernardez, 2011; Davis, 1993 in Pratama & Henry. 2022) are as follows timelines, professional standards, effort, effectiveness, making jobs easier.

Humans are the drivers of productivity factors owned by a company. Effectiveness and efficiency will not be meaningful for the achievement of company goals without being supported by qualified human resources. Mintorogo (in Hadi, Syamsul & Siti Solihat. 2008) argues that "human resources play a major role in the process of increasing productivity because production tools and technology are essentially human works. Factors that influence the achievement of employee productivity are the ability factor and motivation factor. Motivation is formed from the attitude (attitude) of employees in dealing with work situations in the company (situation). Employees are ready to work mentally, physically and understand the situation and conditions and try hard to achieve work targets (the main goal of the company). Motivation is a condition or energy that drives employees who are directed or directed to achieve company goals. The mental attitude of employees must have a mental attitude that is ready physically, according to the situation and purpose. Motivation is understood in order to be able to identify the relationship between work behavior and employee performance. To be able to achieve the expected target, motivation must be able to support employees to always excel in carrying out their work. There are three characteristic factors that influence the emergence of employee motivation. The three characteristic factors are individual characteristics, job characteristics and characteristics of work situations (Stoner and Freeman, 1999:431) (in Hadi, Syamsul & Siti Solihat. 2008).

According to A. Anwar Prabu Mangkunegara (2007: 9) (in Nisakurohma & Bambang, 2018), performance is a comparison of the results achieved with the participation labor unit time (usually per hour). Meanwhile, the definition of employee performance as an expression like *output*, efficiency and effectiveness are often associated with productivity. So it can be concluded that performance is the result of work that has been achieved by employees who are oriented towards company goals.

As for performance appraisal according to Anbarasu, et al: 2015 (in Waliamin, Janusi. 2020) is defined as a systematic evaluation of an employee's performance based on several aspects of consideration and to understand the potential of a person for further

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growth and development of an employee in an organization with a certain rank . According to Veithzal Rivai, 2013 (in Waliamin, Janusi. 2020) A good performance appraisal must help every employee understand his role, recognize opportunities to be able to take risks, understand his own strengths and weaknesses in carrying out the various functions of his role. Employee performance appraisal has various benefits and objectives that can be seen development perspective on companies and organizations, especially human resource management. Performance appraisal activities are part of the performance management system and evaluation process for employees in carrying out work compared to standards followed by providing this information to employees (Waliamin, Janusi. 2020).

In job appraisal there are several methods that can be used, including:

1. *Objective Criteria*. Performance appraisal based on existing criteria, which is measured based on employee performance.
2. *Subjective Criteria*. Performance appraisal based on existing criteria, which is measured based on employee work behavior.
3. *Critical Incident*. Performance appraisal based on existing criteria, which is measured based on certain work results.
4. *Behaviorally Anchored Rating Scales*. Performance appraisal based on existing criteria, which is measured based on the specified behavioral scale.
5. *Behavioral Observation Scales*. Performance appraisal based on existing criteria, which is measured based on the results of observations of behavior that is scaled appropriately.
6. *Forced Choice Rating Scales*. Performance appraisal based on scaled alternative choices.
6. *Mixed Standard Scales*. Performance appraisal based on a combination of several rating scales.
7. *Behaviorally Anchored Discipline Scales*. Performance appraisal based on employee discipline criteria (Utari, Dewi. 2018).

Work productivity according to Cascio (1998) (in Irmawati, Aida. 2015) is productivity as a measurement *output* in the form of goods or services in relation to inputs in the form of employees, capital, materials or raw materials and equipment. In line with the view above, Sedarmayanti (2001) (in Irmawati, Aida. 2015) mentions work productivity indicating that individuals are a comparison of output effectiveness (maximum performance achievement) with the efficiency of one of the inputs (labor) which includes quantity, quality in certain time. Work productivity is a measure of work results or a person's performance with the input process as input and output as output which is an indicator of employee performance in determining how efforts to achieve high productivity in an organization. In this study what is meant by work productivity is performance appraisal or performance appraisal which is a systematic description of individuals or groups related to strengths and weaknesses in a job as a form of evaluation

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for individuals related to the implementation of their organization (Cascio, 1998 in Irmawati, Aida. 2015).

In order to increase the company's work productivity matters related to systems, regulations, work methods, targets, marketing and business planning must be very mature. All have an impact on achieving goals (Nabela, Septa Diana, et al. 2021). Job satisfaction is a complex emotional reaction. This emotional reaction is the result of the encouragement, desires, demands, and expectations of employees for work that are related to the realities felt by employees, giving rise to a form of emotional reaction in the form of feelings of pleasure, satisfaction, or dissatisfaction (Sutrisno 2011: 74 in Suwawe, Milla et al). Job stress is a condition of tension that creates a physical and psychological imbalance, which affects the emotions, thought processes, and condition of an employee. As a result, employees develop various kinds of stress symptoms that can interfere with their work performance (Rivai and Sagala 2013 in Suwawe, Milla). Humans will tend to experience stress if they feel unable to adjust between desires and reality, all kinds of stress are basically caused by humans' lack of understanding of their own limitations.

### **Method**

The method used is a survey method with a correlational quantitative approach. Correlational quantitative research is a systematic scientific study of parts and phenomena and their relationships. The data collection technique used is a scale (questionnaire). The questionnaire (questionnaire) is a form of data collection instrument that is very flexible and relatively easy to use. The measurement tool used is a modification of previous research on Herlia Rahmawati's thesis entitled *The Effect of Work Value on the Work Productivity of Production Employees in 2016*. The data obtained through the use of questionnaires is data that is categorized as factual data. Questionnaire data collection is used with google form. The answers to the two scales that will be given to the subject are in the form of multiple choices in Individual Performance and Work Productivity, namely SS (Strongly Agree), S (Agree), TS (Disagree), and STS (Strongly Disagree). This study also used individual performance and work productivity scales with a total of 32 respondents consisting of 23 male employees and 9 female employees at PT. Finance Multi Finance Kreditplus Palembang.

### **Results and Discussion**

Employee work productivity in an organization/company is strongly influenced by work integrity, commitment, and work enthusiasm. These factors must pay attention to the changing trends in the world of work and market demands that are served appropriately, satisfactorily and quickly. This underlies the importance of developing the ability and quality of human resources, not only from a physical, mental and moral standpoint but also from a work productivity standpoint (Wua, Krisnaldi R., et al, 2022). With respect to

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employee performance appraisal measures, according to Simamora (2004: 612) (in Sulistiadi, et al. 2022) the indicators used to measure labor productivity include:

1. Quantity. Quantity of work, results obtained by comparing the number of employees with applicable standards or all office/industrial work.
2. Quality. Quality of work, which is a result standard related to the quality of products made by employees, in this case the ability of employees to complete work technically compared to the standards set by the company.
3. Punctuality. Timeliness in completing work, namely meeting the suitability of the time required or expected in carrying out activities to obtain the desired results.

According to Henry Simamora in A. Anwar Prabu Mangkunegara (2005:14) (in Pratama & Henry Susanto. 2022), performance is influenced by three factors including:

1. Individual factors, consisting of abilities and expertise, background, and demographics.
2. Psychological factors consisting of perception, *attitude*, *personality*, learning, and motivation.
3. Organizational factors consisting of resources, leadership, awards, structure, and job design

The company's productivity is expected to increase continuously to compete with other companies. Productivity is the result of work that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities to achieve organizational goals legally, not breaking the law, in accordance with morals and ethics. According to Simanjuntak 1998 (in Irfan, Mochamad, et al. 2021), there are two factors related to productivity, namely effectiveness which leads to achieving maximum work, namely achieving targets related to quality, quantity and time; and efficiency related to efforts to compare inputs with actual use or how the work is carried out. Productivity arises when you get influence from your superiors which can be in the form of providing training to your subordinates, honest recognition and so on (Al Hakim. 2019 in Irfan, Mochamad. 2021)

**Table 1. Hypothesis Test**

		Performance Individual	Produktivitas Kerja
Performance Individual	Pearson Correlation	1	.831**
	Sig. (2-tailed)		<.001
	N	32	32
Produktivitas Kerja	Pearson Correlation	.831**	1
	Sig. (2-tailed)	<.001	
	N	32	32

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Based on table 1, it can be seen that the significant value of the correlation coefficient between the two variables is  $<0.001$  ( $<0.005$ ), which means that the two variables have a relationship. The correlation coefficient is positive, meaning that the higher the individual performance, the higher the work productivity. Both variables have a correlation with the degree of correlation, namely perfect correlation.

Apart from the factors that can affect performance according to Prawirosentono (2008: 27) (in Nisakurohma & Bambang, 2018), performance can be assessed or measured by several indicators, namely:

1. Effectiveness
2. Effectiveness, namely when group goals can be achieved with planned needs.
3. Responsibility
4. Responsibility is an integral part of or as a result of ownership of authority.
5. Discipline
6. Discipline, namely obeying the laws and regulations that apply. Employee discipline is the obedience of the employee concerned in honoring the work agreement with the company where he works.
7. Initiative
8. Initiative is related to intellect, creativity in the form of an idea related to company goals. The nature of the initiative should get good attention or response from the company and superiors. In other words, employee initiative is the driving force for progress which will ultimately affect employee performance.

**Table 2. Linear Test  
ANOVA<sup>a</sup>**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	3359.283	1	3359.283	66.777	<.001 <sup>b</sup>
	Residual	1509.186	30	50.306		
	Total	4868.469	31			

a. Dependent Variable: Produktivitas Kerja

b. Predictors: (Constant), Performance Individual

Based on table 2, it can be seen that the correlation value (r) is <0.001 (<0.05) meaning that the two variables have a relationship.

**Table 3. Normality Test  
One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residual	
N		32	
Normal Parameters <sup>a,b</sup>	Mean	.0000000	
	Std. Deviation	6.97735015	
Most Extreme Differences	Absolute	.110	
	Positive	.077	
	Negative	-.110	
Test Statistic		.110	
Asymp. Sig. (2-tailed) <sup>c</sup>		.200 <sup>d</sup>	
Monte Carlo Sig. (2-tailed) <sup>e</sup>	Sig.	.403	
	99% Confidence Interval	Lower Bound	.390
		Upper Bound	.415

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.

Based on table 3, it is known that the significance value is 0.403 (> 0.05), it can be concluded that the residual values are normally distributed.

Employee work productivity can reflect the productivity of a company or institution, this is in accordance with the opinion of Veithzal Rivai (2005: 309) (in Hadi, Syamsul & Siti Solihat. 2008) which states that the results of the assessment can be seen based on company productivity which is reflected by employee work productivity. So it can be said that employee work productivity is closely related to company productivity, as explained by Prawirosentono (1999: 3) (in Hadi, Syamsul & Siti Solihat. 2008) who argues that there is a

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close relationship between individual productivity (individual performance) and productivity institution (*institutional performance*). In other words, the productivity of an employee is good, it is likely that the productivity of the company is also good.

Apart from individual performance and work assessment, according to Basu Swastha and Ibnu Sukotjo (2005: 281) (in Nabella, Septa Diana, et al. 2021) productivity is a concept that describes the relationship between results (amount of goods and services) and sources (amount of labor, capital, land, energy, and so on) used to produce those results. Meanwhile, according to Siagian, (in Nabella, Septa Diana, et al. 2021) work productivity is the ability to obtain the maximum benefit from the available facilities and infrastructure by producing *output* optimal, if possible the maximum.

Work productivity is a work requirement that must be met by employees to obtain maximum results where in the implementation work productivity lies in the human factor as the executor of performance activities. So the human factor plays an important role in achieving results in accordance with the company's goals, because even though the work equipment is perfect without humans it will not succeed in producing goods or services in accordance with the goals to be achieved (Iskamto, Dedi. 2019).

In terms of achievements that affect employee work productivity, there are many factors that affect work productivity, one of which is the job satisfaction felt by the workforce (megawati, et al, 2018). Labor is a very important resource for the company because it has the talent and creativity that is needed by the company to achieve the goals set by the company. Therefore, companies must be able to provide appropriate and appropriate compensation for performance that encourages work productivity so that company goals can be achieved. Increasing work productivity really needs to be done so that companies can continue to grow in order to meet the needs of the community.

## **Conclusion**

From all that has been discussed, that as we know that individual performance or performance is the result of work that has been achieved by employees who are oriented towards company goals. As for work productivity, which is an ability to obtain maximum benefits for employees from the facilities and infrastructure available by producing *output* optimal, if possible the maximum. In order to increase the company's work productivity matters related to systems, regulations, work methods, targets, marketing and business planning must be very mature. Because all will affect and impact on the achievement of a company's goals. As we have also discussed, the method that has been used, namely quantitative correlation, is systematic scientific research on parts and phenomena and their relationships and the data processed is the result of a questionnaire. Where it can be discussed and revealed that the two variables have a relationship. The correlation coefficient is positive, meaning that the higher the individual performance, the higher the work productivity. Both variables have a correlation with the degree of correlation, namely perfect correlation.

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