ISSN:1991-8178

Australian Journal of Basic and Applied Sciences

Journal home page: www.ajbasweb.com

The Effect of Workload, Self-Efficacy, Commitment and Satisfaction on Lecturer's Performance of Private University: Study from Kopertis XIII Aceh

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ARTICLE INFO

Article history:
Received 12 March 2015
Accepted 28 April 2015
Available online 5 May 2015

Keywords:
Workload, Self-efficacy, commitment, satisfaction, Performance

ABSTRACT

Background: The ability of professional and close relationships with students and colleagues, faculties determine the development of the institution, affecting intellectual and social environment of campus life. Therefore, all efforts made in order to improve the performance of faculty as a lecturer at universities in a comprehensive manner is necessary so that the functions and roles can be implemented to the maximum in order to achieve organizational goals**. Objective:** The purpose of this study was to examine whether there was an effect workload, self-efficacy, commitment and satisfaction on Lecturer's Performance of private university. Selected populations in this study are private university in Aceh consisting of 50 respondents, using a questionnaire. Data analysis with SPSS 18:00 conducted through the test of validity, reliability, and path analysis. **Results:** The analysis results showed that there were direct, significant and positive relationships between workload, self-efficacy, commitment and satisfaction between lecturers of private university in Aceh; there were direct, significant and positive relationships between workload, self-efficacy, commitment and satisfaction toward performance of lecturers of private university in Aceh**. Conclusion:** This conversion shall make lecturers show their workload, self-efficacy, commitment that is beneficial for the satisfactions which have a significant impact on performance**.**

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To Cite This Article: Hilmi, The effect workload, self-efficacy, commitment and satisfaction on Lecturer's Performance of private university. ***Aust. J. Basic & Appl. Sci.,*** *9(11): 349-354, 2015*

INTRODUCTION

The college is a knowledge -based organization because in college daily activities involve the creation, deployment and learning knowledge. The college is an organization that relies heavily on the performance of the human resources to its members, and in this regard including the lecturer as part of the existing human resources. Roles, duties and responsibilities of faculty is essential in realizing the goal of national education, namely the intellectual life of the nation, improve the quality of Indonesian people, which includes the quality of the faith / piety, noble character, and mastery of science, technology, and art, as well as realize the Indonesian society advanced, fair, prosperous and civilized. To carry out the functions, roles, and a very strategic position is required professional lecturer.

Lecturer become an important parameter in the process of institutional control of the college as a very central position; put the professor as the main HR operational key holder duties and responsibilities of high education. Because as is known, according to the Law on Teachers and Lecturers number 14 in 2005, lecturers are professional educators of scientists with the main task of transforming, bound to develop and disseminate science, technology and the arts through education, research and community service. In addition, the ability of professional and close relationships with students and colleagues, faculties determine the development of the institution, affecting intellectual and social environment of campus life. Therefore, all efforts made in order to improve the performance of faculty as a lecturer at universities in a comprehensive manner is necessary so that the functions and roles can be implemented to the maximum in order to achieve organizational goals.

In other words, in order to produce a quality product that should certainly also needed a good process and quality, there is always an attempt to produce graduates who have the competencies include cognitive, affective and psychomotor. In these efforts, faculties as teachers are required to have the ability and good performance. Faculty performance is important in achieving optimal learning. Good performance parameters lecturer certainly refers to the achievement of results of the implementation of Tri Dharma College. And it is this which seems to still be achieved by lecturers who are

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in an environment Kopertis XIII Aceh, especially in Colleges.

Another thing that should be observed, lecturer in environmental Kopertis XIII Aceh in addition to implementing the task as teachers and educators , most also have the obligation to carry out other tasks , such as holding the structural position and become a member of the committee or working group that runs activities for faculty or university. In fact, in carrying out its duties, the lecturers often work to be done outside of working hours. This means, faculty workload is high.

Further, Performance is everything produced in the course of employment (Bernardin & Russell, 1993; Jex, 1998). Government regulations number 74 of 2008 concerning the teacher, the teacher performance is defines the result of the assessment process and the work accomplished teachers in performing their duties. If performance is associated with the world of education, it means how well the performance of the work of teachers in producing graduates or issued in accordance with needs beyond. By regulation of Menteri Negara Indonesia Pendayagunaan Aparatur Negara and Reformasi Birokrasi No. 16 in 2009, assessment of teacher performance was assessment of each grain the main task activities of the teacher in order of rank career coaching and position. The Indonesian republic law No. 14 of 2005 concerning teacher and lecturer mentioned that one of the qualifications to be a teacher is qualified competencies to achieve educational goals. Competence is pedagogical, personality, social and professional. The fourth competency is integrated in teacher performance.

The statement above, reinforced with several previous studies that examined the relationship of performance and job satisfaction, commitment, workload and self-efficacy with less results are quite varied. There are several previous studies which state that job satisfaction significant positive effect on performance. (Judge *et al*., 2001; Fisher, 2003; Renyowijoyo, 2003; Sangaji, 2009; Zahra Hadizadeh Talasaz, Shahla Nourani Saadoldin, Mohammad Taghi Shakeri, 2014; Hafiz Imran, Iqra Arif, Sadaf Cheema, and M.Azeem, 2014). Meanwhile there are some research that stated job satisfaction is not significant influence to performance (Cook, 2008; Yunus Handoko, Margono Setiawan, Surachman, Djumahir, 2011).

Some other research stated that performance influenced by workload (Yang 2004, Cox, 2004, Syed Saad Hussain Shah et.al., 2011), also performance influenced by self efficacy (Wang and Netemever, 2002; Olayiwola Olusola, 2011; Darwin , 2011; Dr. Fauzia Khurshid, Farah Naz Qasmi, Nadia Asrhaf, 2012; Ming-Cheng Lai and Yen-Chun Chen, 2013, Woojae Choi, 2013). Many studies which is discusses about relation between commitment and performance. Two variables are not a few who produce that organizational commitment has a relationship to performance, but there are also studies that generate organizational commitment no relationship with performance. On research Yousef, 2000; Chang *et al*., 2011; sarwat, *et al*., 2011; showed that the effect of organizational commitment to performance. Different from the results of the study Huey Y. Lee and Ahmad (2009) found that organizational commitment was significantly related to job satisfaction, but not on employee performance.

The, some previous research stated that job satisfaction significant influenced by self efficacy (Bradley and Roberts, 2004; Darwin , 2011; Belkıs Karabiyik, Mithat Korumaz, 2013; Ming-Cheng Lai and Yen-Chun Chen, 2013), job satisfaction also influenced by workload (Chimanikar *et al*., 2007; Roelen, C., Koopmans, P., & Groothoff, J., 2008; *Zainudin Awang, Junaidah Hanim Ahmad, Nazmi Mohamed Zin, 2010;* Van Saane, N., Sluiter, J., Verbeek, J., and Frings-Dresen, M. 2003 cited in Roelen C. *et al*, 2008). Meanwhile some other research stated that workload negatively influence job satisfaction (Zainuddin *et al*., 2010; Amal Altaf and Mohammad Atif Awan, 2011; Noraani Mustapha, Wee Yu Ghee, 2013).

With reference to the problems in the field and the gap between some of the previous studies as described above, it is used as a reason why the importance of this issue to be studied in depth and comprehensively through scientific research in order to reveal the effect of workload, self-efficacy commitment and satisfaction work on the performance of private university lecturer at Kopertis XIII Aceh . "

Based on explanations above, so research hypothesis as follow:

H1: workload influence to satisfaction positively and significantly

H2: commitment influence to satisfaction positively and significantly

H3: self-efficacy influence to satisfaction positively and significantly

H4: workload influence to performance positively and significantly

H5: commitment influence to performance positively and significantly

H6: Self-efficacy influence to performance positively and significantly

H7: satisfaction influence to performance positively and significantly

From the formulation of hypothesis, research model can be form as follow:

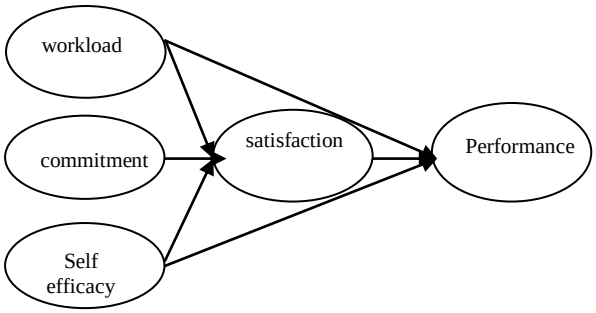

Fig. 1: Research Model

MATERIALS AND METHODS

The method of this study is descriptive correlation which was performed by field approach. The measures for all the constructs in this study were adapted from past research. The 5-point Likert scale was used for the entire study. The statistical population consisted of lecturers and managers working in private university at Kopertis XIII Aceh (N=50). The sample size was considered equal to the population. SPSS (Version 16) software was used to analyze the data which is taken from questionnaires. As to the statistical measures, descriptive statistics including frequency, percentage, mean, standard deviation and tabulations were used to describe the data. Before that, Reliability of the sub-measures which were developed in the present study was determined by calculating the Cronbach's Alpha value. Following Fornell and Lacker (1981), any variable with Crobach's Alpha of above 0.7 is acceptable. Construct reliability was assessed via applying the evaluation factor loading as well as considering incorporating the composite reliability and the AVE. All the constructs presented composite reliability larger than the acceptable level of 0.7 depicting that the measurement errors were quite meager. AVE values for all constructs were also larger than 0.5. In order to evaluate the discriminant validity between the constructs, the test requiring the square root of AVE for each and every construct to be greater than the correlation between the two relevant latent/hidden variables was carried out. Inferential statistics including Pearson correlation formula was used to test the hypotheses.

Results:

Result from testing by using *Structural Equation Modeling* shown that model is fit used for hypothesis testing. Hypothesis testing is indicated by the parameter of path coefficient and the level of significance as table below.

Tabel 1: Hypothesis Testing.

Variables	Coef.	CR	Prob.	Remark
Workload → satisfaction	0,370	12.20	0,047	Significant
Commitment → satisfaction	0,259	3,428	0,014	Significant
Self-efficacy → satisfaction	0,383	1,312	0,019	Significant
Workload → performance	0,511	4,491	0,008	Significant
Commitment → performance	0,101	7,302	****	Significant
Self-efficacy → performance	0,419	2,587	0,008	Significant
Satisfaction → performance	0,807	6,142	****	Significant

Source: Data Processing, 2015

From result of data processing show that workload has a positive effect on satisfaction. This hypothesis is verified (with path coefficient =0.370; t =12.20). It shows that the higher the positive the positive workload philosophy adopted within the private universities, the higher would be their satisfaction. Organizational commitment has a positive effect on satisfaction, this hypothesis is verified (with the path coefficient =0.259; t=3.429). It shows that the higher the commitment of lecturers, the higher would be the private universities' satisfaction. Self-efficacy has a positive direct effect on satisfaction, this hypothesis is verified (with the path coefficient =0.383; t =2.647). It shows that the higher the positive self efficacy adopted within lecturers of private universities, the higher the satisfaction will be. Workload has a positive direct effect on performance, this hypothesis is verified (with the path coefficient =0.511; t =4.491). It shows that the higher the positive workload adopted within private universities, the higher the performance will be. Further, organizational commitment has a positive effect on performance, this hypothesis is verified (with the path coefficient =0.101; t=7.300). It shows that the higher the commitment of lecturers, the higher would be the performance of the lecturers in private universities. Self-efficacy has a positive direct effect on performance, this hypothesis is verified (with the path coefficient =0.419; t =2.587). It shows that the higher the positive self efficacy

adopted within lecturers of private universities, the higher the satisfaction will be. Satisfaction has a positive effect on performance of the private universities (customer satisfaction and customer loyalty), this hypothesis is verified (with the path coefficient =0.807; t=6.142). It shows that the higher the positive satisfaction adopted within lecturers of private universities, the higher the performance will be.

Discussion:

Several previous studies that examined the relationship of performance and job satisfaction, commitment, workload and self-efficacy with fewer results are quite varied. This study found that job satisfaction significant positive effect on performance. This finding is similar to what other previous studies have found (Judge *et al*., 2001; Fisher, 2003; Renyowijoyo, 2003; Sangaji, 2009; Zahra Hadizadeh Talasaz, Shahla Nourani Saadoldin, Mohammad Taghi Shakeri, 2014; Hafiz Imran, Iqra Arif, Sadaf Cheema, and M.Azeem, 2014). Meanwhile there are some research that stated job satisfaction is not significant influence to performance (Cook, 2008; Yunus Handoko, Margono Setiawan, Surachman, Djumahir, 2011).

The result of this study found that performance influenced by workload. This finding is similar to what other previous studies have found (Yang 2004, Cox, 2004, Syed Saad Hussain Shah et.al., 2011). The result of this study also found that performance influenced by self efficacy. This finding is similar to what other previous studies have found (Wang and Netemever, 2002; Olayiwola Olusola, 2011; Darwin, 2011; Dr. Fauzia Khurshid, Farah Naz Qasmi, Nadia Asrhaf, 2012; Ming-Cheng Lai and Yen-Chun Chen, 2013, Woojae Choi, 2013). The result of this study found that organizational commitment has a relationship to performance. This finding is similar to what other previous studies have found Yousef, 2000; Chang et.al., 2011; sarwat, et.al., 2011. On other words, many studies which is discusses about relation between commitment and performance. Two variables are not a few who produce that organizational commitment has a relationship to performance, but there are also studies that generate organizational commitment no relationship with performance. Different from the results of the study, Huey Y. Lee and Ahmad (2009) found that organizational commitment was significantly related to job satisfaction, but not on employee performance.

This study found that job satisfaction significant influenced by self efficacy. This finding is similar to what other previous studies have found (Bradley and Roberts, 2004; Darwin , 2011; Belkıs Karabiyik, Mithat Korumaz, 2013; Ming-Cheng Lai and Yen-Chun Chen, 2013). This study found that job satisfaction significant influenced by workload. This finding is similar to what other previous studies have found (Chimanikar *et al*., 2007; Roelen, C., Koopmans, P., & Groothoff, J., 2008; *Zainudin Awang, Junaidah Hanim Ahmad, Nazmi Mohamed Zin, 2010;* Van Saane, N., Sluiter, J., Verbeek, J., and Frings-Dresen, M. 2003 cited in Roelen C. *et al*, 2008). Meanwhile some other research stated that workload negatively influence job satisfaction (Zainuddin *et al*., 2010; Amal Altaf and Mohammad Atif Awan, 2011; Noraani Mustapha, Wee Yu Ghee, 2013).

Conclusion:

The purpose of this study was to investigate the relationships between workload, self-efficacy, commitment and satisfaction on Lecturer's Performance of private university. Data were collected using validated scale instruments drawn from relevant literature. The results of the data analysis showed that workload, self-efficacy, commitment and satisfaction have positive direct and indirect effects on Lecturer's Performance of private university. Lecturer of Aceh private universities should convert commitment as a strategy into their core operations and systems to meet lecturers' demands and the universities goals. This conversion shall make lecturers show their sincere organizational commitment that is beneficial for the universities' satisfaction which has a significant impact on performance. This study was based on a single service industry (Private universities sector) with its own peculiar characteristics. It is not clear to what extent the substantive results of this study can be generalized to other industries.

Future research should apply the study's model on a larger population of other types of universities and other service and manufacturing industries.

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