



ANALYSIS OF EXPERIENCE, MANAGEMENT CONTROL SYSTEM, ORGANIZATIONAL CULTURE, BURNOUT AND WORK ENVIRONMENT ON HR PERFORMANCE IN UMKM BATIK BAKARAN JUWANA

Devi Astrika Damayanti¹, Efriyani Sumastuti², Noni Setyorini³

^{1,2,3} PGRI University

¹astrikadevi50@gmail.com ²efriyanisumastuti@upgris.ac.id ³nonisetyorini@upgris.ac.id

Abstract

The research was conducted with the aim of analyzing experience, creativity, responsibility, commitment and work stress on HR performance in Batik Bakaran Juwana SMEs. Data was collected through observation, document analysis, and distributing questionnaires. The data analysis method was carried out using quantitative methods using saturated sampling techniques with 96 employee respondents. The analysis used is multiple regression analysis with the help of the SPSS program. The results showed that first, the experience variable had no positive and significant effect on performance, the second variable creativity had no positive and significant effect on performance, the third variable responsibility had no positive and significant effect on performance, the fourth variable commitment had a positive and significant effect on performance and variables Fifth, work stress has a positive and significant effect on performance.

Keyword :

*Experience, Creativity,
Responsibility,
Commitment,
Workstress,
Performance*

INTRODUCTION

Micro, Small and Medium Enterprises or SMEs are small businesses run by one person or a small group of people with their own money and income. According to Dewi et al. (2018), MSMEs play an important role as economic builders and encourage economic growth in Indonesia. In addition, the MSME sector can contribute to creating jobs and reducing unemployment in Indonesia.

The Indonesian government is currently continuing to carry out various programs to encourage the development and growth of MSMEs, such as empowerment, funding, financing, facilities and infrastructure and MSME partnerships which have been regulated in Law no. 20 of 2008 concerning MSMEs. Indonesia also has a special department that handles SMEs, namely the Ministry of Cooperatives and SMEs. According to the Indonesian Ministry of Cooperatives and SMEs in 2019, MSMEs account for around 99.99 percent (62.9 million units) of the total Indonesian business actors, while large corporations account for 0.01 percent or around 5,400 units (Haryanti and Hidayah, 2019).

As part of an economic actor entity, SMEs have a large role in the economy of a country. Especially for developing countries to overcome unemployment. Due to their ability to absorb large numbers of workers in both urban and rural areas, small and medium enterprises (SMEs) play an important role in national economic development.

The following is a table of Employee Performance for SMEs Batik Bakaran Juwana for the last 5 years from 2017-2021.

Table 1 Data SMEs Batik di Juwana

1. Batik Miss Misih (Home-Based - 27 Employees)

Year	Target for	Mode of	selling targets	sold
2017	200 Pcs	150 pcs	200 pcs	120 pcs
2018	250 pcs	175 Pcs	250 Pcs	145 Pcs
2019	300 Pcs	250 Pcs	280 Pcs	270 Pcs
2020	300Pcs	200 Pcs	300 Pcs	160 Pcs
2021	220 Pcs	200 Pcs	220 Pcs	145 Pcs

Source: Batik MSME owner, Miss Misih

2. Batik Miss Suparni (Home-Based - 21 Employees)

Year	Target for	Mode of	selling targets	sold
2017	84 Pcs	85 pcs	85 pcs	83 pcs
2018	100 pcs	120 Pcs	120 Pcs	105 Pcs
2019	160 Pcs	180 Pcs	180 Pcs	165 Pcs
2020	150 Pcs	130 Pcs	130 Pcs	100 Pcs
2021	100 Pcs	120 Pcs	120 Pcs	98Pcs

Source: Batik MSME owner, Miss Suparni

3. Batik Miss Ninuk (Home-Based - 48 Employees)

Year	Target for	Mode of	selling targets	sold
2017	3960 pcs	3940 pcs	3940 pcs	2200 pcs
2018	4000 pcs	3960 pcs	3960 pcs	2800 pcs
2019	4500 pcs	4550 pcs	4550 pcs	3750 pcs
2020	3200 pcs	3150 pcs	3150 pcs	1400 pcs
2021	2500 pcs	2400 pcs	2400 pcs	960 pcs

Source: Batik MSME owner, Miss Ninuk

Based on the performance assessment table above, from the three Batik SMEs in Juwana, namely Batik Mrs. Ninuk-Nardi who has a lot of sales because of the three MSMEs, Mrs. Ninuk-Nardi owns a shop and also has a warehouse. In terms of processing or making batik, Ms. Ninuk-Nardi is faster than these 2 SMEs. Because these 2 SMEs are still made at home.

In general, businesses are more likely to hire experienced people. Siti Fatimah's analysis (2021) of the effect of commitment, work experience, and work motivation on the performance of MSME employees in SMEs Sapu Ijuk Manggis Village in 2021 reveals that motivational variables have a negative effect on employee performance, while commitment and work experience have a positive effect on employee performance.

This is supported by research on the effect of work effectiveness, work stress, and work experience on HR performance in Wijirejo Village batik SMEs, it was found that HR performance in Wijirejo Village batik SMEs was positively influenced by these factors.

Based on the background above, the problems that exist in Batik Bakaran Juwana SMEs, namely Batik Bakaran Juwana SMEs and Mrs. Suparni, are SMEs whose employees still work at home, lack of human resources, lack of work commitment so that the performance of human resources is lacking and many are did not meet the target customer. From this problem, the formulation of the problem in this study is Experience Analysis, Creativity, Responsibility, Commitment and Work Stress on HR Performance in Batik Bakaran Juwana SMEs

LITERATURE REVIEW

Experience

Experience, according to Manullang (2008), is very important in the recruitment process. Experience can show what future workers will accomplish. When an applicant applies, experience can show what he or she can do. During the hiring process, skills and experience are always considered. In general, businesses are more likely to hire experienced people.

Creativity

According to Supriadi (2005) explains that a person's ability to create something new, both in the form of ideas and concrete works that are somewhat different from what already exists, is called creativity. Creativity is a high-level thinking ability that involves increasing thinking skills and is characterized by success, change.

Responsibility

Kusumadilaga (2010) explains that responsibility is a means by which organizations can voluntarily incorporate social and environmental concerns into their operations and interactions with stakeholders that go beyond the legal responsibilities of the organization.

Commitment

The definition of employee commitment according to Robbins (2003) work attitude that reflects how everyone feels about the company where they work is known as organizational commitment. Mowdey et al. in Ansel & Wijono (2012), on the other hand, defines organizational commitment as the relative strength of an individual in identifying his involvement with part of the organization, which is reflected in his acceptance of organizational values and goals, willingness to work very hard, and the desire to remain a member

Work Stress

The definition of employee commitment according to Robbins (2003) work attitude that reflects how everyone feels about the company where they work is known as organizational commitment. Mowdey et al. in Ansel & Wijono (2012), on the other hand, defines organizational commitment as the relative strength of an individual in identifying his involvement with part of the organization, which is reflected in his acceptance of organizational values and goals, willingness to work very hard. , and the desire to remain a member

Employee Performance

According to Hasibuan (2002) implementation is the result of work done by someone in carrying out their obligations on expertise, effort and opportunity. According to Dwiyanto (2019), Mangkunegara, performance is the overall result of an employee's work in quantity and quality when he completes tasks in accordance with the responsibilities assigned.

RESEARCH METHOD

The type of research used is quantitative research mostly carried out using statistical methods used to collect quantitative data from research studies. The population in this study were UMKM Batik Bakaran Juwana employees, which consisted of 3 Batik SMEs, namely Batik Bu Misih, Mrs. Suparni and Mrs. Ninuk with a total of 96 employees. The sampling technique uses a survey method. Where data collection techniques in this study using a research questionnaire. The data analysis technique used is multiple linear regression analysis with the help of the SPSS 26 program.

RESULT AND DISCUSSION

Multiple Linear Regression Analysis Test

Multiple regression test is a test conducted to explain the relationship between two or more independent variables on the dependent variable. (Ghazali, 2006:86). The results of multiple linear regression analysis tests in this study can be seen below:

Table 2 Multiple Linear Regression Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,673	3,154		1,482	,142
	Pengalaman	-,169	,162	-,096	-1,040	,301
	Kreativitas	,199	,113	,176	1,761	,082
	Responsibility	,154	,083	,215	1,855	,067
	Komitmen	,566	,127	,474	4,444	,000
	Setres kerja	,167	,029	,292	5,720	,000

a. Dependent Variable: kinerja

Source: Primary data processed, 2023

Based on table 2, the multiple linear regression equation can be obtained as follows:

$$Y = 4,673 - 0,169X_1 + 0,199X_2 + 0,154X_3 + 0,566X_4 + 0,167 + e$$

Information:

Y = Performance

X₁ = Experience

X2= Creativity
 X3 = Responsibilities
 X4= Commitment
 X5 = work stress
 Y = Performance
 E = Error

The regression equation above can be explained as follows:

- 1) If the constant is 4.673, then the performance value (Y) is 4.673 if there is no experience (X1), creativity (X2), responsibility (X3), commitment (X4), or work stress (X5).
- 2) Based on the experience regression coefficient (X1), namely -0.169, performance will decrease by -0.169 for every increase of one experience value.
- 3) The coefficient of adequacy relapse (X2) is 0.199 which states that every time there is an increase in viability of 1, the presentation value will increase by 0.199.
- 4) The regression coefficient of creativity (X2) is 0.199 indicating that the performance value will increase by 0.199 for each additional effectiveness.
- 5) The regression coefficient of responsibility (X3) is 0.154 which indicates that the performance value will increase by 0.199 for each additional responsibility.
- 6) The commitment regression coefficient (X4) is 0.566 which indicates that the performance value will increase by 0.566 for each additional commitment.
- 7) The work stress regression coefficient (X5) is 0.167 which indicates that the performance value will increase by 0.167 for each additional work stress.

T Test

Table 3 Test Results t

Coefficients ^a			
Model		T	Sig.
1	(Constant)	1,482	,142
	Pengalaman	-1,040	,301
	Kreativitas	1,761	,082
	Responsibility	1,855	,067
	Komitmen	4,444	,000
	Setres kerja	5,720	,000

a. Dependent Variable: kinerja

Source: Primary data processed, 2023

Based on table 3 shows that there is a partial relationship between the variables X1, X2, X3, X4, X5 to Y. Thus the hypothesis test can be assumed as follows:

- a) The tcount value is -1.040, the ttable value is 0.677, and the significance level is greater than or equal to 0.05. The research hypothesis (H1) is rejected, which indicates that the experience variable (X1) has no positive and significant effect on performance (Y).
- b) The tcount value is 1.761, the ttable value is 0.677, and the significance level is 0.082 which is greater than 0.05. The research hypothesis (H2) is rejected,

which indicates that the creativity variable (X2) has no positive and significant effect on performance (Y).

- c) It is known that t_{count} is $1.761 > t_{table}$ 0.677 with an interest value of $0.082 > 0.05$. The research hypothesis (H3) is rejected which shows that the variable Responsibility (X3) has no positive and significant effect on performance (Y).
- d) It is known that t_{count} is 4.444 and t_{table} is 0.677 with a significance level of $0.000 < 0.05$. The research hypothesis (H4) can be concluded correctly, indicating that the commitment variable (X4) has a positive and significant effect on performance (Y).
- e) It is known that the value of t_{count} is $5.720 > t_{table}$ which is 0.677 with an importance value of $0.000 < 0.05$. It can be assumed that the speculation (H5) in this study is recognized, and that means that there is a positive and massive impact from the work pressure variable (X5) on performance (Y).

CONCLUSION

From the results of the hypothesis testing that the authors did before, the conclusions in this study are as follows: a) Experience has no positive and insignificant effect on the performance of UMKM Batik Bakaran Juwana human resources. b) Creativity does not have a positive and significant effect on the performance of UMKM Batik Bakaran Juwana human resources. c) Responsibility does not have a positive and significant effect on the performance of UMKM Batik Bakaran Juwana human resources. d) Commitment has a positive and significant effect on the Performance of UMKM Batik Bakaran Juwana HR Performance. e) Work stress has a positive and significant effect on the Performance of UMKM Batik Bakaran Juwana HR Performance.

REFERENCES

- Amung. (2000). Movement Development and Movement Learning Jakarta: Depdikbud.
- Anwar Prabu Mangkunegara. (2009). Human resource management. Rosdakarya youth. Bandung.
- B. Uno, H. (2012). Theory of Motivation and Its Measurement. Jakarta: Earth Script.
- Basari. (2012). Work Discipline and Work Experience on Employee Performance at PT. Centra Multi Karya Bandung. Journal of Management, Vol.4, No. 2 .
- Bayu Fadillah, e. a. (2013). Placement Analysis, Work Motivation, and Career Development on Job Satisfaction at PT. Angkasa Pura II (PERSERO) Husain Sastra Negara Bandung Airport. 30–32.
- Berry, A. R. (2001). Dynamics of Small and Medium Enterprises Indonesia Economic Bulletin. Dynamics of Small and Medium Enterprises Indonesian Economic Bulletin, Vol.37 No 3.
- Berutu, Y. B. (2019). The Effect of Work Experience, Knowledge and Motivation on Employee Performance at PT.LAOT BANGKO Kec.Penangalan Kota Subulussam.
- Dewi, W. R. (2018). The Effect of Financial Literacy and Access to Finance on the Performance of MSMEs (Small and Medium Enterprises in the Padang City trade sector. International Journal of Progressive Science and High Technology.
- Fatimah, S. (2021). Analysis of the Influence of Work Skills, Work Experience and Work Motivation on the performance of MSME Employees (In the UMKM Sapu Ijuk Manggis Village in 2021.
- Fauzi. (2010). Fisheries and marine policy: issues, synthesis and ideas. . Jakarta. Main Library Gramedia.

- Harsuko. (2011). *Boosting Motivation and Performance: HR Empowerment Approach*. UB Press: Malang.
- Hasibun. (2018). *Human Resource Management. Revised Edition*. Jakarta: PT. Script Earth.
- Hidayah, I. (. (2019). *Portrait of Indonesian MSMEs. The little one plays a big role*.
- Jackson.H.John., M. d. (2001). *Human Resource Management*, Jakarta: Second Book.
- Laucereno, S. F. (2019). *Economic Growth in 2018 Missed the Target, Higher Than 2017. Economic Growth*.
- Luthans. (2006). *Organizational behavior. Issue Ten*, PT. Andi: Yogyakarta.
- Mangkuprawira S, A. (2007). *Organizational behavior. Issue Ten*, PT. Andi: Jogjakarta.
- Manullang. (2008). , *Fundamentals of Management*, Yogyakarta: Ghalia Indonesia (GI).
- Mathis, R. &. (2006). *Human Resource Management: Human Resource Management*. Translated by Dian Angelia. Jakarta: Salemba Empat.
- Notoatmodjo. (2014). Robbins. (2010). *Management Tenth Edition*. Jakarta: Erlangga publisher.
- Sedarmayanti. (2009). *Human Resources and Work Productivity*. Bandung: Mandar Maju Publisher.
- Sedarmayanti. (2013). *Human Resource Management: Bureaucratic Reform and Management of Civil Servants*. Bandung. PT Refika Aditama.
- Sedarmayanti. (2015). *HR Planning and Development to Improve Work Competency, Performance and Productivity*.
- Septianto. (2010). *The Effect of Work Environment and Work Stress on Employee Performance at PT Pataya Raya Semarang*. Diponegoro University, Semarang.
- Simajuntak, E. (2010). *Mental workload analysis with the Nasa-TLX method*. Industrial Engineering, Institute of Science & Technology AKPRIND: Yogyakarta.
- Sinambela. (2012). *Human Resource Management: Building a Solid Working Team to Improve Performance*.
- Sudarmanto. (2009). *HR Performance and Competency Development*. Yogyakarta: Student Libraries.
- Sudarmanto. (2014). *Human Resource Compensation Performance and Development*, Student library, Yogyakarta.
- Sugiyono. (2002). *Quantitative Qualitative Research Methods and R&D*.
- Sugiyono. (2010). *Quantitative Qualitative Research Methods and R&D*.
- Sugiyono. (2011). *Quantitative Research Methods, Qualitative and R&D*.
- Sugiyono. (2015). *Quantitative Research Methods, Qualitative, and R&D*. Bandung: Alfabet.
- Sugiyono. (2017). *Innovative learning models*.
- Suwatno, Y. d. (2013). *Human Resource Management*. Bandung: Alfabet.
- Suyono. (2007). *Shipping Import Export Intermodal Transportation by Sea*, PPM Publisher, Jakarta.
- Wibowo. (2014). *Work management . Fourth Edition . Jakarta : Rajawali Press*.
- Widayatun. (2005). *Behavioral Science, First Printing*, Jakarta: Rineka Cipta. .
- Winardi. (2002). *Motivation and Motivating in Management*. Jakarta : PT. Raja Grafindo persada.