THE INFLUENCE OF COMMITMENT AND ORGANIZATIONAL CULTURE TO LICENCING SERVICES PERFORMANCE IN LICENSING INTEGRATED SERVICE AGENCY (BPPT) BEKASI

M. Firaldi Akbar and Bambang Rudito
School of Business and Management
Institut Teknologi Bandung, Indonesia
firaldi.akbar@sbm-itb.ac.id

Abstract:

Reforms that have been fought by the people of Indonesia have a common goal is the clean government, clean business, and clean environment. People have started to get bored with a bureaucratic culture that leads to acts of corruption. Difficulty getting permission to start a business for those who do not have the closeness with the government are real things that happen in every line of life. Thus the whole issue raises the question of how employee commitment in implementing an integrated licensing and how organizational culture that involves the Operator Licensing Agency and the Organization of the regional Integrated involved in the process of permit issuance. The method used is contributional research method, with linear regression statistical processing techniques. Samples to be used was 69 people, with the sampling technique used in this study was purposive sampling. Processing the data using multiple regression statistical calculations. Results of the study, there was a significant effect on the commitment and Cultural Organization to the employee performance Perizinan Integrated Services in Pelayanan Perizinan Terpadu in Badan Pelayanan Perizinan Terpadu (BPPT) Kota Bekasi.

Keywords: Bureaucracy, commitment, culture, prformance, contribution

Introduction

Background of the problem

Difficulty in obtaining permits to start a business for those who do not have close to the government is a real thing that happens in any line of life. Existing bureaucracy in the service on a limited circle while the majority of the difficulties in accessing government. Corruption eradicated completely selective, small cases can be uncovered while the core actors in the corruption-free work.

Reform era marked by granting the right of autonomy for each area, especially for the province. Here is the start of a rising expectation, where people expect the same treatment just and equitable that lead to prosperity for the whole society. This is also confirmed by the presence of direct elections at both the regional and national level with the system of direct elections of regional heads, legislative level 1.2, and national elections. However, problems can arise if the society and system of government has not been able to have a system to ensure that democracy can work well. In the reform era there is an election system where "one people one vote" so that everyone has the same level in choosing leaders.

Challenges facing the global environment calls for bureaucratic reform to change the way the state servants (state officials), to be able to accommodate a democratic and constitutional changes while maintaining stability and national integration. However, the situation has

often led to a mal-administration practices that lead to corruption, collusion and nepotism (KKN). Referring to these conditions, the government and the local government should immediately reform the bureaucracy, not only at the level of commitment to it, but soon realized it was time to level the more real.

So if we classify, there are at least four major problems faced, namely (1) institutional and management, (2) human resources, (3) control and (4) public service. Problem appears is ignored most of his consideration of the needs and potential areas as organizational structures, including the problems faced by the region. There are two reasons why this bias occurs, namely: First, the lack of adequate analytical tools to assess whether or not an organization based on the needs and potential of the region. Second, the preparation of the organizational structure is loaded with a variety of interests that try to preserve old structures or creating new structures.

Unfortunately, its implementation, many violations, delays the issuance of the permits.

Problem Identification

The whole issue raises the question of how employee commitment in implementing an integrated licensing and how the culture of an organization involving the Operator Licensing Agency and the Organization of the regional Integrated associated in the process of licensing.

Research Objectives

The purpose of this study was to analyze the influence of organizational culture on commitment and performance of integrated licensing services at Integrated Licensing Service Agency (BPPT) regency / city of Bekasi.

Limitation of Research

extent of the problem the following research:
- How integrated license service commitment at BPPT Bekasi;
- How does organizational culture integrated license service in Bekasi BPPT;
- How does the performance of the integrated license service in Bekasi BPPT;
- How does the commitment and organizational culture either partially or simultaneously on the performance of integrated license service in Bekasi BPPT;

Systematics of Writing
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- Chapter 2 - Theoretical Foundation
- Chapter 3 - Research Methodology
- Chapter 4 - Designing Framework, Data Collection and Analysis
- Chapter 5 - Conclusion and Recommendation
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The Litarature Review

Organizational Commitment

Understanding organizational commitment by Riggio (2000:227) "Organizational commitment is a worker's feelings and attitudes about the entire work organization" means an organization's commitment is all the feelings and attitudes of employees towards everything related to the organizations in which they work, including their jobs.

Luthans (1995:130) defines organizational commitment as:
- A strong desire to be remain member of a particular organization, which is a strong desire to maintain a certain organization members.
- A willingness to exert high levels of effort on Behalf of the organization, is a strong will to try to maintain the name of the organization.
- A definite belief in, and acceptance of, the values and goals of the organization, namely the acceptance of value, beliefs and goals of the organization.

According to Robbins (2001:140) organizational commitment is a situation where an employee in favor of an organization and its goals, and intends to maintain membership in the organization.

Organizational commitment is the collection of feelings and beliefs that people have about their organization as a whole", the level of commitment can be started from very high to very low, employees can have attitudes about various aspects of their organization such as the promotion of organizational practices, product

quality organization and differences in organizational culture. (Jenifer and Gareth, 2002: 76).

Organizational commitment reflects how an individual identifies himself with the organization and tied to goals. Managers are advised to increase job satisfaction in order to gain a higher level of commitment. Furthermore, higher commitment to facilitate the realization of higher productivity. (Kreitner and Kinicki, 2003:274).

Organizational Culture
In some of the literature used the term corporate culture is replaced by the term organization culture. Both terms have the same meaning. Therefore in this study used both terms together, and both have the same understanding.

Some definitions of organizational culture proposed by the experts. Moeljono Djokosantoso (2003: 17 and 18) states that the corporate culture or the culture of management or also known as the working culture was dominant values are transmitted within the organization and are referred to as the philosophy of the employment.

Susanto (1997, 3) gives the definition of organizational culture as values that guide human resources to deal with problems of external adaptation and integration of the business into the organization so that each member of the organization must understand the values that exist and how they should act or behave.

Culture (culture) is a tool to interpret the life and behavior of the organization. A strong culture is a very useful device to steer behavior, because it helps employees to do a better job so that each employee at the beginning of his career needs to understand the culture and how that culture was implemented.

There are several things that must be considered in managing organizational culture in order to improve the performance of organizations, among others:
1. The influence of top management towards a new organizational culture
2. Individual confidence to a new organizational culture
3. Support and commitment of the individual to the culture of the new organization
4. Coordination between divisions / departments / work units
5. Influence and support superior to the culture of the new organization
6. Controlling the behavior of individual employees / subordinates

Organizational culture according to Robbins (2001) is a system within an organization that has a meaning that distinguishes with other organizations, which is the main characteristic values of the organization. Organizational culture said to be strong where the core values of the organization held together intensively and widely embraced by the entire organization.

Performance

Basically the job performance is the result achieved by an employee in carrying out tasks and jobs levied. The term is derived from the performance job performance or actual performance (actual work performance or achievements accomplished by someone). Understanding performance (job performance) is the result of the quality and quantity of work accomplished by an employee in carrying out their duties in accordance with the responsibilities given to them.Suprihanto (1998) suggested that the performance of the employees is in accordance with the responsibilities hasiltugasnya given kepadanya.Suprihanto (1998) suggests that the performance of the employee is the work of an employee during the period of time compared to the range of possibilities, such as standards, targets / objectives or criteria that have been determined in advance and agreed upon.

Research Methodology
The research method used is the method peneliitan kontribusional, with linear regression statistical processing techniques.
Contributional method is a method of research that aims to describe, explain the effect between organizational commitment and organizational culture on performance in the Integrated Licensing Service Agency County / City of Bekasi based on facts collected later arranged systematically further analyzed to obtain the conclusion. While quantitative methods is the

method used to test the hypothesis by using statistics. (Sugiyono, 2004:11)

Data Collection Techniques

Data collection techniques for supporting this study, the authors used a technique to gather data through:
1. Library Research
2. field research)
   a. Interview
   b. Observation
   c. Questionnaire

Sampling Techniques

Determination of the number of samples used by the authors in this study based on the following formula:

$$n = \frac{N}{1 + Ne^2}$$

Where:
n = Sample Size
N = Size of Population
Ne = Level of fault tolerance in the sampling (5%)

Based on the calculation above, the amount of sample that can be taken are as many as 69 employees. The sampling technique used in this study was purposive sampling with simple random sampling approach, in which a random sampling to all members regardless of the population strata that exist in members of the population.

Processing data using multiple regression statistical calculation based on the acquisition of data from respondents' answers to the questionnaire given. From the processing of validity, the validity of the values obtained on average by 0565, which means that all items are made and used by the researchers were able to use a data collection instrument (see appendix). From the processing of validity, reliability value of X1 obtained for 0875, for 0734 X2, and Y for 0898, which means all of the items stated are reliable and can be used as an instrument of data collection (see Appendix).

Multiple Linear Regression Analysis
That is the analytical techniques used to determine whether there is a functional relationship between the variables studied

$$Y = a + b_1X_1 + b_2X_2$$

Where:
Y = the dependent variable / bound
a = number berkonstanta
b1, b2 = coefficient direction of the line
X1 = independent variable
X2 = independent variable

Results:

- Most employees in the Integrated Licensing Services at Integrated Licensing Service Agency (BPPT) District / City Employees Bekasi have a moderate performance
- Most employees in the Integrated Licensing Services at Integrated Licensing Service Agency (BPPT) regency / city of Bekasi have a high organizationa commitment
- Most employees in the Integrated Licensing Services at Integrated Licensing Service Agency (BPPT) regency / city of Bekasi have a perception of cultural organization in which tend to be high
- •There is significant effect between Organizational Commitment and culture organization in the performance of the employees in the Integrated Licensing Services at Integrated Licensing Service Agency (BPPT) regency / city of Bekasi.
- there is a significant effect between Organizational Commitment to Performance in the Integrated Licensing Service employees in the Integrated Licensing Service Agency (BPPT) regency / city of Bekasi.
- there is a significant effect between culture organization in the performance of the employees in the Integrated Licensing Services at Integrated Licensing Service Agency (BPPT) regency / city of Bekasi

Suggestions:

With the culture of the organization in a positive internalized within the individual, will

stimulate a more positive work behaviors, in terms of the personnel at the Integrated Licensing Services Licensing Integrated Service Agency (BPPT) District / town of Bekasi organsiasinya live cultures in higher / positive , will mebembentuk attitudes tend to be more favorable when compared with employees who live the culture negatively outspoken. It encourages motivation ndividu become more positive as well, which will encourage individuals to have a high performance in carrying out their duties in a work environment.

Organizational commitment as a positive work attitude, will support an increase in the productivity of the employees in the Integrated Licensing Services at Integrated Licensing Service Agency (BPPT) regency / city of Bekasi. By the time the employees are committed organization in a positive, then they will be more motivated to perform behavior lebihbaik work, so in the end they will be judged more productive, and have high performance.

That is, in this study, the researchers have been able to prove the effect of the close links between Organizational Commitment and Organizational Culture on Performance of the employees in the Integrated Licensing Services at Integrated Licensing Service Agency (BPPT) regency / city of Bekasi.

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