

THE INFLUENCE OF LEADERSHIP AND JOB SATISFACTION ON ORGANIZATIONAL COMMITMENT AT PT MERAPI UTAMA PHARMA MEDAN

Intan Royana Silalahi¹, Emi Wakhyuni², Livia Fransiska³, Maya Sari⁴, Muhammad Baihaqki⁵
Management Study Program, Faculty of Social Sciences Universitas Pembangunan Panca Budi^{1,2,3,4,5}

*Correspondence: intansilalahi04@gmail.com

Abstract

The research objective was to determine more clearly and analyze the influence of leadership and job satisfaction on organizational commitment at PT Merapi Utama Pharma Medan. The method used is descriptive analysis method and multiple linear regression analysis method, using simultaneous test, test parsial and determination analysis. The data used are primary and secondary data. Researchers used 36 respondents in the sample. The results showed 1) Variable influential leadership on organizational commitment at PT. Merapi Utama Pharma Medan. 2) The variables affect job satisfaction to organizational commitment at PT. Merapi Utama Pharma Medan. 3) Variable leadership and job satisfaction simultaneously influence on organizational commitment at PT Merapi Utama Pharma Medan. The test results determinant coefficient (R²) shows that the value of R Square = 0.907 90.7% means the factors affecting organizational commitment at PT Merapi Utama Pharma Terrain can be explained by the leadership and job satisfaction. While the remaining 0.093% can be explained by other factors not examined by this study..

Keywords: *Leadership, job satisfaction, organizational commitment*

INTRODUCTION

Every organization has goals to achieve. This goal will only be achievable through employee commitment. As Dessler said in Retnaningsih's research (2007) namely that having goals without commitment is futile, then empowered employees provide this commitment mentally, emotionally and physically. This is because they take part in the decision-making process and also hold responsibility for their actions. Creating employee job satisfaction is not an easy thing because job satisfaction can be created if the variables that affect it can be properly accommodated and can be accepted by all employees in an organization. Salim (2013) concluded that job satisfaction is a positive attitude that involves healthy adjustment of employees to work conditions and situations, including wages, social conditions, physical conditions and psychological conditions. Given the importance of leadership and its impact on organizational outcomes (such as organizational commitment, job satisfaction and employee performance), it is currently one of the most frequently discussed business topics in academic research. One of the important elements in the company's management system is leadership. The reality in management shows that groups of workers who are left alone without a leader, let go of their own path, lack direction and discipline, they achieve only a few goals. Every group or team needs a leader, either a leader who arises alone from the group or who is assigned (Sofyandi and Garniwa, 2007).

The results of several studies show that leadership is needed to improve the company's competitiveness in a sustainable manner. Every organization is made up of people, and it is the job of a manager to work together and utilize the help of these people to achieve the goals and objectives of the organization. This is a leadership function. (Robbins & Coulter, 2016) states that when a manager motivates his subordinates, helps them resolve conflicts between them, directs individuals or groups of individual groups to work, chooses the most effective communication method, or handles various other issues related to employee behavior, then he is performing a leadership function. Leadership is a process by which a person can become a leader through continuous activity so as to influence his subordinates in order to achieve the goals of the organization or company. According to (Robbins & Coulter, 2016) leadership focuses on the leader and how the leader interacts with his group members. PT. Merapi Utama Pharma is a pharmaceutical wholesaler whose products are in the form of services in the field of distributing

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medical devices, medicines, intravenous fluids and equipment, as well as health food PT Merapi Utama Pharma, believes that the success of the organization depends on how strongly its entire staff guides the vision, mission, strategic initiatives and ideal values that grow and develop from within the organization. Therefore, employees are required to be more professional in order to achieve company goals. Then in order to create future leaders, PT Merapi Utama Pharma provides leadership development programs, one of which includes Emerging Leaders Development Program, First Line Development Program, Coaching For Supervisors.

The existing organizational structure at PT. Merapi Utama Pharma Medan branch is a form of line organization (line), where the branch head (branch manager) directly oversees each existing section or unit, while these units are in charge of sub-sub-units. Communication between employees in each section is rarely done, this is because each section has its own duties, such as the salesman who is more in charge of the field. Even so, meetings are also often carried out by management on all components of the company. But those who often conduct meetings are only a few parts, so other employees rarely gather or communicate with other employees. This is because each section has a different job description, so each section rarely meets.

LITERATURE REVIEW

Leadership

Leadership is a people's activity that happens between people and not something that is done for people so leadership involves followers. The leadership process also involves desire and intention, active involvement between leaders and followers to achieve common desired goals. Thus, both leaders and followers take personal responsibility to achieve these common goals (Safaria, 2004). Sofyandi and Garniwa (2007) state that when an individual tries to influence the behavior of others in a group without using any form of coercion, we describe this effort as leadership. According to (Robbins & Coulter, 2016), a leader is someone who can influence others and has managerial authority. Leadership is what leaders do. Leadership is the process of leading a group and influencing that group in achieving its goals.

Job Satisfaction

Everyone who works expects to achieve and get satisfaction from where he works. Job satisfaction will affect the productivity that managers highly expect. (Wibowo, 2016) explained that job satisfaction is a major dependent variable for two reasons, namely: (1) showing a relationship with performance factors; and (2) is a value preference held by many organizational behavior researchers. Sofyandi and Garniwa (2007) explain that job satisfaction is a person's general attitude in facing his job, a person with high job satisfaction has a positive attitude towards his job, while someone who does not get satisfaction in his job has a negative attitude towards his work. Handoko (Sutrisno, 2016) states that job satisfaction is an emotional state that is pleasant or unpleasant for employees looking at their work.

Organizational Commitment

In organizational behavior, there are various definitions of commitment. Luthans in (Sutrisno, 2017) states organizational commitment is: (1) a strong desire to become a member of a group, (2) a high willingness to work for the organization, (3) a certain belief and acceptance of the values and goals of the organization. Buchanan in research by Yeh & Hong (201) asserts that organizational commitment is a kind of belief that connects organizational values and goals with the feelings and goals of an individual. (Sutrisno, 2017) explained that employee commitment is important for the organization, especially to maintain continuity and achievement of goals. However, to obtain a high commitment, adequate conditions are needed to achieve it.

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METHOD

Research Approach

This type of research is associative, according to (Sugiyono, 2016), associative research is a study that aims to determine the influence between the independent variable X on the dependent variable Y and how close the influence or relationship is. This study is to see the influence of leadership and job satisfaction on organizational commitment at PT. Merapi Utama Pharma Medan.

Population and Sample

Population is a generalization consisting of subjects or objects that have certain qualities and characteristics that are applied by researchers to be studied and then a conclusion is drawn (Sugiyono, 2016). The population in this study was all employees of PT. Merapi Utama Pharma Medan Branch which amounted to 36 people.

Samples are part of the number and characteristics possessed by the population (Sugiyono, 2016). Samples are taken by the saturated sample method, where the entire population is sampled.

Data Analysis Techniques

Data analysis carried out for research data processing is using a statistical multiple model regression approach using the SPSS (Statistical Package For Social Science) program for windows statistics. Partial test (t-test) is used to test the magnitude of the influence of the independent variable partially or individually with the dependent variable.

RESULTS AND DISCUSSION

Classical Assumption Test

1. Normality Test

The purpose of the normality test is to test whether in the regression model the distribution of a data follows the data or is close to the normal distribution or not Here is a normality test based on the non-parametric statistical test Kolmogorv Smirnov (K-S).

**Table 1. Normality Test
One-Sample Kolmogorov-Smirnov Test**

		Unstandardize d Residual
N		36
Normal Parameters ^a	Mean	.0000000
	Std. Deviation	1.33705766
Most Extreme Differences	Absolute	.152
	Positive	.080
	Negative	-.152
Kolmogorov-Smirnov Z		.910
Asymp. Sig. (2-tailed)		.379
a. Test distribution is Normal.		

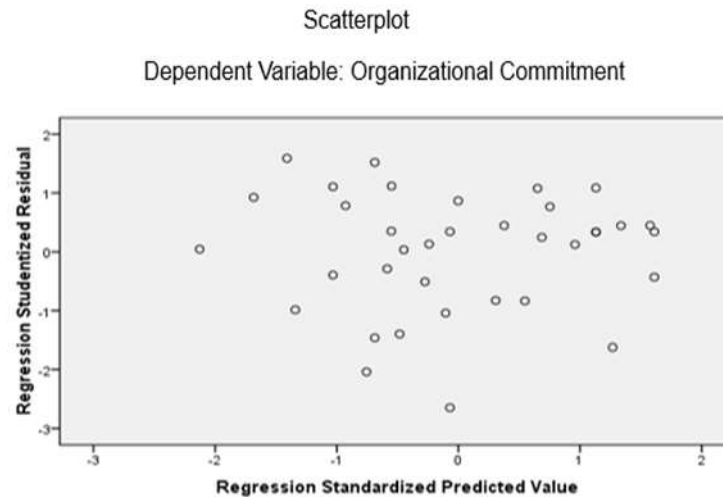
Source: SPSS Processing

Based on Table 1. it can be known that the value of Asymp.Sig. (2-tailed) is 0.379, this means above a significant value of 0.05 or 5%. Therefore, according to the graphical analysis, statistical analysis with the non-parametric statistical test Kolmogorv Smirnov (K-S) also states that the residual variables are normally distributed.

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2. Heteroscedasticity Test

The heteroscedasticity test aims to test whether in the regression model there is an inequality of variance from the residual of one observation to another. If the variance from the residual of one observation to another is fixed, then homokedasticity occurs and if different it is called heterokedasticity.



Source: SPSS Processing

Figure 1. Scatterplot Heteroscedasticity Test

In Figure 1. It can be seen that the points spread randomly do not form a certain pattern that is clear above or below the zero on the Y axis. Therefore, based on the graph method there is no heteroscedasticity in the regression model.

3. Multicollinearity Test

The multicollinearity test aims to test whether the regression model found a correlation between independent variables. A good regression model should not have correlations among independent variables. Symptoms of multicollinearity can be seen from the large value of Tolerance and VIF (Variance Inflation Factor) through the SPS program. Tolerance measures the variability of selected variables that are not explained by other independent variables. The commonly used value is the Tolerance value > 0.1 or VIF value < 5 , so multicollinearity does not occur (Situmorang & Lutfi M., 2014).

Table 2. Multicollinearity Test

Type	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Leadership	.749	1.335
Job Satisfaction	.749	1.335

Source : SPSS Processing

From table 2. It can be seen that $VIF < 5$, then there is no multicollinearity and tolerance > 0.1 then there is no multicollinearity.

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Hypothesis Testing

1. Multiple Linear Regression Analysis Model

To find out how much influence the independent variable consisting of leadership (X1), and job satisfaction (X2) has on the dependent variable, namely Organizational Commitment (Y).

Table 3. Multiple Linear Regression Analysis Model

Type	Unstandardized Coefficients	
	B	Std. Error
1 (Constant)	8.440	3.417
Leadership	.142	.085
Job Satisfaction	.860	.059

a. Dependent Variable: Organizational Commitment

Source : SPSS Processing

Based on the results of data processing as shown in Table 4.16 Unstandardized Coefficients column part B obtained multiple linear regression equations as follows: $Y = 8.440 + 0.142X_1 + 0.860X_2 + e$

Based on the equation can be described as follows:

- Constant (a) = 8.440. This means that if there is no increase in the independent variable, then the organization's commitment is 4.588.
- Coefficient X1 (b1) = 0.142. This shows that the leadership variable (X1) has a positive effect, or every time there is an increase in the leadership variable by one unit, the Organizational Commitment to PT. Merapi Utama Pharma Medan will also experience an increase of 0.142.
- Coefficient X2 (b2) = 0.860. This shows that the job satisfaction variable (X2) has a positive effect on the organization's commitment to PT. Merapi Utama Pharma Medan, or every time there is an increase in job satisfaction variables by one unit, the Organization's Commitment to PT. Merapi Utama Pharma Medan will also experience an increase of 0.860.

2. Simultaneous Significant Test (F-Test)

Test F (simultaneous test) is carried out to see together the effect or positive relationship and significant independent variable (X) on the dependent variable (Y) in the form of consumer loyalty.

Table 4. F-Test

ANOVA^b

Type	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	610.430	2	305.215	160.972	.000a
Residuals	62.570	33	1.896		
Total	673.000	35			

a. Predictors: (Constant), Job Satisfaction, Leadership

b. Dependent Variable: Organizational Commitment

Source : SPSS Processing

Based on table 4. It can be seen that the $F_{\text{calculate}}$ value $> F_{\text{table}}$ ($160.972 > 3.28$) and the significant probability F of $0.000 < 0.05$ with the hypothesis H_0 rejected and H_1 accepted. So it can be concluded that the independent variables, namely (X1, X2) in the form of leadership and job satisfaction together have a positive and significant effect on the dependent variable (Y) in the form of Organizational Commitment to PT. Merapi Utama Pharma Medan.

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The probability value (Sig) is smaller than the significant level ($0.000 < 0.05$), so it can be concluded that the equation model is accepted and influential (high significant). The independent variables consisting of leadership variables (X1), and job satisfaction (X2), together have a significant effect on the organization's commitment to PT. Merapi Utama Pharma Medan.

3. Partial Significant Test (t-Test)

This test is intended to determine individually the positive and significant influence of the independent variable, namely the leadership variable (X1), and job satisfaction (X2) on the dependent variable, namely Organizational Commitment to PT. Merapi Utama Pharma Medan. The calculated value is obtained using SPSS software for Windows, then it will be compared with the ttable value at the level of $\alpha = 5\%$, which is obtained by free degree = $df - k$ ($df =$ number of samples and $k =$ total number of variables) namely $df1 = 3-1 = 2$, and $df2 = 36-2 = 34$. The calculated test performed is a two-way test, then ttable $0.025(34) = 2.032$.

Table 5. Test Results t Coefficients^a

Type	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	8.440	3.417		2.470	.019
Leadership	.142	.085	.103	2.676	.003
Job Satisfaction	.860	.059	.897	14.623	.000

a. Dependent Variable: Organizational Commitment

Source : SPSS Processing

Based on Table 5. It can be seen that:

- The calculated value of the leadership variable (X1) is 2.676 and the value of the table is 2.032, so that the $t_{\text{calculate}} > t_{\text{table}}$ ($2.676 > 2.032$) and the significant value of $0.003 < 0.05$, so it can be concluded that the leadership variable (X1) has a positive and significant effect on organizational commitment to PT. Merapi Utama Pharma Medan or in other words H_0 rejected H_a accepted.
- The calculated value of the job satisfaction variable (X2) is 14.623 and the ttable value is 2.032, so that the $t_{\text{calculate}} > t_{\text{table}}$ ($14.623 > 2.032$) and the significant value of $0.000 < 0.05$, so it can be concluded that the job satisfaction variable (X2) has a positive and significant effect on organizational commitment to PT. Merapi Utama Pharma Medan or in other words H_0 rejected H_a accepted.

4. Coefficient of Determination (R²) Testing

Table 6. Coefficient of Determination Test Model Summary^b

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.952a	.907	.901	1.37698

a. Predictors: (Constant), Job Satisfaction, Leadership

b. Dependent Variable: Organizational Commitment

Source : SPSS Processing

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Table 6. shows that the value of R Square = 0.907 means 90.7% of the factors that affect organizational commitment At PT. Merapi Utama Pharma Medan can be explained by leadership and job satisfaction. While the remaining 0.093% can be explained by other factors not examined by this study.

CLOSING

Conclusion

- 1) Hypothesis testing proved that there is a positive and significant influence between leadership and organizational commitment. This shows that the more effective the leadership of a leader, the higher the organization's commitment to PT employees. Merapi Utama Pharma Medan. Thus, the leader of PT. Merapi Utama Pharma Medan, should involve all employees and stakeholders in every decision making and solving various work problems. Leader of PT. Merapi Utama Pharma Medan must have qualities that please everyone, namely: fair, protective, full of initiative, full of attractiveness, and full of confidence. The nature of fairness reflects not discriminating who is blamed and who is justified, there is no golden child, and all are valued according to their merits. Protectiveness means that he likes to protect so that subordinates always feel safe and secure in their protection. The nature full of attractiveness is characterized by activeness, joy, friendliness, courage, honesty, and full of high vitality and attracts sympathetic. Self-confidence is to master the problems faced and know how to solve them.
- 2) Hypothesis testing conducted proves that there is a positive and significant influence between job satisfaction and organizational commitment. This shows that the higher job satisfaction felt by PT. Merapi Utama Pharma Medan, the higher the organizational commitment in employees. Thus, PT. Merapi Utama Pharma Medan needs to implement policies related to job satisfaction that will affect organizational commitment. We recommend that in determining policies pay attention to elements that can increase organizational commitment and employee performance of PT. Merapi Utama Pharma Medan, does not have to increase incentives or salaries but can be in the form of building togetherness between employees' families, conducting regular togetherness programs in various activities between leaders and employees.
- 3) For future researchers who will examine more deeply about the same research, it is hoped that the results of this study can be one of the information that can be used for further research.

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