



The influence of behavior work facilities and organizational commitment on improving employee performance of PT Bank Mandiri Medan

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ABSTRACT

This study aims to identify the positive and significant influence, both collectively and partially, between employee behavior, work facilities, and organizational commitment to the performance of PT's employees. Bank Mandiri Imam Bonjol Medan. This research uses quantitative methods with the type of research using primary data and secondary data. The population in this study consisted of 56 employees of the Imam Bonjol Bank Mandiri in Medan as a research sample. The data analysis technique used is multiple linear regression and partial regression with SPSS 20.0. The results of the regression analysis showed that the employee behavior variable received the results of the analysis of 0.039, so it can be concluded that employee performance is positively and significantly influenced by employee behavior. The variable of the work device has a positive and significant effect on employee performance. The results showed that the variables employee behavior, work facilities, and organizational engagement together had a positive and significant effect on employee performance. So the conclusion of this study is that the employees of PT. Bank Mandiri Medan understands what they must develop to improve performance and career to a higher level so that the goals of employees and the company are achieved faster.

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INTRODUCTION

An organization is always closely related to existing resources, especially human resources, in carrying out its activities and achieving goals. Behavior is about how you act, and not about what or who you are. Because it can determine what will be done in each situation, and determine the performance that will be produced (Inayatuddiniyah et al., 2019) Organizing is the function of gathering resources, allocating, resources, and structuring tasks to fulfill organizational plans (Muhammad Syukran, Andi Agustang, Andi Muhammad Idkhan, 2022). Innovative work behavior can encourage performance and develop organizational competence in an effort to achieve set goals.

As one aspect of organizational behavior, innovative work behavior is basically the result of interactions between individuals as workers, groups as a work process, and organizational processes as management practices commonly carried out in organizations. (Elny, 2021). Work behavior will have an impact on outcomes that can produce positive long-term and short-term achievements, self-development, job satisfaction or vice versa poor and underdeveloped long-term achievements. (Handayani & Gorda, 2022). Job satisfaction is a set of positive work behaviors rooted in a thick awareness, fundamental beliefs, accompanied by a total commitment to an integral work paradigm (Parangin-Angin, 2020).

Employee behavior in the workplace is strongly influenced by a number of factors including family, religious values, education level, gender, culture, nationality, and also the community or society (Rahmadani, Alia, 2022). Individual behavior is a function of interaction between individuals and their environment. Individuals bring order in the organization in the form of abilities, personal beliefs, expectations, needs, and other future experiences (Tanasal et al., 2016).

Work facilities are related to the work environment, because the work environment is also a work facility, with a comfortable work environment, employees can carry out work well (Anggrainy et al., 2018). Work facilities are a means provided by the company to support the course of the company's tone in achieving the goals set by the control holder (Marto Hendry, 2018). Work Facilities are all tools and materials faced, the surrounding environment where a person works, his work methods, and work arrangements both as individuals and as a group (Nurhadian, 2019). In this era of globalization, work facilities have an important role in determining the back and forth of a company because the more work there is, the more facilities needed and the more modern the facilities, equipment and office supplies provided to employees, the more optimal employee performance (Ani Khuryatul Abadiyah, S.E., 2019). Work facilities are a means provided by the company to support the tone of the company in achieving the objectives set by the control holder. Work facilities are related to the working environment, because the working environment is also a working environment, with a comfortable working environment, employees can do their job well (Dewi & Supartawan, 2023).

Organizational commitment is a reflection of where an employee recognizes the organization he works for (Darmawan, 2020). Employees who have a high commitment to their company will have high performance as well. High commitment can be seen from how much employees involve themselves in the activities of the organization or company, inside and outside their duties and responsibilities (Utari & Heryyanda, 2021). Organizational engagement is defined as an attitude that reflects employee loyalty to the organization and the continuous process by which members of the organization express their concern for the organization and its success and continuous progress (Manery et al., 2022).

Performance is the quantity or quality of something produced or a service rendered by someone who does the work (Sitompul, 2018). Companies are required to have quality human resources advances in technology and trade encourage human resources to behave in quality improvement. This quality improvement is shown by the commitment in the organization (Riris Anggun, 2020). The relationship between the quality of employee service and employee performance is very important for a government agency because the fulfillment of community satisfaction means that the agency has provided quality service and employees have had good performance as expected by the community (Anggrainy et al., 2018). Performance is the result obtained by an organization that is profit-oriented and no profit oriented generated over a period of time (Ginting et al., 2019). There are several factors that affect performance namely ability, personality and work interest, clarity and acceptance of a worker, level of worker motivation, competence, work facilities, work culture, leadership, work discipline (EKA WIJAYA & Fauji, 2021).

To determine the performance of employees well or not, depending on the results of comparison with work standards, because performance is a description of the level of achievement of the implementation of an activity or program or policy in realizing the goals, objectives, mission

and vision of the organization contained in strategic planning (Gayatri et al., 2018). Performance is the result of work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities, in an effort to achieve the goals of the company concerned legally, not violating the law (Asri et al., 2019). The relationship of employees to the organization or company is known as organizational commitment. One of the things that can affect employee performance is organizational commitment. What the organization demands of its members is the commitment of employees to the organization at work (Rizal et al., 2023).

The phenomenon that occurs at PT. Bank Mandiri Medan is that there are several weaknesses related to the improvement of the performance of the employees. Some of these things are related to targets that are difficult to achieve and appointment to permanent employees. This is very difficult to achieve for employees who are still on contract status. For this reason, I researched several things that affect the difficulty of achieving targets and appointments to permanent employees. Is it caused by the employee's own behavior or incomplete work facilities or organizational commitments that the contract employee is unable to achieve.

RESEARCH METHOD

Research Methodology

Data Types and Data Sources

In this study the author identified two research variables, namely:

- Independent variable, namely: is a variable that causes changes or the emergence of dependent variables, expressed by X (behavior (X1), work facilities (X2) and organizational commitment (X3).
- Dependent variable, that is: is a variable that is influenced or becomes a result due to the independent variable, which is expressed by Y (employee performance).

Data Analysis Techniques

Descriptive Analysis

In this section, we will discuss the form of distribution of respondents' answers to the overall concept measured

Scoring

In this study the order of score description using the Likert scale used in this study is as follows:

Totally Agree	= Score 5
Agree	= Score 4
Disagree Less	= Score 3
Disagree	= Score 2
Strongly Disagree	= Score 1

Tabulating

Grouping answer data correctly and thoroughly, then calculated and summed until it is realized in a useful form.

Quantitative analysis

Quantitative Analysis is a form of analysis that uses numbers and calculations with statistical methods, then the data must be classified in certain categories using certain tables, to make it easier to analyze using the SPSS for Windows version 20 program.

Data Quality Testing

Validity Test

The validity test is used to measure the validity or validity of a questionnaire. A questionnaire is said to be valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire. Validity testing is carried out by conducting a bivariate

correlation between each indicator score with a total construct. The results of bilivariate correlation analysis by looking at Output Person Correlation, with the following conditions:

- Where r counts $> r$ table, then the instrument used is declared valid
- Where r counts $< r$ table, then the instrument used is declared invalid

Reliability Test

Reliability test is actually a reliability test that can be done together on all items or question items in the research questionnaire. The basis for decision making in reliability testing is as follows:

- If Cronbach's Alpha score > 0.60 then the questionnaire is declared reliable or consistent
- If Cronbach's Alpha score < 0.60 then the questionnaire is declared unreliable or inconsistent

Classical Assumption Test

In this study, to test the research hypothesis using multiple linear regression analysis, namely by looking at the influence of leadership, job satisfaction, and job stress on employee performance

Multicollinearity Test

The multicollinearity test is carried out by comparing the tolerance value and variance inflation factor (VIF) value with the required value. The required value for tolerance values is greater than 0.01 and for VIFs less than 10.

Normality Test

The normality test aims to test whether in the regression model the data is normally distributed or not, a regression model is good if the data distribution follows the normal distribution or is close to normal

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

Hypothesis Testing

Regression analysis using intervening variables was tested using Path Analysis

F Test (Simultaneous Testing)

This test is carried out to determine whether all independent variables together (simultaneously) can affect the dependent variable

Test t (Partial Test)

The t test is performed to determine the effect of each independent variable partially on the dependent variable.

Determinant Test (R²)

The Coefficient of Determination (R²) basically measures how much the ability of the explanatory variable, namely (X₁), (X₂), (X₃) in explaining the variation of the dependent variable, namely (Y).

RESULTS AND DISCUSSIONS

Based on the acquisition of data from the implementation of research, then the data is compiled or described according to the type and sequence of research variable data. The data presented in this study consists of variables of employee behavior (X₁), work facilities (X₂), organizational commitment (X₃) and employee performance (Y).

Data analysis

Table 1. Respondents' identities by gender

Gender	Sum	Percentage
Man	36	64,28%
Woman	20	35,72%
Total	56	100%

Source : PT. Bank Mandiri Imam Bonjol 2020

Table 2. Respondents' identities by education level

Education	Sum	Percentage
Diploma	2	4%
Bachelor	54	96%
Postgraduate	0	0

Source : PT. Bank Mandiri Imam Bonjol 2020

Descriptive Analysis

Interval Distance (JI) = $(280-56)/5 = 44.8 = 45$

Thus, the assessment criteria for each statement item and assessment of the variables studied are contained in the table below, namely the table of value score categories.

Table 3. Value score category table

Category	Percentage
Very unkind	56 - 101
Bad	102 - 147
Good enough	148 - 193
Good	194 - 239
Excellent	240 - 280

From the data obtained for behavioral variables, it can be seen that the general description of the results of descriptive statistical research is as follows:

Variable	Question Item	ALTERNATIVE ANSWERS												Sum	Score
		Totally Agree (5)		Agree (4)		Disagree Less (3)		Disagree (2)		Strongly disagree (1)					
		F	%	F	%	F	%	F	%	F	%				
Behavior (X1)	X1.1	9	16,07	36	64,29	8	14,29	1	1,79	2	3,57	56	100	217	
	X1.2	8	14,29	38	67,86	7	12,5	1	1,79	2	3,57	56	100	217	
	X1.3	10	17,86	31	55,36	13	23,21	1	1,79	1	1,79	56	100	216	
	X1.4	11	19,64	25	44,64	18	32,14	1	1,79	1	1,79	56	100	212	
	X1.5	11	19,64	34	60,71	9	16,07	1	1,79	1	1,79	56	100	221	
	X1.6	10	17,86	19	33,93	21	37,5	4	7,14	2	3,57	56	100	199	
	X1.7	10	17,86	34	60,71	10	17,86	0	0	2	3,57	56	100	218	
	X1.8	9	16,07	31	55,36	13	23,21	1	1,79	2	3,57	56	100	212	
	X1.9	11	19,64	36	64,29	6	10,71	0	0	3	5,36	56	100	220	
	X1.10	15	26,79	19	33,93	18	32,14	3	5,36	1	1,79	56	100	212	

Based on the results of table 4, it is explained that respondents agree with behavioral indicators affecting employee performance by 67.86%. The purpose of table 4 above is to determine how much influence behavior has with improved performance.

From the data obtained for work facility variables, it can be seen that the general description of the results of descriptive statistical research is as follows:

Table5. Descriptive analysis of work facility variables (X2)

Variable	Question Item	ALTERNATIVE ANSWERS												Sum	Score
		Totally Agree (5)		Agree (4)		Disagree Less (3)		Disagree (2)		Strongly disagree (1)					
		F	%	F	%	F	%	F	%	F	%				
Work Facilities (X2)	X2.1	15	26,79	31	55,36	7	12,5	3	5,36	0	0	56	100	226	
	X2.2	15	26,79	31	55,36	7	12,5	3	5,36	0	0	56	100	226	
	X2.3	15	26,79	31	55,36	7	12,5	3	5,36	0	0	56	100	226	

X2.4	15	26,79	28	50,00	7	12,5	6	10,71	0	0	56	100	220
X2.5	15	26,79	31	55,36	7	12,5	3	5,36	0	0	56	100	226
X2.6	15	26,79	31	55,36	7	12,5	3	5,36	0	0	56	100	226
X2.7	15	26,79	29	51,79	9	16,07	3	5,36	0	0	56	100	224
X2.8	15	26,79	31	55,36	7	12,5	3	5,36	0	0	56	100	226
X2.9	15	26,79	32	57,14	7	12,5	2	3,57	0	0	56	100	228
X2.10	15	26,79	30	53,57	7	12,5	4	7,14	0	0	56	100	224

Based on the results of table 5, respondents agreed that work facilities affect performance by 57.14%. The purpose of the respondent results in table 5 to find out how much respondents agree with work facilities is very influential on improving performance

From the data obtained for organizational commitment variables, it can be seen that the general description of the results of descriptive statistical research is as follows:

Table 6. Descriptive analysis of organizational commitment variables (X3)

Variable	Question Item	ALTERNATIVE ANSWERS												Sum	Score
		Totally Agree (5)		Agree (4)		Disagree Less (3)		Disagree (2)		Strongly disagree (1)					
		F	%	F	%	F	%	F	%	F	%				
Organizational Commitment (X3)	X3.1	4	7,14	40	71,43	10	17,86	0	0	2	3,57	56	100	212	
	X3.2	4	7,14	45	80,36	5	8,93	0	0	2	3,57	56	100	217	
	X3.3	6	10,71	33	58,93	13	23,21	2	3,57	2	3,57	56	100	207	
	X3.4	4	7,14	29	51,79	18	32,14	3	5,36	2	3,57	56	100	198	
	X3.5	10	17,86	41	73,21	3	5,36	0	0	2	3,57	56	100	225	
	X3.6	2	3,57	27	48,21	21	37,5	4	7,14	2	3,57	56	100	191	
	X3.7	6	10,71	44	78,57	4	7,14	0	0	2	3,57	56	100	220	
	X3.8	6	10,71	38	67,86	8	14,29	1	1,79	3	5,36	56	100	211	
	X3.9	6	10,71	48	85,71	0	0	0	0	2	3,57	56	100	224	
	X3.10	7	12,5	26	46,43	14	25	6	10,71	3	5,36	56	100	196	

Based on the results of table 6, respondents agreed that organizational commitment affects performance by 85.71%. The purpose of the respondent results in table 6 to find out how much respondents agree with organizational commitment is very influential on improving performance

From the data obtained for employee performance variables, it can be seen that the general description of the results of descriptive statistical research is as follows:

Table 7. Descriptive analysis of employee performance variables (Y)

Variabel	Question Item	ALTERNATIVE ANSWERS												Sum	Score
		Totally Agree (5)		Agree (4)		Disagree Less (3)		Disagree (2)		Strongly disagree (1)					
		F	%	F	%	F	%	F	%	F	%				
Employee Performance (Y)	Y1.1	0	0	16	28,57	31	55,36	3	5,36	6	10,71	56	100	169	
	Y1.2	3	5,36	41	73,21	10	17,86	0	0	2	3,57	56	100	211	
	Y1.3	4	7,14	30	53,57	18	32,14	2	3,57	2	3,57	56	100	200	
	Y1.4	0	0	22	39,29	28	50	2	3,57	4	7,14	56	100	180	
	Y1.5	3	5,36	37	66,07	14	25	0	0	2	3,57	56	100	207	

Y1.6	0	0	47	83,93	5	8,93	0	0	4	7,14	56	100	207
Y1.7	4	7,14	37	66,07	11	19,64	0	0	4	7,14	56	100	205
Y1.8	4	7,14	46	82,14	2	3,57	0	0	4	7,14	56	100	214
Y1.9	14	25	23	41,07	15	26,79	0	0	4	7,14	56	100	211
Y1.10	6	10,71	28	50	17	30,36	0	0	5	8,93	56	100	198

Based on the results of table 7, respondents agreed with career affect performance by 83.93%. The purpose of the respondent results in table 7 to find out how much respondents agree with performance is very influential on employee careers.

From the data obtained for behavioral variables, work facilities and organizational commitment and employee performance, it can be seen that the general description of the results of descriptive statistical research is as follows:

Table 8. Variable validity data quality test

Variable	Instruments	r-calculate	r-table	Information
Employee Behavior (X1)	EB1	,886	0,224	Valid
	EB2	,907	0,224	Valid
	EB3	,821	0,224	Valid
	EB4	,764	0,224	Valid
	EB5	,815	0,224	Valid
	EB6	,785	0,224	Valid
	EB7	,851	0,224	Valid
	EB8	,872	0,224	Valid
	EB9	,917	0,224	Valid
	EB10	,666	0,224	Valid
Work Facilities (X2)	WF1	,997	0,224	Valid
	WF2	,997	0,224	Valid
	WF3	,997	0,224	Valid
	WF4	,893	0,224	Valid
	WF5	,997	0,224	Valid
	WF6	,997	0,224	Valid
	WF7	,975	0,224	Valid
	WF8	,997	0,224	Valid
	WF9	,950	0,224	Valid
	WF10	,954	0,224	Valid
Organizational Commitment (X3)	OC1	,850	0,224	Valid
	OC2	,847	0,224	Valid
	OC3	,781	0,224	Valid
	OC4	,389	0,224	Valid
	OC5	,810	0,224	Valid
	OC6	,659	0,224	Valid
	OC7	,861	0,224	Valid
	OC8	,870	0,224	Valid
	OC9	,938	0,224	Valid

	OC10	,769	0,224	Valid
Performance (Y)	P1	,459	0,224	Valid
	P2	,716	0,224	Valid
	P3	,580	0,224	Valid
	P4	,794	0,224	Valid
	P5	,678	0,224	Valid
	P6	,772	0,224	Valid
	P7	,875	0,224	Valid
	P8	,833	0,224	Valid
	P9	,899	0,224	Valid
	P10	,835	0,224	Valid

Table 9. Reliability test

Variable	Cronbach's Alpha	Limits of Reliability	Information
Employee Behavior (X1)	0,784	0.6	Reliabel
Work facilities (X2)	0.796	0.6	Reliabel
Organizational Commitment (X3)	0.776	0.6	Reliabel
Employee Performance (Y)	0.775	0.6	Reliabel

Reliability tests are performed to determine whether the measuring device used is reliable and remains consistent if the measurement is repeated. A questionnaire is said to be reliable if Cronbach's Alpha is greater than 0.6. This shows that the research data is declared reliable.

Table 10. Normality test

One-Sample Kolmogorov-Smirnov Test			
		Unstandardized Residual	
N			56
Normal Parameters ^{a,b}	Mean		,0000000
	Std. Deviation		4,32825154
Most Extreme Differences	Absolute		,161
	Positive		,089
	Negative		-,161
Test Statistic			,161
Asymp. Sig. (2-tailed)			,0430

Based on the table above, the significant value of the normality test is $0.430 > 0.005$, therefore the distribution of data is normally distributed.

Table 11. Multicollinearity test

Model	Tolerance	Collinearity Statistics		
		VIF		
1 (Constant)				
EMPLOYEE BEHAVIOR	,882	0,10	1,134	0,10
WORK FACILITIES	,903	0,10	1,108	0,10
ORGANIZATIONAL COMMITMENT	,823	0,10	1,215	0,10

Looking at the results of the tolerance values, it shows that there are no independent variables that have a tolerance value of less than 0.10, which means that there is no correlation between the independent variables or that there is no multicollinearity. The results of calculating the value of the variance inflation factor (VIF) also show the same thing. There is not one independent variable that has a VIF value of more than 10. So it can be concluded that there is no multicollinearity between the independent variables in the regression model.

Table 12. Heteroscedasticity Test

Model	Unstandardized Coefficients		Standardized Coefficients	Sig.
	B	Std. Error	Beta	

1	(Constant)	4,436	2,181		,047
	EMPLOYEE BEHAVIOR	,013	,042	,045	,759
	WORK FACILITIES	,009	,038	,034	,816
	ORGANIZATIONAL COMMITMENT	-,041	,049	-,126	,410

Testing the assumption of heteroscedasticity is to conclude that the regression model does not occur heteroscedasticity. In other words, there is a similarity in variance of residuals from one observation to another

- If the significance value (Sig.) is greater than 0.05, then the conclusion is that heteroscedasticity symptoms do not occur in the regression model.
- Conversely, if the significance value (Sig.) is smaller than 0.05, then the conclusion is that heteroscedasticity symptoms occur in the regression model.

The results of the heteroscedasticity test can be seen in table 5.12 below. In the table there is a Sig value. Employee behavior is $0.759 > 0.05$, work facility sig value $0.816 > 0.05$, organizational commitment sig value $0.410 > 0.05$. Because all significant values of variables are more than 0.005, heteroscedacity does not occur.

Hypothesis Testing

Table 12. Partial test (Test t)

Model	T	Sig.
Employee Behavior	2,119	,039
Work Facilities	2,029	,047
Organizational Commitment	8,125	,000

Based on the table above, it is known that the calculated t value of each independent variable partially affects the dependent variable, namely:

1. The employee behavior variable has a p-value (in the Sig.) column of $0.039 < 0.05$ means significant, while t count $2.119 > t$ table 2.008 means significant. This means that employee behavior has a significant effect on performance.
 2. The work facility variable has a p-value (in the Sig column) $0.047 < 0.05$ means significant, while t count $2.029 > t$ table 2.008 means significant. This means that work facilities affect performance.
- The organizational commitment variable has a p-value (in the Sig.) column of $0.00 < 0.05$ means significant, while t count $8.125 > t$ table 2.008 means significant. This means that organizational commitment affects performance.

Table 13. Hypothesis testing with F test

Model	ANOVA ^a				F	Sig.
	Sum of Squares	df	Mean Square			
1	Regression	1272,143	3	424,048	21,401	,000 ^b
	Residual	1030,357	52	19,815		
	Total	2302,500	55			

a. Dependent Variable: PERFORMANCE

b. Predictors: (Constant), ORGANIZATIONAL COMMITMENT, WORK FACILITIES, EMPLOYEE BEHAVIOR

Based on the F test or Anova test or simultaneous test above, F count is obtained by 21.401 at $\alpha = 5\%$ or 0.05 with a significant level of 0.000 because the probability value (0.000) is much smaller than 0.05, the regression model can be used to predict that employee behavior (X1), work facilities (X2), and organizational commitment (X3) as independent variables together (simultaneously) affect performance (Y). In other words, employee behavior (X1), work facilities (X2), and organizational commitment (X3) simultaneously have a positive and significant influence on employee performance, because F count > F table is $21.401 > 2.55$. This means that if employee behavior (X1), work facilities (X2), and organizational commitment (X3) are jointly applied in the organization, it

will have an impact on increasing employee performance (Y), while employee behavior (X1), work facilities (X2), and organizational commitment (X3) are not applied together, it will have an impact on decreasing employee performance (Y).

Table 14. Coefficient of Determination Analysis (R2)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,743 ^a	,553	,527	4,451

a. Predictors: (Constant), employee behavior, Work facilities, Organizational commitment,

The processed results in the table above show the value of the adjusted coefficient of determination (R2) (Adjusted R Square) of 0.553. This means that 55.3% of the dependent variable (employee performance) is influenced or explained by independent variables, namely employee behavior, work facilities, organizational commitment and the remaining 44.7% (100% - 55.3%) is influenced or explained by other variables outside the variables used in this study.

Table 15. Regression equation results

Coefficients ^a				
Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	6,025	4,628	
	X1. EMPLOYEE BEHAVIOR	,025	,090	,027
	X2. WORK FACILITIES	,036	,081	,043
	X3. ORGANIZATIONAL COMMITMENT	,735	,104	,719

a. Dependent Variable: Y. PERFORMANCE

The regression equation that has been formulated is processed so that the final equation is obtained, namely:

$$Y = 6,025 + 0,25 X_1 + 0,36X_2 + 0,735X_3$$

In this regression model, the value of the constant listed at 6.025 can be interpreted if the free variable in the model is assumed to be equal to zero or the free variable in this case organizational culture, organizational commitment and work facilities are applied, then employee performance will increase by 6.025 units.

The value of the regression coefficient (1 of 0.25 in this study can be interpreted that the employee behavior variable (X1) affects employee performance (Y). This shows that when the organizational culture is met, employee performance will increase by 0.37 units.

The value of the regression coefficient (2 of 0.36 in this study can be interpreted that the work facility variable (X2) affects employee performance (Y). This shows that when the work facility variables are met, the employee's performance will be good / high.

The value of the regression coefficient (3 of 0.735 in this study can be interpreted that the organizational commitment variable (X3) has a positive effect on employee performance (Y). This shows that when the organizational commitment variable is met, employee performance will increase / good.

CONCLUSION

The influence of organizational behavior, work facilities, organizational commitment on the performance of employees of PT. Bank Mandiri Medan. In testing the hypothesis based on the

calculation results, it can be said that organizational behavior, work facilities and organizational commitment simultaneously have a positive and significant effect on employee performance at PT. Bank mandiri Imam Bonjol Medan. The positive and significant influence of employee behavior, work facilities and organizational committees is applied at PT. Bank Mandiri Medan will improve employee performance. This means that employee behavior, work facilities and organizational commitment have an important role in improving employee performance. It also shows that employees focus on achieving results, organizational goals, Firm to the organization, Being optimistic, accepting management decisions well, employees also want to develop their careers in this organization, commitment to organization. This research can be a reference source and can contribute to the development of studies on the performance of PT. Bank Mandiri.

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