

# ANALYSIS OF THE INFLUENCE OF TRANSFORMATIONAL LEADERSHIP AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE AT THE BRANCH OFFICE OF BANK SAHABAT SAMPOERNA JAKARTA

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#### **Abstract**

This study aims to analyze the influence of transformational leadership and the work environment on employee performance at Bank Sahabat Sampoerna Jakarta Branch Offices. The method in this study is descriptive quantitative through multiple linear regression analysis with the help of the SPSS Version 26 program. The results showed that transformational leadership partially has a positive and significant effect on employee performance, the work environment partially has a positive and significant effect on employee performance, transformational leadership and the work environment simultaneously has a positive and significant effect on employee performance.

Keywords: Transformational Leadership, Work Environment, and Employee Performance

# INTRODUCTION

Competition in the global world is increasingly complex, so companies need to pay attention to the utilization of existing resources, such as natural resources and human resources because this is very important for the company. If resource utilization is managed well, then human resources as part of the company's functions will provide a contribution that can support the effectiveness and efficiency of the company, so that the company's goals can be achieved. Even though companies can easily overcome problems in the financial, production and marketing sectors, if problems in the human resources sector cannot be overcome, then it can be said that the company has not been successful(Vijaya & Sriathi, 2015).

At this time, it could be said that times have advanced with the development of science, technology and information as well as a very high level of competition in all aspects of the company. Digital technology has a very important role in an organization or company through

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the role of human resources. In its application, human resources are really needed by organizations as the spearhead of the company. Apart from that, one factor that is no less important is employee performance because of the good or bad of the organization or The company depends on its human resources.

According to(Akbar, 2018) performance is a translation of performance which means the work results of a worker, a management process or an organization as a whole, where the results of the work must be able to be shown in concrete and measurable evidence. The company's performance is said to be of quality and success in achieving its goals and can be influenced by factors originating from within the company such as transformational leadership and the work environment so as to produce quality output.

The factor that plays a role in shaping employee performance is transformational leadership. As the organizational environment changes to become increasingly complex and competitive, the readiness of leaders is required for companies to survive. According to (Cahyono et al., 2015) Transformational leadership is defined as a relationship between a leader and subordinates that is so close that it creates an emotional bond and closeness, subordinates feel respect and trust in their leader and are motivated to work more than they actually do.

Good or bad employee performance can also be influenced by factors in the work environment around them. When employees feel uncomfortable where they work, it will result in very unfavorable conditions for the workforce in their activities. Therefore, the work environment is designed in such a way that employees can work well. According to (Lestary & Chaniago, 2018) A work environment is a place where there are a number of groups in which there are several supporting facilities to achieve company goals in accordance with the company's vision and mission. If the work environment runs well, it will trigger good employee performance as well.

Bank Sahabat Sampoerna is the company that is the object of this research. Based on initial observations, it was found that there were still several problems experienced by the company. The company has problems in the performance of its employees. One example is that employees are not sensitive to the use of digital technology so a leadership role is needed to make changes so that performance targets are achieved and the work environment is still conventional even though currently work can be done from anywhere, whether in the office or at home, especially for marketing employees. and information technology (IT) employees. This is what makes employee performance at Bank Sahabat Sampoerna not optimal.

Based on the phenomena that occur regarding employee performance at the Bank Sahabat Sampoerna Jakarta Branch Office, it is influenced by transformational leadership and the work environment so that employee performance has not been able to reach the desired target. Therefore, researchers need to analyze and prove it again with research entitled "Analysis Of The Influence Of Transformational Leadership And Work Environment On Employee Performance At The Branch Office Of Bank Sahabat Sampoerna Jakarta".

#### LITERATURE REVIEW

#### **Transformational Leadership**

Transformational leadership is a leadership style that is able to inspire organizational success by influencing followers' beliefs in an organization, as well as values such as justice and integrity. This leadership style creates awareness of obligations within an organization and encourages new ways of handling problems within the organization (Simbolon, 2022). Meanwhile, according to (Moring et al., 2021)Transformational leadership is the behavior of leaders who provide consideration and intellectual stimulation to employees with the aim of achieving high performance in an organization or company so that they are able to face the demands of renewal and change. A transformational leader is a leader who is charismatic, has an idealistic influence, can provide motivation and inspiration, provides intellectual stimulation, and also provides individual attention to his employees. (Sidik & Sutoyo, 2020). So, transformational leadership is a subordinate's perception of the leader's behavior in treating subordinates by being more aware of business results, prioritizing group interests and increasing needs at a higher level and paying more attention to individual factors. The latest leadership models such as transformational leadership will play an important role for every organization. Transformational leadership includes developing a closer relationship between the leader and his followers, which is based on approaches and relationships.

#### Work Environment

The work environment is everything that surrounds workers and can influence them in carrying out their assigned tasks. From this definition it can be understood that the work environment is a factor that influences employee performance(N. N. Dewi, 2019). On the other side, (Ismanto, 2020)stated that the work environment in an organization has an important meaning for the individuals who work in it, because the work environment will have a direct or indirect influence on the people within it. A work environment condition is said to be good if employees can carry out activities or work optimally, healthily, safely and comfortably.

According to (A. M. Dewi & Handaruwati, 2019) There are five aspects of the work environment that can influence employee performance, namely:

- 1. Work structure, namely the extent to which the work given to him has a good work structure and organization.
- 2. Work responsibility, namely the extent to which workers feel that their work understands their responsibilities and is responsible for their actions.
- 3. Leader attention and support, namely the extent to which employees feel that leaders often provide direction, confidence, attention and respect for them.
- 4. Cooperation between groups, namely the extent to which employees feel there is good cooperation between existing work groups.
- 5. Smooth communication, namely the extent to which employees feel there is good, open and smooth communication, both between co-workers and with management.

So, the work environment is everything that exists in an employee's workplace, both physically and non-physically, and can influence employees in carrying out their work in order to determine success in achieving the company's expected goals. In this way, employee performance can be maximized, and the role of a leader is also really needed in this case. Leaders must be able to create a good work environment and be able to improve employee performance.

#### **Employee Performance**

Performance is the result of work that has a strong relationship with the organization's strategic goals, customer satisfaction, and contributes to the economy (Setyawan, 2018). Meanwhile,

the opinion of (Parashakti & Setiawan, 2019)Performance is the real behavior displayed by each person as a work achievement produced by employees in accordance with their role in the company.

According to (Onsardi & Finthariasari, 2022) Performance is a way of working that is demonstrated in carrying out work individually or in groups within a company or organization, in accordance with their respective authority and responsibilities in achieving the goals of the company or organization. Expected performance is the ultimate goal of an activity carried out by a company or organization.

According to (Lomanjaya, 2014) There are six types of elements in assessing a person's performance, namely:

# 1. Achievement

Assessment of work results, both quality and quantity, that can be produced by employees. Work performance can be influenced by employee abilities and intentions, ability and acceptance of delegation of tasks and roles, as well as level of motivation.

# 2. Discipline

Discipline assessment in fulfilling existing regulations and carrying out work in accordance with the instructions given to him. Work discipline is an attitude, behavior and actions that are in accordance with written and unwritten regulations, and if they are violated there will be sanctions for the violation.

# 3. Creativity

Assessment of employees' ability to develop creativity to complete their work so that they can work more efficiently and successfully. Creativity is the ability to create something new, as the ability to apply it in problem solving or as the ability to see new relationships between previously existing elements.

# 4. Teamwork

Assessment of willingness to work together with other employees horizontally (with each other) and vertically (with leaders or subordinates), inside and outside the company to produce better work.

# 5. Proficiency

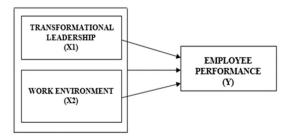
Assessment in unifying and harmonizing the various elements involved in formulating policies and in management situations as well as the ability to make decisions within the limits of one's power.

# 6. Responsibility

Assessment of employees willingness to take responsibility for their work and results, the facilities and infrastructure used, and their work behavior.

So, performance is a maximum effort expended by workers in order to achieve a satisfactory work performance, meaning that if a job can be completed with satisfactory results it will have a positive impact on the worker's personality and the environment in which he works.

#### FRAMEWORK AND HYPOTHESIS



Picture 1. Framework

Based on the literature review, there is a positive and significant influence between transformational leadership on employee performance(Cahyono et al., 2015; Moring et al., 2021; Sidik & Sutoyo, 2020; Simbolon, 2022). Based on the research results, the first hypothesis in this research is as follows:

H1 :It is suspected that transformational leadership partially has a positive and significant effect on employee performance at the Bank Sahabat Sampoerna Jakarta Branch Office.

There is a positive and significant influence between the work environment on employee performance (N. N. Dewi, 2019; Ismanto, 2020; Lestary & Chaniago, 2018). Based on the research results, the second hypothesis in this research is as follows:

H2 :It is suspected that the work environment partially has a positive and significant effect on employee performance at the Bank Sahabat Sampoerna Jakarta Branch Office.

There is a positive and significant influence between transformational leadership and the work environment on employee performance (Andriani, 2016; Soelton & Yasinta, 2018; Vijaya & Sriathi, 2015). Based on the research results, the third hypothesis in this research is as follows:

H3 :It is suspected that transformational leadership and the work environment simultaneously have a positive and significant effect on employee performance at the Bank Sahabat Sampoerna Jakarta Branch Office.

#### RESEARCH METHODS

This research method uses a descriptive and causal design. Descriptive design is a research design that provides a systematic description of the information that researchers get from the research object, while causal research design is a research design that is useful for proving causal relationships between variables in the research.

There are two types of data used in this research, namely qualitative data and quantitative data, while the data sources used in this research come from primary data and secondary data. Data collection techniques in this research used several methods, namely through distributing questionnaires, library research and field research. This research uses sampling using census techniques. The number of samples used in this research was 45 people, the appropriate sample size in research is between 30-500(Sugiyono, 2019).

The data analysis technique in this research uses multiple linear regression analysis with the help of Microsoft Excel and SPSS version 26 to carry out various types of tests. Starting from validity tests, reliability tests, classical assumption tests, multiple linear regression, t tests, f tests, correlation coefficients, and coefficients of determination.

#### RESULTS AND DISCUSSION

# **General Description of Respondents**

The respondents analyzed in this research are the identities of the respondents consisting of gender and highest level of education. The results of the analysis are shown in the following table:

#### Gender

Based on the research results, respondents based on gender are shown in the following table:

**Table 1. Respondents Based on Gender** 

Gender	Amount	Precentage
Male	18	40%
Female	27	60%
Amount	45	100%

Source: Primary data is processed, 2023

Based on the table of answers, there were 18 male respondents or 40% and 27 female respondents or 60%.

#### **Last Education**

Based on the research results, respondents based on their latest education are shown in the following table:

**Table 2. Respondents Based on Last Education** 

Last Education	Amount	Precentage
S1	45	100%
Amount	45	100%

Source: Primary data is processed, 2023

Based on the table of answers, there were 45 respondents with a bachelor's degree or 100%, meaning that all respondents had a bachelor's degree.

# Validity Test and Reliability Test

Table 3. Validity Test and Reliability Test Results

	<b>Item-Total Statistics</b>						
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted			
TL1	57.96	195.043	.905	.970			
TL2	57.76	201.234	.886	.970			
TL3	58.00	201.909	.844	.971			
TL4	57.82	200.786	.865	.971			

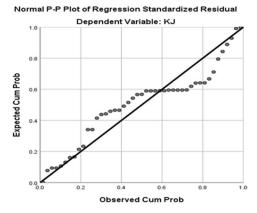
TL5	58.02	203.159	.826	.971
LK1	57.80	204.345	.840	.971
LK2	58.04	202.316	.803	.972
LK3	57.87	202.027	.836	.971
LK4	58.07	203.791	.806	.972
LK5	57.80	204.573	.772	.972
KJ1	57.93	206.700	.830	.971
KJ2	57.89	204.192	.787	.972
KJ3	57.87	204.482	.773	.972
KJ4	57.93	203.973	.804	.972
KJ5	57.87	202.300	.873	.971

Source: Primary data processed by SPSS, 2023

The results of the validity test using SPSS version 26 showed that the research instruments for the three variables could be declared valid because the CITC value was > 0.3. Meanwhile, the results of the reliability test using SPSS version 26 showed that the research instruments for the three variables were declared reliable because the Cronbach Alpha value was > 0.60.

# **Normality Test**

The normality test in the multiple linear regression model is used to test whether the resulting residual values are normally distributed or not. A good multiple linear regression model is a model that has normally distributed residual values.



Source: Primary data processed by SPSS, 2023 Picture 2.Normality Test Results

It can be seen from Picture 2. It shows that the residual values are normally distributed because the shape of the regression points follows a diagonal line.

# **Multicollinearity Test**

**Table 4. Multicollinearity Test Results** 

Coefficients<sup>a</sup>

		Unstandardized Coefficients		Standardized Coefficients			Collinearity	Statistics S
Model		В	Std. Error	Beta	T	Sig.	Tolerance	VIF
1	(Constant)	3.241	1.594		2.033	.048		
	TL	.342	.123	.388	2.775	.008	.298	3.358
	LK	.505	.136	.518	3.704	.001	.298	3.358

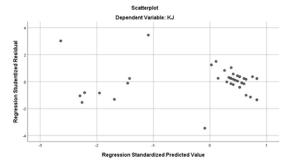
a. Dependent Variable: Employee Performance

Source: Primary data processed by SPSS, 2023

Table 4. Explains that the regression model in this study does not have multicollinearity. The proof is in terms of the Tolerance and VIF values produced, namely the Tolerance value of 0.298 > 0.1. Then, the VIF value is 3.358 < 10, therefore the relationship between transformational leadership and the work environment on employee performance is stated to not have multicollinearity.

#### Uji Heteroskedastisitas

Uji heteroskedastisitas pada regresi linear berganda digunakan untuk mengetahui ada atau tidaknya penyimpangan asumsi heteroskedastisitas yaitu adanya ketidaksamaan varian dari residual untuk semua pengamatan pada model regresi. Model regresi linear berganda yang baik adalah model yang tidak memiliki gejala heteroskedastisitas.



Source: Primary data processed by SPSS, 2023 Picture 3. Heteroscedasticity Test Results

It can be seen from Picture 3. It has a pattern with points spreading above and below number 0 on the Y axis, so it can be concluded that the model of the relationship between transformational leadership and the work environment on employee performance does not occur heteroscedasticity.

#### **Autocorrelation Test**

**Table 5.Autocorrelation Test Results** 

Model Summary <sup>b</sup>						
				Std. Error of the		
Model	R	R Square	Adjusted R Square	Estimate	Durbin-Watson	
1	.869a	.756	.744	2.588	2.318	

a. Predictors: (Constant), Work Environment, Transformational Leadership

b. Dependent Variable: Employee Performance

b. Dependent Variable: Employee Performance Source: Primary data processed by SPSS, 2023

Table 5. Explains the Durbin Watson (DW) value of 2,318. In the DW table with an error rate of 5% for the number of independent variables = 2 and the number n = 45. Then, we get the lower limit of the table value (dL) = 1,4298 and the upper limit of the table value (dU) = 1,6148. The DW value lies between dU and 4-dU (1,6148 < 2,318 < 2,3852). So, it can be concluded that there is no autocorrelation.

# Multiple Linear Regression Analysis Table 6.Multiple Linear Regression Analysis

	Coefficients <sup>a</sup>							
				Standardized				
		Unstandardize	d Coefficients	Coefficients				
Model		В	Std. Error	Beta	t	Sig.		
1	(Constant)	3.241	1.594		2.033	.048		
	TL	.342	.123	.388	2.775	.008		
	LK	.505	.136	.518	3.704	.001		

a. Dependent Variable: Employee Performance

Source: Primary data processed by SPSS, 2023

Table 6. Explains the results of multiple linear regression analysis. These results will be described in the multiple linear regression equation: Y = 3,241 + 0,342X1 + 0,505X2.

- 1. Constant value (a) means that without being influenced by transformational leadership and the work environment, the employee performance value is 3,241.
- 2. The value of the transformational leadership variable (X1) is 0,342, meaning that every increase in transformational leadership once can increase employee performance by 0,342.
- 3. The value of the work environment variable (X2) is 0,505, meaning that every one-time improvement in the work environment can increase employee performance by 0,505.

# **Statistical Hypothesis Testing**

**Table 7.T Test Results** 

	Coefficients <sup>a</sup>							
		Unstandardize	d Coefficients	Standardized Coefficients				
Model		В	Std. Error	Beta	t	Sig.		
1	(Constant)	3.241	1.594		2.033	.048		
	TL	.342	.123	.388	2.775	.008		
	LK	.505	.136	.518	3.704	.001		

a. Dependent Variable: Employee Performance

Source: Primary data processed by SPSS, 2023

In table 7. The calculated t value for the transformational leadership variable is 2,775 and the work environment is 3,704. Analysis with a confidence level of 95%,  $\alpha$ =5%, df = n-2 or 45-2 = 43 (n is the number of cases) obtained a result for the t table of 2,01669. The calculated t value > t table transformational leadership (2,775 > 2,01669) with a significant value (0,008 < 0,05) means that H0 is rejected, meaning that there is a positive and significant influence between transformational leadership on employee performance. The calculated t value > t table work environment (3,704 > 2,01669) with a significant value (0,001 < 0,05), then H0 is rejected, meaning that there is a positive and significant influence between the work environment on employee performance.

**Table 8.F Test Results** 

	ANOVA <sup>a</sup>							
Model		Sum of Squares	Df	Mean Square	F	Sig.		
1	Regression	869.450	2	434.725	64.896	.000 <sup>b</sup>		
	Residual	281.350	42	6.699				
	Total	1150.800	44					

a. Dependent Variable: Employee Performance

Source: Primary data processed by SPSS, 2023

Table 8. Explains the results of the F test analysis with the calculated F value for the transformational leadership and work environment variables of 64,896. Analysis with a 95% confidence level,  $\alpha$ =5%, df 1 (number of variables-1) = 2 and df 2 (n-k-1) or 45-2-1 = 42 (n is the number of cases and k is the number of independent variables) The results obtained for the F table were 3,22. The results of the analysis show that the calculated F value > F table (64,896 > 3,22) with a significant value (0,000 < 0,05) means that H0 is rejected, meaning that there is a significant positive influence between transformational leadership and the work environment together on employee performance.

# **Correlation Coefficient**

**Table 9. Partial Correlation Coefficient Test Results** 

	Correlations						
		TL	LK	KJ			
TL	Pearson	1	.838**	.822**			
	Correlation						
	Sig. (2-tailed)		.000	.000			
	N	45	45	45			
LK	Pearson	.838**	1	.843**			
	Correlation						
	Sig. (2-tailed)	.000		.000			
	N	45	45	45			

b. Predictors: (Constant), Work Environment, Transformational Leadership

KJ	Pearson	.822**	.843**	1
	Correlation			
	Sig. (2-tailed)	.000	.000	
	N	45	45	45

<sup>\*\*.</sup> Correlation is significant at the 0.01 level (2-tailed).

Source: Primary data processed by SPSS, 2023

Table 9. Explains that there is a very strong and positive relationship between transformational leadership and the work environment with a correlation value of 0,838. Meanwhile, employee transformational leadership produces a very strong and positive relationship on employee performance with a correlation value of 0,822 and the work environment also produces a very strong and positive relationship on employee performance with a correlation value of 0,843.

Table 10. Simultaneous Correlation Coefficient Test Results

Model Summary						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate		
1	.869ª	.756	.744	2.588		

a. Predictors: (Constant), Work Environment, Transformational Leadership

Source: Primary data processed by SPSS, 2023

The correlation coefficient value of transformational leadership and work environment was obtained at 0,869. This means that 86,9% of transformational leadership and the work environment have a very strong and positive correlation with employee performance.

#### **Coefficient of Determination**

**Table 11.Determination Coefficient Test Results (Partial X1)** 

Model Summary							
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate			
1	.822a	.676	.668	2.946			

a. Predictors: (Constant), Transformational Leadership

Source: Primary data processed by SPSS, 2023

Table 11. Explains the results of the coefficient of determination (R Square) value for transformational leadership of 0,676 (the value 0,676 is the square of the correlation coefficient or R, namely  $0,822 \times 0,822 = 0,676$ ). The R Square value is 0,676, which means 67,6% means that transformational leadership has a positive effect on employee performance. Meanwhile, the remaining 32,4% (100%-67,6%) is influenced by other variables, for example competency, work culture, work motivation, leadership, and so on.

**Table 12.Determination Coefficient Test Results (Partial X2)** 

Model Summary							
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate			
1	.843ª	.711	.704	2.783			

a. Predictors: (Constant), Work Environment

Source: Primary data processed by SPSS, 2023

Table 12. Explains the results of the coefficient of determination (R Square) value for the work environment of 0.711 (the value of 0.711 is the square of the correlation coefficient or R, namely  $0.843 \times 0.843 = 0.711$ ). The value of R Square is 0.711 which means that 71.1% means that the work environment has a positive effect on employee performance. Meanwhile, the remaining 28.9% (100%-71.1%) is influenced by other variables such as competence, work culture, work motivation, leadership, and so on.

**Table 13. Simultaneous Coefficient of Determination Test Results** 

Model Summary							
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate			
1	.869ª	.756	.744	2.588			

a. Predictors: (Constant), Work Environment, Transformational Leadership

Source: Primary data processed by SPSS, 2023

Table 13. Explains the results of the coefficient of determination (R Square) value of 0,756 (the value 0,756 is the square of the correlation coefficient or R, namely  $0,869 \times 0,869 = 0,756$ ). The R Square value is 0,756, which means 75,6% means that transformational leadership and the work environment have a positive effect on employee performance. Meanwhile, the remaining 24,4% (100%-75,6%) is influenced by other variables, for example competence, work culture, work motivation, leadership, and so on.

#### CONCLUSION AND SUGGESTION

Based on the results of data analysis in this research, the following conclusions can be drawn:

- 1. Transformational leadership partially has a positive and significant effect on employee performance at the Bank Sahabat Sampoerna Jakarta Branch Office.
- 2. The work environment partially has a positive and significant effect on employee performance at the Bank Sahabat Sampoerna Jakarta Branch Office.
- 3. Transformational leadership and the work environment simultaneously have a positive and significant effect on employee performance at the Bank Sahabat Sampoerna Jakarta Branch Office.

# Based on the discussion in this research, suggestions can be made as follows:

1. Transformational leadership at the Bank Sahabat Sampoerna Jakarta Branch Office needs to be implemented and maximized by the leadership through various trainings regarding the use of digital technology in depth so that employee performance increases. Apart from that, leaders must also be a good example to employees in

- maximizing transformational leadership in the company so that all company components are able to work optimally and achieve the desired targets. Thus, sooner or later employee performance will increase.
- 2. The work environment at the Bank Sahabat Sampoerna Jakarta Branch Office must be changed to a mobile work environment because in the current era, the rapid development of digital technology makes it easier for employees to work anywhere and anytime. If working 50% in the office and 50% at home is realized then leaders need to encourage employees to create a communicative work environment and minimize employees' worries about working even though they are not in the office. Thus, even though employees do not work on site, they still have the potential to improve their performance.
- 3. Employee performance at the Bank Sahabat Sampoerna Jakarta Branch Office must be improved so that employee performance does not decline in the future. The way to improve employee performance is by providing various kinds of training regarding the use of digital technology so that the application of transformational leadership to employees is in line with expectations, one example is that the company's work system can adapt to the current digital era and the company is able to establish a work system through a mobile work environment, communicative, and comfortable to work.

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