Commitment, Satisfaction, and Performance of Students at Sekolah Tinggi Ilmu Ekonomi Galileo Batam Indonesia

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Abstract--- The development of education in the college currently concentrates on the development of a human resource which is ranging from staff, lecturers to students. In carrying out academic activities, the college is not separated from the activities and learning process which is involving students. Various problems often faced by universities, especially in the environment of Sekolah Tinggi Ilmu Ekonomi (STIE) Galileo Batam Indonesia. The problems were directly related to students, as in services, learning environment, commitment, satisfaction, and learning achievement. Based on the problem found, researchers conducted research that focused on the commitment, satisfaction, and performance of students at STIE Galileo Batam. The problem formulation in this study was how the commitment, satisfaction, and performance of male and female students at STIE Galileo? The objective of the study was to know the level of commitment, satisfaction and students' performances based on gender. The Samples in this study were 33 students of STIE Galileo College. The test used was statistics of SPSS and in data analysis, researchers applied descriptive analysis. The results show that the commitment and satisfaction of both male and female students as a whole are in the high category. While the overall performance of the students is at a good stage. For researchers who will do further research should have deeper attention such as on motivation to learn facilities and learning motivation that are not investigated in this research.

Keywords--- Commitment, Satisfaction, Performance, Gender.

I. INTRODUCTION

The implementation of the learning process is not separated from the rules and provisions of the college. The rules and regulations are a reference in the implementation of education in universities. Matters relating to the involvement of students in the process of the dismission and especially at STIE Galileo environment which its concern is the level of attendance, assignments, exam results and other things to support the Learning achievement. Universities provide educational services for the public in general. The presence of universities in Batam is now increasing and the competition in the field of education is increasingly strict. This makes human resources play a very important role at college. Human resources become a driving factor in the success of a higher education institution. Therefore, the college party must pay attention on the human factor and the degree of any equipment owned. The college will not be able to reach the expected level of productivity if its human resources cannot use it effectively and efficiently.

Job satisfaction can be seen from how employees like their work. In general, it can be stated that job satisfaction

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is a sense of comfort and positive relationship between fellow employees (Bakotić & Fiskovića, 2013). Organizational commitment is the loyalty of employees to the organization, willingness to strive for being part of the organization, as well as the desire to abide in the organization (Putrana, Fathoni, & Warso, 2016). Commitment is essential for someone to the willingness to cleave and demonstrate loyalty to the organization because of the sense of being involved in organizational activities (Wibowo, 2016). Job satisfaction is the level of a person who has a happy feeling as a positive judgment of work and the environment in which he works (Wibowo, 2016). Performance of a person is a combined outcome of the ability, effort and opportunity to be assessed from the work implemented and not implemented, it is a function of motivation, ability, individual traits, organization, and the environment and desire to do the job, the skills required to complete the task, a clear understanding of the activity being carried out and how to run it (Sulistiyani & Rosidah, 2003; Mathis, 2006; Atkinson, 2011).

The results of the research in South Labuan Amas, Indonesia showed a description of the leadership of the school principal, and motivation of teachers. It was found out that the commitment of teacher organization was in high category, while the performance of teachers was in insufficient category (Normianti, Aslamiah, & Suhaimi, 2019). The results of the research at vocational schools in Bandung showed that the organizational commitment and performance of teachers were in high category (Hadi, Muhidin, & Santoso, 2019). Research results at the University of Australia showed high levels of psychological pressure and low level of students' satisfaction (Cotton, Dollard, & De Jonge, 2002).

The formulations of the problem in this research were:

1. How are the commitment, satisfaction, and performance of male students at STIE Galileo?
2. How are the commitment, satisfaction, and performance of female students at STIE Galileo?

The purposes of this research were:

1. To know the level of commitment, satisfaction, and performance of male students at STIE Galileo.
2. To know the level of commitment, satisfaction, and performance of female students at STIE Galileo.
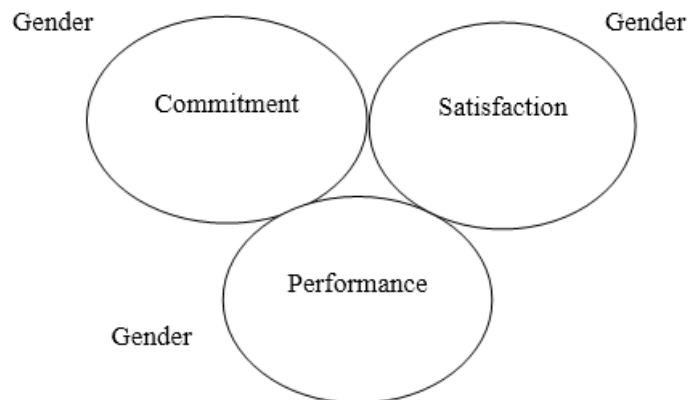

Figure 1: Mind Framework

Description:

Commitment, Satisfaction, And Performance

II. RESEARCH METHODS

This research was conducted at the college of STIE Galileo Batam from 2018 to 2019. The samples of this research were 33 students as respondents. The type of this research was quantitative with questionnaires used as measurement instrument of data collection. The population number in this study amounted to 44, a disseminated questionnaire amounted to 44, after a check, there were 33 completed questionnaires given. Therefore the data used in this study were data from 33 respondents. One of the most widely used application program for statistical analysis in sicial science is SPSS. It is used by market researchers, surveying companies, health researchers, governments, educational researchers, marketing organizations and so on. Statistics include basic software SPSS as one of different descriptive statistics (frequency, description). On this basis, researchers use SPSS as a tool to analyze the data in this study.

Data analysis measurement used in this study was SPSS statistic with a descriptive analysis of the mean score to see the level of commitment, satisfaction, and performance of students. The test of data analysis was conducted to obtain the mean scores based on genders.

The variables in this study were:

1. Commitment
2. Satisfaction
3. Performance

The instrument items in this study were 41 items consisted of 13 commitment items, 16 satisfaction items, and 12 performance items adapted and adopted from the study instruments that had been conducted earlier (Hazriyanto & Ibrahim, 2019).

III. RESULTS AND DISCUSSION

The results of the research about commitment, satisfaction, and performance by genders can be seen in the following table:

Table 1. Descriptive Commitment

Item	Mean		Description	
	Male	Female	Male	Female
Com1	3.59	3.87	High	High
Com2	4.24	3.81	Very high	High
Com3	4.00	4.19	High	High
Com4	4.06	4.06	High	High
Com5	4.12	4.00	High	High
Com6	3.76	3.37	High	High
Com7	3.76	3.69	High	High
Com8	3.94	4.06	High	High
Com9	4.06	4.00	High	High
Com10	3.65	3.94	High	High
Com11	4.12	4.25	High	Very high
Com12	3.71	3.69	High	High
Com13	3.65	3.44	High	High
Total Mean score	3.90	3.87	High	High

The descriptive test result of the commitment in table 1 shows that the mean score of male students'

commitments is at the range of 3.59 to 4.24 with a total mean score overall is 3.90. While the mean score of female students' commitment is at the range of 3.37 to 4.25 with total mean score overall 3.87 is at high level. This means that the commitment of both male and female students at the college of STIE Galileo is in high category. This study was in line with the study conducted by (Normianti et al., 2019). Further analysis of the student satisfaction test results can be seen in the table below:

Table 2: Descriptive Satisfaction

Item	Mean		Description	
	Male	Female	Male	Female
JS1	4.06	4.19	High	High
JS2	3.82	4.13	High	High
JS3	4.12	3.87	High	High
JS4	3.71	4.06	High	High
JS5	3.76	3.75	High	High
JS6	4.06	3.75	High	High
JS7	3.65	3.69	High	High
JS8	3.94	4.06	High	High
JS9	3.82	4.06	High	High
JS10	3.88	4.00	High	High
JS11	3.65	4.13	High	High
JS12	3.47	3.81	High	High
JS13	3.94	3.75	High	High
JS14	3.53	3.81	High	High
JS15	3.47	3.38	High	Medium
JS16	3.65	3.50	High	High
Total	3.78	3.87	High	High

Table 2 above shows that the results of a descriptive analysis test of male satisfaction with the mean score is at the range of 3.47 to 4.12 with a total mean score overall is 3.78. While the mean of satisfaction score of female students is at the range of 3.38 to 4.19 with total mean score overall 3.87 is at a high level. This means that the satisfaction of both male and female students at STIE Galileo is high level. This research is supported by the research conducted by Cotton et al., (2002). The results of descriptive analysis on the mean of performance scores of male and female students can be seen in the table below:

Table 3: Descriptive Performance

Item	Mean		Description	
	Male	Female	Male	Female
Perf1	4.29	4.13	Very Good	Good
Perf2	3.82	3.75	Good	Good
Perf3	3.76	3.88	Good	Good
Perf4	3.71	3.62	Good	Good
Perf5	3.47	4.31	Good	Very Good
Perf6	3.53	3.81	Good	Good
Perf7	3.71	4.00	Good	Good
Perf8	3.71	3.81	Good	Good
Perf9	4.06	3.69	Good	Good
Perf10	3.65	3.50	Good	Good
Perf11	4.00	3.81	Good	Good
Perf12	3.65	3.63	Good	Good
Total	3.78	3.83	Good	Good

The results of a descriptive analysis on students' performances as shown in table 3 indicate that the mean score of male performance scores is at the range of 3.47 to 4.29 with a total mean score overall is 3.78. While the

performance score of female students is at a range of 3.50 to 4.31 with a total mean score overall 3.83 is at good stage. This means that the performance of both male and female students at the college of STIE Galileo Batam is at good stage. This finding is in line with the finding of similar study conducted by Hadi et al., (2019).

IV. SUMMARY

The research results on commitment, satisfaction, and performance of students can be concluded as follows:

I.   The Commitment of Male and Female Students

The commitment of male and female students at STIE Galileo is in high category. It is necessary to continue giving attention to maintain or even continually improve it. Beside that, it is necessary to consider other demographic factors that are not included in this research such as mariage status and age.

II. The Satisfaction of Male and Female Students

The results of the study show that the satisfaction of male and female students at STIE Galileo is in high level. Students' satisfaction needs to be maintained and increased. On the other hand, it is also necessary to concern about other factors that are related to the learning environment and services.

III. Performance of Male and Female Students

Based on the results of descriptive analysis on students' performance, it is found out that the performance of male and female students at STIE Galileo is in good stage. The performance needs to be retained and improved. It is also necessary to consider other factors of performance such as academic and non-academic achievement.

The commitment, satisfaction, and performance of male and female students at STIE Galileo are in high and good category.

Therefore, the achievement level of commitment, satisfaction, and performance of the students need to be continuously maintained and improved in the future.

The forthcoming researchers are expected to conduct studies of other aspects such as; learning environment, learning infrastructures, and using other analytical tools such as; SEM Amos with Multy group, SEM SmartPLS, and others.

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