

**THE INFLUENCE OF SELF-EFFICACY AND LEADERSHIP ON  
EMPLOYEE PERFORMANCE AT PT. BTPN SYARI'AH**

**JURNAL**

*Diajukan Untuk Memenuhi Sebagian Syarat  
Memperoleh Gelar Sarjana Manajemen  
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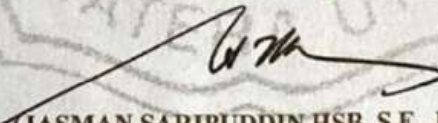
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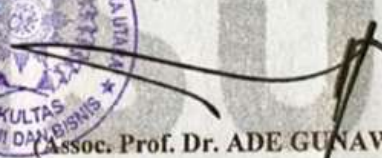
  
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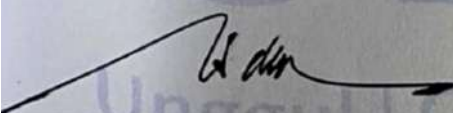
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Item	Hasil Evaluasi	Tanggal	Paraf Dosen
Bab 1	ditentukan jumlah - di sertakan di buku panduan tahun belakang di susun		J
Bab 2	Teori yg signifikan luas volume dan terbu		J
Bab 3	terhadap analisis & perbaha		J
Bab 4	hasil pembahasan & konklusi di tulis dan di susun di akhir		J
Bab 5	sisipula dan sum di susun		J
Daftar Pustaka	ditulis sesuai format dan susun		J
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## THE INFLUENCE OF SELF-EFFICACY AND LEADERSHIP ON EMPLOYEE PERFORMANCE AT PT. BTPN SYARI'AH

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### **ABSTRACTS**

*This research focuses on the influence of self-efficacy and leadership on employee performance at PT. BTPN. The era of globalization demands an improvement in the quality of human resources as a key factor in achieving the company's vision and mission. PT BTPN Syariah, as part of these efforts, emphasizes the importance of human resource development to enhance performance. Employee performance improvement is pursued through the enhancement of self-efficacy, which is an individual's belief in their own abilities, and effective leadership. This research utilizes a survey method with an online questionnaire as a data collection tool. The results indicate that self-efficacy and leadership positively influence employee performance. Additionally, emotional exhaustion plays a role as a moderating variable, where high levels of employee performance are associated with lower levels of emotional exhaustion. Descriptive data regarding respondent characteristics include gender, age, and educational level. The entire population of facilitators at PT. BTPN Syariah (82 individuals) is taken as a sample using the census technique.*

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## A. INTRODUCTION

Improving the quality of human resources in the era of globalization has become crucial for companies, where employees play a vital role as the main drivers to achieve the company's vision and mission. Company performance is a key factor in assessing goal achievements, both in the short and long term (Asnawi, 2019).

Human resources are considered crucial assets that support the operational sustainability of companies. PT BTPN Syariah emphasizes the importance of human resource development as a strategy to improve performance in conducting business. Strengthening the human resource management system involves identifying functions, organizing organizational structures, and reorganizing with the aim of improving management performance (Asnawi, 2019).

Employee performance improvement can be achieved through Self-efficacy, individuals' belief in their abilities. The importance of self-efficacy and leadership style in improving employee job satisfaction is acknowledged as a key factor. Individuals with high self-efficacy are more capable of performing their jobs well (Abdullah, 2019).

Leadership factors also influence employee self-efficacy. Leadership is defined as the ability to influence groups to achieve company goals. (Mubarok & Zein, 2019) The success of improving employee performance is supported by job satisfaction, which is a determining criterion for organizational success in meeting the needs of its members (Afandi, 2021). Employee job satisfaction reflects feelings about the job and work environment. Job satisfaction drives employee performance improvement, which in turn contributes positively to the company. Conversely, low job satisfaction can create a less productive work environment (Zulfikar, 2020).

The level of job satisfaction is individual and has an impact on organizational process outcomes. Job satisfaction is influenced by internal and external organizational factors as well as individual characteristics (Bargsted et al., 2019). Emotional exhaustion, arising from job demands, can be a barrier to achieving job satisfaction and increasing employee productivity (Harahap & Khair, 2019). Essentially, emotional exhaustion, conceptualized as a response to job demands, can lead to decreased concentration and employee performance. Emotional exhaustion is identified as an indicator of burnout, which can affect employee productivity and well-being (Fuadi, 2022).

According to Kristensen, as cited in (Henndy Ginting & Hary Febriansyah, 2020), psychological fatigue or burnout is often considered a response to various job demands. Employees at this stage experience emotional exhaustion continuously over a considerable period. As a result, employees may experience mental fatigue leading to decreased concentration in task performance, even allowing neglect of job responsibilities that should be undertaken (Hasanah et al., 2019).

Pines & Aronson, as conveyed by (R.R Lia Chairia, 2019), explain that emotional exhaustion or exhaustion is an indicator of burnout conditions that produce certain feelings due to excessive psycho-emotional demands. These symptoms are characterized by the loss of feelings, attention, trust, interest, and enthusiasm. Emotional exhaustion arises as a response to excessive stress that is difficult to cope with. Field observations indicate that facilitators at PT. BTPNSyaruah are suspected of experiencing emotional exhaustion. This is observed from the frequent complaints made by facilitators about fatigue due to double workloads

and time pressure. As a result, employee work productivity decreases, which can lead to losses for the company.

PT BTPN Syariah has 23 branch offices. Observations of facilitators indicate problems related to self-efficacy, leadership, job satisfaction, and emotional exhaustion. An online questionnaire to facilitators at PT BTPN Syariah MMS Deli Serdang Branch showed issues such as 68% of facilitators finding it difficult to complete tasks from mentors. The questionnaire results also show that 43% of facilitators feel they are not given realistic targets by superiors, and only 30% feel able to commit to the institution's work quality standards. Facilitator job satisfaction is also an issue, with 65% feeling the company provides adequate facilities, but only 27% are satisfied with performance assessments during fieldwork. Facilitator emotional exhaustion is also a concern, with 51% experiencing stress due to high workloads and 75% feeling anxious about the amount of work assigned by superiors (Primary Data, 2023).

Based on the above issues, a study titled "The Influence of Self-efficacy and Leadership on Employee Performance at PT. BTPN Syariah" was conducted to analyze the effects of these factors on facilitator performance and well-being.

## **B. METHOD**

### **Research Approach**

This study involves four variables, namely self-efficacy (X1), leadership (X2) as independent variables, Employee Performance (Y) as the dependent variable, and emotional exhaustion (Z) as the moderating variable. The method used is a survey, an approach used to collect data on beliefs, opinions, characteristics, behaviors, and variable relationships. According to Sugiyono (2022), surveys help analyze hypotheses related to sociological and psychological variables by utilizing past or present data. The survey technique involves distributing questionnaires as the main source of data collection. After obtaining responses from the questionnaires, the data is processed and analyzed using the SPSS version 26 application, using path analysis and correlation analysis to test the relationships between variables.

### **Operational Definition**

Operational definition refers to the parameters determined by the researcher to study a phenomenon with the aim of obtaining information and then making conclusions. The operational definitions in this study include:

#### **Self-efficacy (X1)**

Self-efficacy is defined as an individual's belief in their competence level in a specific field. Self-efficacy indicators include choice behavior, effort and perseverance, thought patterns, emotional reactions, and the manifestation of abilities possessed (Amalia and Framusinto, 2020:87).

#### **Leadership (X2)**

Leadership is defined as the activity of influencing others and changing individual behavior to achieve individual or group goals. Leadership indicators include the ability to foster cooperation, effectiveness, participatory leadership thinking patterns, delegation of tasks and authority, and the ability to complete tasks on time (Samsul Ariffin, 2019).

#### **Employee Performance (Y)**

Employee performance is assessed as the evaluation perceived by employees regarding their work, reflected in positive behaviors towards work and aspects of the work environment. Employee performance indicators include job, salary, promotion, supervisor, and peer evaluation (Handoko, 2020:193).

#### Emotional Exhaustion (Z)

Emotional exhaustion is considered a symptom of burnout that arises from excessive psycho-emotional demands, characterized by the loss of feelings, attention, trust, interest, and enthusiasm. Emotional exhaustion indicators include loss of feeling and attention, loss of trust, loss of interest, and loss of enthusiasm (Pines & Aronson, 2019).

#### Research Site

This research was conducted at PT. BTPN Syariah as the research object.

#### Population and Sample

According to Sugiyono (2018: 117), population refers to the homogenization area containing phenomena or topics with specific capacities and characteristics. The population in this study involves 85 facilitators at PT. BTPN Syariah. When the population size is less than 100, it is recommended to take the entire population as the sample. However, if the population size is more than 100, approximately 10-15% or 20-25% of the total population can be taken (Arikunto 2012:104). The sample in this study, the entire population, namely 82 facilitators, was taken as the sample using a census technique.

#### Data Collection Technique

The data collection technique was carried out using questionnaires (online surveys) with Likert Scale to assess the attitudes, opinions, and perceptions of respondents (Sujarweni, 2020:94).

#### Data Analysis Technique

Data analysis involves the use of SPSS 26.0 software. According to (Bahri, 2018:155), the data analysis phase includes respondent description, respondent answer description, validity and reliability tests, descriptive statistical analysis, research instrument tests (t-test and F-test), and determination coefficients (R<sup>2</sup>).

#### Descriptive Statistical Analysis

Descriptive statistics are used to describe respondent data, including characteristics such as gender, age, education, and length of employment. The analysis also includes indices to evaluate respondent responses to research variables (Miranda Alvares et al., 2020).

#### Research Instrument Test

Instrument testing involves validity and reliability tests. Validity testing assesses the extent to which the instrument can measure what should be measured, while reliability testing measures the reliability and consistency of the instrument. This test was conducted on 85 facilitator respondents at PT. BTPN Syariah. If the calculated r-value > table r-value at a significant level ( $\alpha = 0.05$ ), the research instrument is considered valid (Mujiatun et al., 2019).

Reliability testing is done by examining the correlation coefficient between the questions in the research instrument (Bahri, 2018: 117). A reliable measure has a high level of reliability determined by a number called the reliability coefficient ranging from 0–1. The higher the reliability coefficient, which approaches one, the more reliable the measuring instrument (Nasution, 2017).

## Hypothesis Testing

Hypotheses are tentative statements that require testing to determine their truth. In this study, the tested hypotheses include:

### Determination Coefficient (R<sup>2</sup>)

R<sup>2</sup> analysis is used to evaluate the extent to which independent variables collectively influence dependent variables. An R<sup>2</sup> value close to 1 indicates a strong model, while a value close to 0 indicates a weak contribution. The formula for measuring the contribution of independent variables:  $D = R^2 \times 100\%$  Where:

- D is the Determination Coefficient,
- R is the Correlation Coefficient between Independent Variables and Dependent Variables.

### Partial Significance Test (t-test)

The t-test is used to assess the significance of the individual influence of independent variables on the dependent variable. Criteria:

- H<sub>0</sub> rejected, H<sub>a</sub> accepted if  $T_{\text{calculation}} > T_{\text{table}}$
- H<sub>0</sub> accepted, H<sub>a</sub> rejected if  $T_{\text{calculation}} \leq T_{\text{table}}$

### Simultaneous Significance Test (F-test)

The F-test is used to assess the significance of the regression model simultaneously. Criteria:

- H<sub>0</sub> rejected:  $F_{\text{calculation}} > F_{\text{table}}$
- H<sub>0</sub> accepted:  $F_{\text{calculation}} < F_{\text{table}}$

## C. RESULT AND DISCUSSION

### Description of Respondent

Characteristics This study utilized questionnaires distributed to employees of PT. BTPN. The sample size for the study comprised 82 employees. Below are the characteristics of the 82 respondents based on Gender, Age, and Education:

Tabel 4.1 Characteristics of Respondents

<b>Gender</b>	<b>Frequency</b>	<b>percentage</b>
a. Male	35	42,68%
b. Female	47	57,31%
<b>Total</b>	<b>82</b>	<b>100%</b>
<b>Age</b>		
a. 20-25 Years Old	21	25,60%
b. 26-30 Years Old	34	41,46%
c. >31 Years Old	27	32,92%
<b>Total</b>	<b>82</b>	<b>100%</b>
<b>The education level:</b>		
a. SLTA Sederajat	8	9,75%
b. D1	0	0%
c. D2	0	0%
d. D3	3	3,65%
e. S1	71	86,58%
<b>Total</b>	<b>82</b>	<b>100%</b>

Source: Data Collection

Description of Research Variables

Based on the collected data, responses from the respondents have been summarized and then analyzed to determine the descriptive statistics for each variable. The assessment of respondents is based on the following criteria:

The lowest assessment score is: 1

The highest assessment score is: 5

Interval =  $5 - 1 = 0.80$

Thus, the assessment boundaries for each variable are as follows:

1.00-1.79 = Very Low

1.80-2.59 = Low

2.60-3.39 = Fair

3.40-4.19 = High

4.20-5.00 = Very High

Data collection for the employee performance variable was conducted using a Likert scale questionnaire. The summarized data from respondents in this study for the variables of self-efficacy, leadership, Employee Performance, and emotional fatigue are as follows:

Table 4.2 Recapitulation of Respondent Data

Variable	Value	Category
self-efficacy (X1)	2,85	Fair
Leadership(X2)	3,05	Fair
Emotional Fatigue (Z)	3,64	High
Employee Performance (Y)	3,45	High

Source: Data Collection

From the respondents' answers regarding the variables of self-efficacy (X1) and leadership (X2) as independent variables, it is found that both aspects have a positive influence on Employee Performance (Y) as the dependent variable. This is evident from the majority of respondents who answered "strongly agree" and "agree," more than 50%. Thus, it can be said that employees are satisfied with their work. This influence is also apparent in emotional fatigue (Z) as a moderating variable, which indicates that high Employee Performance is associated with lower levels of emotional fatigue. This can be seen from the quality and quantity of work that employees can rely on, as well as the positive attitude of employees in their work. Effective leadership and high levels of self-efficacy not only enhance Employee Performance but also play a role in reducing emotional fatigue, indicating a synergistic relationship between the independent, dependent, and moderating variables in this study.

### Validity Test

1. **Self-Efficacy (X1):** The value of the correlation coefficient (r) is 0.647. Since the calculated value of r is greater than the tabulated value of r (0.647 > 0.217) at a significance level of 5%, the questions related to self-efficacy are considered valid. This indicates that these questions have a significant and strong correlation in measuring the self-efficacy construct in this study.
2. **Leadership (X2):** The value of the correlation coefficient (r) is 0.554. Since the calculated value of r is greater than the tabulated value of r (0.554 > 0.217) at a significance level of 5%, the questions related to leadership are considered

valid. This indicates that these questions are effective in measuring the leadership construct in this study.

3. **Emotional Fatigue (Z) as a Moderating Variable:** The value of the correlation coefficient ( $r$ ) is 0.604. Since the calculated value of  $rr$  is greater than the tabulated value of  $rr$  ( $0.604 > 0.217$ ) at a significance level of 5%, the questions related to emotional fatigue are considered valid as a moderating variable. This indicates that these questions have a significant and strong correlation in measuring the emotional fatigue construct in its role as a moderating variable in this study.
4. **Employee Performance (Y):** The value of the correlation coefficient ( $r$ ) is 0.696. Since the calculated value of  $rr$  is greater than the tabulated value of  $rr$  ( $0.696 > 0.217$ ) at a significance level of 5%, the questions related to Employee Performance are considered valid. This indicates that these questions have a significant and strong correlation in measuring the Employee Performance construct in this study.

### Reliability Test

1. **Alpha Cronbach's Value for Self-Efficacy:** The value of Cronbach's alpha is 0.860. This variable is considered reliable because the value of Cronbach's alpha is greater than 0.60, i.e.,  $0.860 > 0.600$ .  $0.860 > 0.60$ . This indicates that the questions related to self-efficacy have high consistency in measuring this construct in the study.
2. **Alpha Cronbach's Value for Leadership:** The value of Cronbach's alpha is 0.865. This variable is considered reliable because the value of Cronbach's alpha is greater than 0.60, i.e.,  $0.865 > 0.600$ .  $0.865 > 0.60$ . This indicates that the questions related to leadership have high consistency in measuring this construct in the study.
3. **Alpha Cronbach's Value for Emotional Fatigue:** The value of Cronbach's alpha is 0.917. This variable is considered reliable because the value of Cronbach's alpha is greater than 0.60, i.e.,  $0.917 > 0.600$ .  $0.917 > 0.60$ . This indicates that the questions related to emotional fatigue have high consistency in measuring this construct in the study.
4. **Alpha Cronbach's Value for Employee Performance:** The value of Cronbach's alpha is 0.832. This variable is considered reliable because the value of Cronbach's alpha is greater than 0.60, i.e.,  $0.832 > 0.600$ .  $0.832 > 0.60$ . This indicates that the questions related to Employee Performance have high consistency in measuring this construct in the study.

### Classical Assumption Test

1. **Normality Test:** Normality is tested to determine whether the disturbance or residual variables in the regression model have a normal distribution. Normality in this study is tested using the One-Sample Kolmogorov-Smirnov test. The results of the normality test with the One-Sample Kolmogorov-Smirnov test can be found in Table 4.3 as attached below.

Tabel 4.3 Normality Test

		<i>Unstandardized Residue</i>
<i>N</i>		82
<i>Normal Parameters<sup>a, b</sup></i>	<i>Mean</i>	.00
	<i>Std. Deviation</i>	1.925
<i>Most Extreme Differences</i>	<i>Absolute</i>	.108
	<i>Positive</i>	.108
	<i>Negative</i>	-.099
<i>Kolmogorov-Smirnov</i>		.975
<i>Asymp. Sig. (2-tailed)<sup>c</sup></i>		.298 <sup>d</sup>

Source: Data Processing

From the results of the normality test in Table 6, it can be observed that all variables in this study have significance values greater than 0.05 ( $\text{sig} > 0.05$ ). This indicates that all research variables in this regression model have a normal distribution. Therefore, it can be concluded that the distribution of all research variables in this regression model is normal, as indicated by the significance result of 0.298.

2. **Multicollinearity Test**

Multicollinearity test was conducted using the Variance Inflation Factor (VIF) and tolerance values from the regression model. The regression model is considered free from multicollinearity if the VIF value is  $< 10$  and the tolerance value is  $> 0.10$ . Below are the results of the multicollinearity test:

Tabel 4.4 Uji Multikolinieritas

<i>Coefficients<sup>a</sup></i>			
<i>Model</i>		<i>Collinearity Statistics</i>	
		<i>Tolerance</i>	<i>VIF</i>
1	<i>(Constant)</i>		
	Self-efficacy	.412	2.430
	Leadership	.412	2.430

a. *Dependent Variable:* Employee Performance

Source: Data Processing

From Table 4.4 above, the calculation results of VIF and Tolerance values can be observed. The VIF value for Self-efficacy is 2.430 with a Tolerance of 0.412, while the value for Leadership is 1.020 with a Tolerance of 0.412. All these values meet the criteria for multicollinearity, namely tolerance values greater than 0.1 and VIF values less than 10. Thus, it can be concluded that there is no indication of multicollinearity among independent variables in the regression equation.

Hypothesis Testing

Regression Analysis

Based on the results of the classical assumption tests, it can be concluded that the data in this study show a normal distribution and do not exhibit heteroscedasticity or multicollinearity. Therefore, the available data meet the requirements for using a simple



regression model. Simple regression analysis is used to evaluate the strength of the relationship between independent and dependent variables. The results of simple regression analysis can be found in Table 4.5 below.

Tabel 4.5 Regresi Model I

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	43.663	1.564		27.921	<.001
	Self-efficacy	.137	.050	.254	2.743	.008
	Leadership	.320	.061	.484	5.216	<.001

a. Dependent Variable: Employee Performance

Source: Data Processing

Based on the regression analysis results in Table 4.5, the regression equation can be derived as follows:

$$KK = \sigma + \beta_1 SE + \beta_2 KEP$$

$$KK = 43.663 + (0.137)SE + (0.320)KEP$$

Tabel 4.6 Regresi Model II

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	41.991	1.173		35.786	<.001
	Self-efficacy	.264	.043	.489	6.114	<.001
	Leadership	.510	.074	.771	6.918	<.001
	X1.Z	.003	.001	.385	4.141	<.001
	X2.Z	.004	.001	.475	4.128	<.001

a. Dependent Variable: Employee Performance

Source: Data Processing

Based on the regression analysis results in Table 4.5, the regression equation can be expressed as follows:  $KK = \sigma + \beta_1 SE + \beta_2 KEP + \beta_3 X1Z + \beta_4 X2Z$

$$KK = 41.991 + (0.264)SE + (0.510)ROA + (0.003)X1Z +$$

$$(0.004)X2Z$$

Where:

- KK = Employee Performance (Y)
- SE = Self-efficacy (X1)
- KEP = Leadership (X2)
- Z = Emotional Exhaustion

T-test

Partial or t-test is used to evaluate the partial impact of independent variables on the dependent variable. Testing the regression results is done using t-tests at a significance level of 95% or  $\alpha = 5\%$ , with the following criteria: a. If the significance level is less than 5% (0.05), then the null hypothesis (H0) is rejected and the alternative hypothesis (Ha) is accepted. b. If the significance level is greater than 5% (0.05), then the null hypothesis (H0) is accepted and the alternative hypothesis (Ha) is rejected.

Tabel 4.7. Uji t

	<b>Variabel</b>	<b>B</b>	<b>t</b>	<b>Sig.</b>
1	(Constant)	3,865	1,986	<.051
	Self-efficacy	.317	4,775	<.000
	Leadership	.303	4,739	<.000
	X1.Z	.003	4.141	<.000
	X2.Z	.004	4.128	<.000

a. *Dependent Variable: Employee Performance*

Source: *Data Processing*

The calculation is done using the degrees of freedom (Df), which is calculated as 82 minus 4, resulting in a value of 78. At a significance level of 0.05%, the t-table value is 1.990. Based on the regression analysis for the variables self-efficacy, leadership, X1Z, and X2Z, the calculated t-values are 4,775, 4,739, 4.141, and 4.128, respectively. The significance values (sig) for all variables are 0.001, indicating the rejection of the null hypothesis (H0) and acceptance of the alternative hypothesis (Ha). Thus, it can be concluded that self-efficacy and leadership have a significant influence on Employee Performance. Additionally, emotional exhaustion, as a moderating variable, is proven to strengthen the influence of self-efficacy and leadership on Employee Performance.

Coefficient of Determination Test

The coefficient of determination indicates the extent to which the regression model can explain the observed variation in the independent variable. Here are the results of the coefficient of determination test.

Table 4.8 Determination Coefficient Test for Self-Efficacy, Leadership on Employee Performance

<i>Model</i>	<i>R</i>	<i>R Square</i>	<i>Adjusted R Square</i>	<i>Std. Error of the Estimate</i>
1	.578 <sup>a</sup>	.334	.317	3.895

a. Predictors: (Constant), *Leadership*, *Self-efficacy*

Source: *Data Processing*

Table 4.9 Coefficient of Determination Test for Self-Efficacy, Leadership, X1Z, X2Z on Employee Performance

<i>Model</i>	<i>R</i>	<i>R Square</i>	<i>Adjusted R Square</i>	<i>Std. Error of the Estimate</i>
1	.817 <sup>a</sup>	.668	.651	2.784

a. Predictors: (Constant), *X2.Z*, *Self-efficacy*, *X1.Z*, *Leadership*

Source: *Data Processing*

The calculation result of the coefficient of determination (Adjusted R<sup>2</sup>) in Table 4.8 shows a figure of 0.334 or equivalent to 33.4%. This value depicts the extent to which the independent variables can explain the observed variation in the dependent variable, which includes factors such as self-efficacy and leadership. The remaining approximately 66.6% of the variation unexplained by the variables included in the model may be influenced by other factors not included in the analysis. In Table 4.9, the coefficient of determination significantly increases to 0.668 or 66.8%. This indicates that around 66.8% of the variability in Employee Performance can be explained by the combination of self-efficacy, leadership, and emotional exhaustion as a moderating variable. Emotional exhaustion, acting as a moderating variable, proves to strengthen its influence in regulating the relationship between profitability and firm value. The remaining approximately 33.2% of Employee Performance can still be explained by other variables not included in our analysis.

These results highlight the importance of considering additional factors in a more holistic understanding of Employee Performance in the workplace.

#### F Test

The F-test aims to determine the suitability of the model used with the data available in this study. The results of the F-test are listed in Table 4.10, and the following are the analysis results obtained from this test:

Table 4.10 F Test

Model	Sum of Squares	ANOVA <sup>a</sup>		F	Sig.	
		df	Mean Square			
1	Regression	739,002	2	369,511	97,158	<.000 <sup>b</sup>
	Residual	300,453	79	3.803		
	Total	1039.476	81			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), X2.Z, Self-efficacy, X1.Z, Leadership

Source: Data Processing

The calculations presented earlier resulted in an F-value of 97,158 with a probability of 0.00. With an F-value greater than the critical value (F-table) and a probability less than 0.05 (5%), it can be concluded that the model used in the testing is appropriate. This indicates that the regression equation significantly describes how self-efficacy, leadership, and emotional exhaustion affect the level of employee performance at PT. BTPN Syariah.

### Analysis and Discussion

#### 1. The Influence of Self-efficacy on Facilitator Employee Performance at PT. BTPN Syariah

The analysis reveals a significant relationship between self-efficacy and the performance of facilitator employees at PT. BTPN Syariah. With increasing levels of self-efficacy, facilitators tend to feel more capable of completing their tasks and facing emerging challenges. This can enhance their confidence in achieving desired outcomes, ultimately contributing to higher employee performance. Therefore, it is important for management to pay attention to factors influencing facilitators' self-efficacy and implement strategies to strengthen it, thus enhancing overall employee performance.

#### 2. The Influence of Leadership on Employee Performance at PT. BTPN Syariah

The analysis indicates that leadership significantly influences the level of employee performance at PT. BTPN Syariah. Effective leadership not only provides clear direction and vision but also inspires and motivates employees. With good leadership, employees tend to feel valued, supported, and have opportunities for development, thereby enhancing their performance. Therefore, management needs to focus on fostering and developing effective leadership, as well as creating an organizational culture supportive of ensuring optimal employee performance throughout the organization.

#### 3. The Influence of Emotional Exhaustion as a Moderating Variable and Self-efficacy on Employee Performance at PT. BTPN Syariah

The analysis highlights the important role of emotional exhaustion as a moderating variable in the relationship between self-efficacy and employee performance at PT. BTPN Syariah. Emotional exhaustion, reflecting the level

of stress and psychological fatigue experienced by individuals in their jobs, can moderate the influence of self-efficacy on employee performance. When emotional exhaustion is high, the impact of high self-efficacy on employee performance may be more limited or even diminished. Therefore, management needs to focus on efforts to reduce emotional exhaustion in the workplace, such as providing psychological support, improving work-life balance, and developing effective coping strategies. Thus, enhancing employee performance may include not only increasing self-efficacy but also effectively managing emotional exhaustion as a moderating variable.

#### **4. The Influence of Emotional Exhaustion as a Moderating Variable and Leadership on Employee Performance at PT. BTPN Syariah**

The analysis indicates that emotional exhaustion as a moderating variable plays a significant role in moderating the influence of leadership on employee performance at PT. BTPN Syariah. When emotional exhaustion is high, the positive impact of leadership on employee performance may be more limited or even diminished. However, when emotional exhaustion is well managed, effective leadership can more effectively enhance employee performance. Therefore, it is important for management to focus on strategies to reduce emotional exhaustion in the workplace and strengthen effective leadership skills. Thus, improving employee performance at PT. BTPN Syariah can be achieved through wise management of emotional exhaustion and the development of strong leadership.

#### **D. CONCLUSION**

Based on the test results, it is concluded that self-efficacy and leadership have a significant influence on employee performance at PT. BTPN Syariah. The analysis indicates the significance of the regression model with an F-value of 38.764 and a probability of 0.01. The coefficient of determination (Adjusted R<sup>2</sup>) indicates the extent to which the model can explain variations in employee performance, reaching 33.4%. With the addition of the moderating variable of emotional exhaustion, the coefficient of determination increases to 66.8%, indicating the significant role of emotional exhaustion in moderating the influence of self-efficacy and leadership on employee performance. Management needs to focus on fostering self-efficacy and leadership, as well as reducing emotional exhaustion in the workplace. These actions are expected to create a more productive and supportive work environment and improve employee performance, thereby enhancing overall organizational performance. The analysis and discussion reveal that self-efficacy, leadership, and emotional exhaustion play important roles in moderating their influence on employee performance in the company. Management needs to pay attention to and manage these factors to improve employee performance and achieve organizational goals optimally.

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# LEMBAR ANGKET RESPONDEN PENGARUH SELF-EFFICACY DAN KEPIMIMPINAN TERHADAP KINERJA KARYAWAN DI PT. BTPN SYARIAH

## A. Identitas responden

Nama :  
 Jenis kelamin : laki-laki   Perempuan  
 Alamat :  
 Tanggal :

## B. Tujuan

Tujuan penggunaan lembar angket responden ini adalah untuk mengetahui Pengaruh Self- efficacy dan Kepimimpinan Terhadap Kinerja Karyawan di PT. BTPN Syariah.

## C. Petunjuk

- Berilah tanda (✓) pada kolom yang sesuai dengan pendapat anda.
- Keterangan pernyataan sebagai berikut :

STS = Sangat Tidak Setuju

TS = Tidak Setuju

N = Netral

S = Setuju

SS = Sangat Setuju

## D. Table penilaian

No	Pertanyaan	Pernyataan				
		SS	S	N	TS	STS
<b>Self efficacy (X1)</b>						
1.	Saya merasa sudah berpengalaman dalam pekerjaan saya					
2.	Saya memahami alat-alat yang dibutuhkan dalam menyelesaikan tugas kerja					
3.	Saya merasa tidak pernah mengalami masalah ketika bekerja					
4.	Saya merasa jelas dengan tugas yang diberikan atasan kepada saya					



5.	Saya merasa jelas dengan tugas yang diberikan atasan kepada saya					
6.	Saya akan mendapatkan penghargaan ketika kinerja saya bagus					
7.	Saya tetap bersemangat dalam bekerja meskipun tanpa pengawasan dari atasan					
8.	Saya harus memahami prosedur kerja yang saya dapatkan					
9.	Menurut saya, tidak ada hambatan bekerja yang saya alami di perusahaan ini					
10.	Saya dapat menemukan solusi ketika mengalami hambatan dalam bekerja					

<b>Kepemimpinan (X2)</b>					
1.	Pemimpin mampu berkomunikasi dengan baik kepada anggota mengenai strategi yang akan dilakukan.				
2.	Pemimpin ditempat saya bekerja selalu peduli terhadap permasalahan yang dihadapi pegawainya dengan memberikan arahan yang tepat.				
3.	Pemimpin di tempat saya bekerja selalu memberikan perhatian dan motivasi para pegawainya untuk selalu giat dalam bekerja.				
4.	Pemimpin ditempat saya bekerja mampu mengajak anggotanya untuk bekerja dalam tim yang solid dan harmonis.				
5.	Pemimpin ditempat saya bekerja mampu mendorong para anggotanya untuk memiliki tekad dalam menyelesaikan tugas dengan tuntas.				
6.	Pimpinan ditempat kerja saya mampu merangsang anggota untuk membekali diri dengan pengetahuan dan keahlian, semisal dengan memberikan pelatihan keahlian atau pengetahuan dalam jobdes yang saya kerjakan.				
7.	Pimpinan ditempat saya bekerja selalu bisa mengajak seluruh anggotanya untuk menghormati perbedaan dan keyakinan yang dianut anggota lainnya.				
8.	Pimpinan ditempat saya bekerja				

	mampu menghargai setiap perbedaan pendapat untuk tujuan yang lebih baik.					
9.	Saya memiliki kepercayaan kepada pimpinan saya, bahwa pimpinan saya bisa melakukan perubahan yang lebih baik untuk instansi.					
10.	Pemimpin tempat saya bekerja memiliki strategi yang jelas dan realistis (masuk akal) dalam setiap agenda kerja yang dibuatnya.					

No	Pertanyaan	Pernyataan				
		SS	S	N	TS	STS
<b>Kinerja Karyawan (Y)</b>						
1.	Saya mampu berkomitmen atas kualitas kerja sesuai dengan standar yang telah ditetapkan oleh instansi.					
2.	Saya mampu berkomitmen atas kualitas kerja sesuai dengan standar yang telah ditetapkan oleh instansi.					
3.	Guna mencapai hasil yang maksimal, saya senantiasa fokus pada pencapaian target.					
4.	Pimpinan ditempat saya bekerja senantiasa memberikan target yang realistis (masuk akal) dalam suatu pekerjaan.					
5.	Instansi saya menetapkan pekerjaan yang bersifat transparan dan dapat di pertanggungjawabkan.					
6.	Saya diwajibkan menyelesaikan pekerjaan tepat waktu					
7.	Saya mampu berkomitmen terhadap pentingnya ketepatan waktu penyelesaian atas pekerjaan.					
8.	Pimpinan ditempat saya bekerja mampu menghargai setiap perbedaan pendapat untuk tujuan yang lebih baik.					
9.	Saya memiliki kepercayaan kepada pimpinan saya, bahwa pimpinan saya bisa melakukan perubahan yang lebih baik untuk instansi.					
10	Pemimpin tempat saya bekerja memiliki strategi yang jelas dan realistis (masuk akal) dalam setiap agenda kerja yang dibuatnya.					

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Elvian	fhrifahrezy@gmail.com	21
Fachri Fahrezi	andysyahputra36@gmail.com	37
Andy Syahputra	irfnsyahp@gmail.com	36
Irfansyah Putra	d.aditya36@gmail.com	45
Ditto Aditya	ahmad.nur@gmail.com	38
Ahmad Nur	rendyafran@gmail.com	33
Rendy Afransyah	setiawan.aji23@gmail.com	25
Aji Setiawan	r.muhammad33@gmail.com	26
Muhammad Riza	<u><a href="mailto:rizamuhammad12@gmail.com">rizamuhammad12@gmail.com</a></u>	27

**Variable X1 Self Efficacy**

RESPONDEN	X1.1	X1.1	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	Total
1	2	2	4	1	1	5	3	3	5	4	30
2	1	2	1	3	3	4	5	4	5	5	33
3	5	5	5	5	4	5	3	3	5	3	43
4	5	5	3	5	5	4	4	5	5	5	46
5	4	4	3	4	4	4	4	4	4	4	39
6	5	4	5	4	5	4	5	4	5	4	45
7	4	4	3	4	4	5	5	4	3	4	40
8	4	4	3	4	4	5	4	4	3	4	39
9	5	5	3	4	4	2	4	5	4	3	39
10	4	4	4	4	4	4	4	4	4	4	40
11	2	2	2	2	2	2	1	1	1	2	17
12	4	4	4	4	4	4	4	4	4	4	40
13	4	5	4	5	5	5	5	5	4	4	46
14	4	4	4	4	4	4	4	4	4	4	40
15	4	4	4	4	4	4	4	4	4	4	40
16	5	4	4	4	4	4	4	4	5	4	42
17	5	5	5	5	5	5	5	5	5	5	50
18	4	5	4	4	4	4	4	5	4	4	42
19	3	5	2	5	5	5	5	5	5	5	45
20	4	4	4	4	4	4	4	4	4	4	40
21	4	4	4	4	4	4	5	4	4	5	42
22	4	4	2	4	4	4	4	4	4	4	38
23	5	5	5	5	5	5	5	5	5	5	50
24	5	3	2	5	4	5	5	3	3	3	38
25	5	4	4	5	4	5	4	3	4	4	42
26	4	5	5	5	5	5	5	4	5	5	48
27	5	4	5	4	5	4	5	4	5	4	45
28	5	4	5	4	5	4	5	4	5	4	45
29	5	4	5	4	5	4	5	4	5	4	45
30	4	4	3	4	4	3	4	4	3	4	37
31	3	4	3	4	4	4	4	4	4	4	38
32	5	4	4	5	5	5	4	5	5	4	46
33	5	5	5	5	4	5	5	5	4	5	48
34	4	4	2	3	3	4	2	4	2	3	31
35	4	4	5	5	4	5	5	5	5	4	46
36	5	5	5	3	5	5	4	5	5	5	47
37	4	3	5	5	5	5	5	5	4	5	46
38	4	5	5	5	4	4	5	5	4	4	45
39	4	5	5	5	4	4	5	5	4	4	45
40	5	5	4	4	5	5	5	4	5	5	47
41	4	5	4	5	4	5	5	5	4	5	46
42	5	5	4	5	5	4	5	5	5	5	48
43	4	4	4	4	4	4	4	4	4	4	40
44	5	5	5	4	5	5	4	5	5	4	47
45	3	4	3	3	3	4	3	3	3	3	32
46	5	4	5	5	5	5	5	5	4	5	48

47	4	3	4	5	5	5	4	5	5	5	45
48	4	4	5	4	5	5	5	4	5	5	46
49	5	4	5	3	4	5	5	4	4	5	44
50	3	4	5	5	5	3	5	4	5	5	44
51	4	4	5	5	5	5	5	4	4	4	45
52	5	5	4	4	5	5	5	5	5	5	48
53	4	4	5	5	5	4	4	4	5	5	45
54	4	4	4	5	4	5	5	4	4	4	43
55	4	4	4	4	4	4	4	4	4	4	40
56	4	5	2	5	5	5	5	5	4	4	44
57	5	4	5	5	5	4	5	5	5	5	48
58	5	4	5	5	4	4	5	5	4	5	46
59	5	5	4	3	5	5	5	5	4	5	46
60	4	5	5	4	5	4	5	5	5	5	47
61	5	5	4	5	5	3	5	5	4	4	45
62	5	4	5	3	5	5	5	4	5	5	46
63	5	4	5	4	5	5	4	4	4	4	44
64	5	5	5	4	5	4	5	5	4	5	47
65	5	5	5	5	4	5	5	5	5	5	49
66	5	5	4	5	5	5	4	5	5	4	47
67	5	5	4	4	5	4	4	5	5	5	46
68	4	5	4	5	5	5	4	5	4	5	46
69	5	5	4	5	4	5	5	5	3	5	46
70	5	5	4	5	5	5	4	5	5	5	48
71	4	5	5	5	4	5	5	4	5	4	46
72	4	5	5	4	5	5	3	5	5	5	46
73	5	4	4	5	5	4	5	5	5	4	46
74	4	5	4	5	5	4	5	4	5	4	45
75	5	5	4	5	4	5	5	5	5	4	47
76	4	5	4	4	5	5	5	4	4	5	45
77	5	5	4	4	5	4	4	5	5	5	46
78	5	3	5	5	3	3	5	5	4	4	42
79	5	5	4	4	4	5	4	5	4	4	44
80	4	4	5	5	5	5	5	5	5	5	48
81	5	5	4	4	4	4	5	5	4	5	45
82	4	5	4	5	5	4	5	5	5	5	47



### Variable X2 Kepemimpinan

RESPONDEN	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	Total
1	4	4	2	5	5	5	3	4	2	5	39
2	4	4	5	3	3	2	2	5	4	2	34
3	4	4	1	3	3	1	3	4	3	5	31
4	5	4	5	4	5	5	5	5	5	5	48
5	4	4	4	4	4	4	4	4	4	4	40
6	4	5	4	5	4	5	4	5	4	5	45
7	4	4	4	5	4	5	5	4	3	4	42
8	5	4	5	5	5	4	5	5	4	4	46
9	5	3	3	4	2	4	3	3	3	4	34
10	4	4	4	4	4	4	4	4	4	4	40
11	1	1	1	1	1	1	1	1	1	1	10
12	4	4	4	4	4	4	4	4	4	4	40
13	5	5	5	5	4	5	4	5	4	4	46
14	4	4	4	4	4	4	4	4	4	4	40
15	4	4	4	4	4	4	4	4	4	4	40
16	5	4	5	5	5	5	5	4	4	4	46
17	5	5	5	5	5	5	5	5	5	5	50
18	4	4	4	5	5	4	5	4	4	5	44
19	5	5	5	5	5	5	5	5	5	5	50
20	5	4	4	4	4	4	4	3	3	4	39
21	4	5	4	4	4	4	4	4	4	4	41
22	4	4	4	4	4	4	4	4	4	4	40
23	5	5	5	5	5	5	5	5	5	5	50
24	4	5	5	5	5	5	5	5	5	5	49
25	5	5	5	4	4	4	5	4	4	4	44
26	4	4	5	5	5	4	4	5	5	5	46
27	4	5	4	5	4	5	4	5	4	5	45
28	4	5	4	5	4	5	4	5	4	5	45
29	4	5	4	5	4	5	4	5	4	5	45
30	4	4	4	4	4	5	5	4	4	4	42
31	4	3	4	4	4	4	4	4	4	4	39
32	5	4	5	5	4	4	5	5	5	5	47
33	4	5	5	4	3	5	4	5	5	5	45
34	4	3	3	4	4	3	4	4	4	4	37
35	5	4	4	5	5	5	4	5	5	5	47
36	4	5	5	4	5	5	5	4	5	5	47
37	4	5	5	4	5	4	5	5	5	4	46
38	3	5	5	5	4	5	4	5	5	5	46
39	5	4	5	5	5	5	4	5	4	5	47
40	5	4	5	4	5	5	5	4	5	4	46
41	5	4	5	5	4	5	5	4	5	4	46
42	5	4	4	5	5	4	4	5	5	5	46
43	4	4	4	4	4	4	4	4	4	4	40
44	5	4	5	4	5	5	4	4	5	5	46
45	5	5	3	4	4	3	4	4	3	3	38
46	5	4	5	4	5	4	4	5	5	5	46

47	5	4	5	5	5	4	5	4	5	5	47
48	5	4	5	4	5	5	4	5	5	4	46
49	5	4	5	5	5	4	5	4	5	5	47
50	2	3	2	3	4	4	5	5	4	3	35
51	5	4	5	4	5	4	5	3	3	5	43
52	4	4	5	5	5	4	5	4	5	5	46
53	5	5	2	4	5	5	5	5	5	4	45
54	4	4	5	5	4	4	4	5	5	5	45
55	4	4	5	5	4	4	4	4	4	4	42
56	4	4	4	4	4	4	4	4	4	4	40
57	3	5	5	4	5	4	5	4	5	5	45
58	5	5	3	5	5	4	4	5	5	4	45
59	5	5	4	4	5	5	5	5	4	1	43
60	4	5	5	5	3	4	5	5	4	5	45
61	5	4	5	4	5	5	4	5	5	4	46
62	5	5	5	4	4	5	5	4	5	4	46
63	5	4	5	4	5	5	5	4	5	4	46
64	5	3	4	5	5	4	5	4	5	5	45
65	4	4	5	5	5	4	5	5	5	4	46
66	4	4	5	5	3	2	3	2	4	5	37
67	5	4	5	5	5	4	5	5	5	4	47
68	4	3	4	5	5	4	5	4	3	4	41
69	4	3	5	5	3	4	4	5	5	4	42
70	5	4	5	4	5	5	4	5	5	4	46
71	4	5	4	5	5	4	5	5	5	4	46
72	4	5	4	5	5	4	5	5	4	4	45
73	4	5	4	5	4	5	5	5	4	5	46
74	3	5	5	4	3	4	5	5	4	5	43
75	4	5	5	4	5	4	5	5	4	3	44
76	5	5	4	3	5	5	5	4	5	3	44
77	4	5	4	5	4	5	4	5	4	5	45
78	2	4	5	5	5	5	4	5	4	5	44
79	4	5	4	5	4	5	5	5	5	4	46
80	4	4	5	5	4	4	5	5	4	4	44
81	4	5	4	4	5	5	4	5	5	4	45
82	4	5	5	5	5	4	5	5	3	4	45



46	5	4	4	5	5	4	5	32
47	5	3	3	4	4	4	3	26
48	5	3	5	5	3	5	4	30
49	5	4	5	5	4	5	5	33
50	4	5	5	4	5	5	5	33
51	5	4	5	5	4	5	5	33
52	4	5	5	4	4	5	5	32
53	5	4	5	5	5	5	4	33
54	4	4	4	4	4	4	5	29
55	4	4	4	4	4	4	4	28
56	5	5	5	5	5	5	5	35
57	5	4	5	5	4	5	5	33
58	5	4	5	4	5	5	3	31
59	5	4	3	4	4	5	5	30
60	3	5	5	5	4	4	5	31
61	5	4	4	5	5	4	5	32
62	5	4	5	5	4	5	5	33
63	5	5	4	5	5	4	5	33
64	5	4	5	5	5	5	4	33
65	4	5	5	4	5	5	4	32
66	4	5	5	4	5	5	4	32
67	5	3	4	5	5	3	5	30
68	5	4	5	5	4	5	5	33
69	5	4	5	5	4	5	4	32
70	4	4	5	4	5	5	4	31
71	5	3	5	5	5	4	5	32
72	4	5	4	5	4	5	5	32
73	4	5	4	5	5	4	5	32
74	5	5	4	4	5	5	5	33
75	4	5	4	3	5	5	4	30
76	4	4	5	5	5	4	5	32
77	5	3	5	5	5	4	5	32
78	5	5	5	4	5	5	5	34
79	3	5	4	5	5	5	5	32
80	4	4	4	5	5	5	5	32
81	4	5	4	5	5	5	5	33
82	5	4	5	5	4	4	4	31

```

CORRELATIONS
/VARIABLES=x1 x2 x3 x4 x5 x6 x7 x8 x9 x10 total
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE .

```

## Correlations

[DataSet2]

Correlations

		x1	x2	x3	x4	x5	x6
x1	Pearson Correlation	1	,516**	,463**	,374**	,515**	,195
	Sig. (2-tailed)		,000	,000	,001	,000	,079
	N	82	82	82	82	82	82
x2	Pearson Correlation	,516**	1	,264*	,419**	,549**	,232*
	Sig. (2-tailed)	,000		,017	,000	,000	,036
	N	82	82	82	82	82	82
x3	Pearson Correlation	,463**	,264*	1	,267*	,390**	,231*
	Sig. (2-tailed)	,000	,017		,015	,000	,036
	N	82	82	82	82	82	82
x4	Pearson Correlation	,374**	,419**	,267*	1	,525**	,205
	Sig. (2-tailed)	,001	,000	,015		,000	,065
	N	82	82	82	82	82	82
x5	Pearson Correlation	,515**	,549**	,390**	,525**	1	,275*
	Sig. (2-tailed)	,000	,000	,000	,000		,012
	N	82	82	82	82	82	82
x6	Pearson Correlation	,195	,232*	,231*	,205	,275*	1
	Sig. (2-tailed)	,079	,036	,036	,065	,012	
	N	82	82	82	82	82	82
x7	Pearson Correlation	,311**	,287**	,360**	,508**	,493**	,273*
	Sig. (2-tailed)	,005	,009	,001	,000	,000	,013
	N	82	82	82	82	82	82
x8	Pearson Correlation	,444**	,588**	,296**	,498**	,533**	,228*
	Sig. (2-tailed)	,000	,000	,007	,000	,000	,039
	N	82	82	82	82	82	82
x9	Pearson Correlation	,252*	,290**	,473**	,280*	,526**	,290**
	Sig. (2-tailed)	,023	,008	,000	,011	,000	,008
	N	82	82	82	82	82	82
x10	Pearson Correlation	,185	,323**	,372**	,242*	,523**	,373**
	Sig. (2-tailed)	,097	,003	,001	,029	,000	,001
	N	82	82	82	82	82	82
total	Pearson Correlation	,647**	,663**	,641**	,648**	,794**	,482**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000
	N	82	82	82	82	82	82

**Correlations**

		x7	x8	x9	x10	total
x1	Pearson Correlation	,311**	,444**	,252*	,185	,647**
	Sig. (2-tailed)	,005	,000	,023	,097	,000
	N	82	82	82	82	82
x2	Pearson Correlation	,287**	,588**	,290**	,323**	,663**
	Sig. (2-tailed)	,009	,000	,008	,003	,000
	N	82	82	82	82	82
x3	Pearson Correlation	,360**	,296**	,473**	,372**	,641**
	Sig. (2-tailed)	,001	,007	,000	,001	,000
	N	82	82	82	82	82
x4	Pearson Correlation	,508**	,498**	,280*	,242*	,648**
	Sig. (2-tailed)	,000	,000	,011	,029	,000
	N	82	82	82	82	82
x5	Pearson Correlation	,493**	,533**	,526**	,523**	,794**
	Sig. (2-tailed)	,000	,000	,000	,000	,000
	N	82	82	82	82	82
x6	Pearson Correlation	,273*	,228*	,290**	,373**	,482**
	Sig. (2-tailed)	,013	,039	,008	,001	,000
	N	82	82	82	82	82
x7	Pearson Correlation	1	,505**	,422**	,548**	,700**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	82	82	82	82	82
x8	Pearson Correlation	,505**	1	,430**	,589**	,754**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	82	82	82	82	82
x9	Pearson Correlation	,422**	,430**	1	,528**	,673**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	82	82	82	82	82
x10	Pearson Correlation	,548**	,589**	,528**	1	,684**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	82	82	82	82	82
total	Pearson Correlation	,700**	,754**	,673**	,684**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	82	82	82	82	82

\*\* - Correlation is significant at the 0.01 level (2-tailed).

\* - Correlation is significant at the 0.05 level (2-tailed).

```

RELIABILITY
/VARIABLES=x1 x2 x3 x4 x5 x6 x7 x8 x9 x10
/SCALE('ALL VARIABLES') ALL/MODEL=ALPHA
/SUMMARY=TOTAL .

```

## Reliability

[DataSet2]

### Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	82	100,0
	Excluded <sup>a</sup>	0	,0
	Total	82	100,0

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's Alpha	N of Items
,860	10

#### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x1	39,1707	21,353	,542	,849
x2	39,1707	21,477	,569	,847
x3	39,4024	20,663	,511	,855
x4	39,1829	21,361	,544	,849
x5	39,1098	20,420	,729	,834
x6	39,1098	22,988	,365	,862
x7	39,0488	21,109	,611	,844
x8	39,0976	20,929	,682	,838
x9	39,1707	21,230	,576	,846
x10	39,1463	21,781	,606	,845

```

RELIABILITY
/VARIABLES=x2.1 x2.2 x2.3 x2.4 x2.5 x2.6 x2.7 x2.8 x2.9 x2.10
/SCALE ('ALL VARIABLES') ALL/MODEL=ALPHA
/SUMMARY=TOTAL .

```

## Reliability

[DataSet3]

Scale: ALL VARIABLES

### Correlations

		x2.1	x2.2	x2.3	x2.4	x2.5	x2.6
x2.1	Pearson Correlation	1	,245*	,327**	,305**	,450**	,342**
	Sig. (2-tailed)		,027	,003	,005	,000	,002
	N	82	82	82	82	82	82
x2.2	Pearson Correlation	,245*	1	,313**	,356**	,329**	,468**
	Sig. (2-tailed)	,027		,004	,001	,003	,000
	N	82	82	82	82	82	82
x2.3	Pearson Correlation	,327**	,313**	1	,449**	,365**	,394**
	Sig. (2-tailed)	,003	,004		,000	,001	,000
	N	82	82	82	82	82	82
x2.4	Pearson Correlation	,305**	,356**	,449**	1	,413**	,445**
	Sig. (2-tailed)	,005	,001	,000		,000	,000
	N	82	82	82	82	82	82
x2.5	Pearson Correlation	,450**	,329**	,365**	,413**	1	,520**
	Sig. (2-tailed)	,000	,003	,001	,000		,000
	N	82	82	82	82	82	82
x2.6	Pearson Correlation	,342**	,468**	,394**	,445**	,520**	1
	Sig. (2-tailed)	,002	,000	,000	,000	,000	
	N	82	82	82	82	82	82
x2.7	Pearson Correlation	,333**	,428**	,446**	,441**	,606**	,520**
	Sig. (2-tailed)	,002	,000	,000	,000	,000	,000
	N	82	82	82	82	82	82
x2.8	Pearson Correlation	,174	,541**	,331**	,467**	,428**	,498**
	Sig. (2-tailed)	,117	,000	,002	,000	,000	,000
	N	82	82	82	82	82	82
x2.9	Pearson Correlation	,396**	,358**	,562**	,327**	,502**	,452**
	Sig. (2-tailed)	,000	,001	,000	,003	,000	,000
	N	82	82	82	82	82	82
x2.10	Pearson Correlation	,170	,268*	,319**	,603**	,264*	,316**
	Sig. (2-tailed)	,128	,015	,004	,000	,017	,004
	N	82	82	82	82	82	82
total	Pearson Correlation	,554**	,629**	,684**	,707**	,723**	,738**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000
	N	82	82	82	82	82	82



```
RELIABILITY
/VARIABLES=x2.1 x2.2 x2.3 x2.4 x2.5 x2.6 x2.7 x2.8 x2.9 x2.10
/SCALE ('ALL VARIABLES') ALL/MODEL=ALPHA
/SUMMARY=TOTAL .
```

## Reliability

[DataSet3]

### Scale: ALL VARIABLES

```
RELIABILITY
/VARIABLES=y1 y2 y3 y4 y5 y6 y7
/SCALE ('ALL VARIABLES') ALL/MODEL=ALPHA
/SUMMARY=TOTAL .
```

## Reliability

[DataSet0]

### Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	82	100,0
	Excluded <sup>a</sup>	0	,0
	Total	82	100,0

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's Alpha	N of Items
,832	7

#### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
y1	26,42683	9,729	,566	,811
y2	26,54878	9,880	,528	,817
y3	26,32927	9,384	,682	,792
y4	26,32927	9,483	,678	,793
y5	26,41463	9,875	,546	,814
y6	26,35366	10,059	,445	,831
y7	26,35366	9,441	,627	,801

Your trial period for SPSS for Windows will expire in 14 days.

```
GET
  FILE='D:\joks\JURNAL UYUN\spps dani.sav'.
DATASET NAME DataSet1 WINDOW=FRONT.
REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT y
  /METHOD=ENTER x1 x2 .
```

## Regression

[DataSet1] D:\joks\JURNAL UYUN\spps dani.sav

### Variables Entered/Removed<sup>a</sup>

Model	Variables Entered	Variables Removed	Method
1	kepemimpinan, self efficacy <sup>a</sup>		Enter

- a. All requested variables entered.  
b. Dependent Variable: kinerja karyawan

### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,843 <sup>a</sup>	,711	,704	1,950

- a. Predictors: (Constant), kepemimpinan, self efficacy

### ANOVA<sup>b</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	739,022	2	369,511	97,158	,000 <sup>a</sup>
	Residual	300,453	79	3,803		
	Total	1039,476	81			

- a. Predictors: (Constant), kepemimpinan, self efficacy  
b. Dependent Variable: kinerja karyawan

### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,865	1,946		1,986	,051
	self efficacy	,317	,066	,450	4,775	,000
	kepemimpinan	,303	,064	,447	4,739	,000

**Coefficients<sup>a</sup>**

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	self efficacy	,412	2,430
	kepemimpinan	,412	2,430

a. Dependent Variable: kinerja karyawan

**Collinearity Diagnostics<sup>a</sup>**

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	self efficacy	kepemimpinan
1	1	2,989	1,000	,00	,00	,00
	2	,008	19,056	,99	,09	,15
	3	,003	30,450	,01	,91	,85

a. Dependent Variable: kinerja karyawan

```

REGRESSION
/MISSING LISTWISE
/STATISTICS COEFF OUTS R ANOVA COLLIN TOL
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT y
/METHOD=ENTER x1 x2
/SCATTERPLOT=(*SRESID ,*ZPRED )
/RESIDUALS HIST(ZRESID) NORM(ZRESID)
/SAVE RESID .

```

## Regression

[DataSet1]

### Variables Entered/Removed<sup>b</sup>

Model	Variables Entered	Variables Removed	Method
1	kepemimpi nan, self afficacy		Enter

- a. All requested variables entered.  
b. Dependent Variable: karyawan

### Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,843 <sup>a</sup>	,711	,704	1,950

- a. Predictors: (Constant), kepemimpinan, self efficacy  
b. Dependent Variable: karyawan

### ANOVA<sup>b</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	739,022	2	369,511	97,158	,000 <sup>a</sup>
	Residual	300,453	79	3,803		
	Total	1039,476	81			

- a. Predictors: (Constant), kepemimpinan, self efficacy  
b. Dependent Variable: karyawan

### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,865	1,946		1,986	,051
	self efficacy	,317	,066	,450	4,775	,000
	kepemimpinan	,303	,064	,447	4,739	,000

**Coefficients<sup>a</sup>**

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	self efficacy	,412	2,430
	kepemimpinan	,412	2,430

a. Dependent Variable: karyawan

**Collinearity Diagnostics<sup>a</sup>**

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	self efficacy	kepemimpinan
1	1	2,989	1,000	,00	,00	,00
	2	,008	19,056	,99	,09	,15
	3	,003	30,450	,01	,91	,85

a. Dependent Variable: karyawan

**Residuals Statistics<sup>a</sup>**

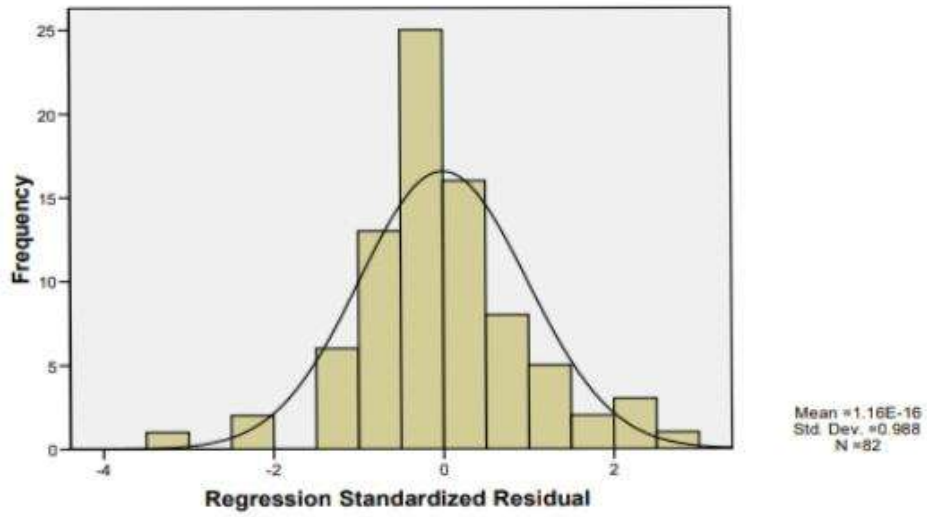
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	12,28	34,87	30,79	3,021	82
Std. Predicted Value	-6,128	1,350	,000	1,000	82
Standard Error of Predicted Value	,227	1,391	,332	,171	82
Adjusted Predicted Value	16,72	34,87	30,82	2,736	82
Residual	-6,378	5,063	,000	1,926	82
Std. Residual	-3,270	2,596	,000	,988	82
Stud. Residual	-3,303	2,632	-,006	1,042	82
Deleted Residual	-8,721	5,205	-,031	2,192	82
Stud. Deleted Residual	-3,536	2,738	-,006	1,073	82
Mahal. Distance	,106	40,232	1,976	4,928	82
Cook's Distance	,000	3,392	,059	,375	82
Centered Leverage Value	,001	,497	,024	,061	82

a. Dependent Variable: karyawan

**Charts**

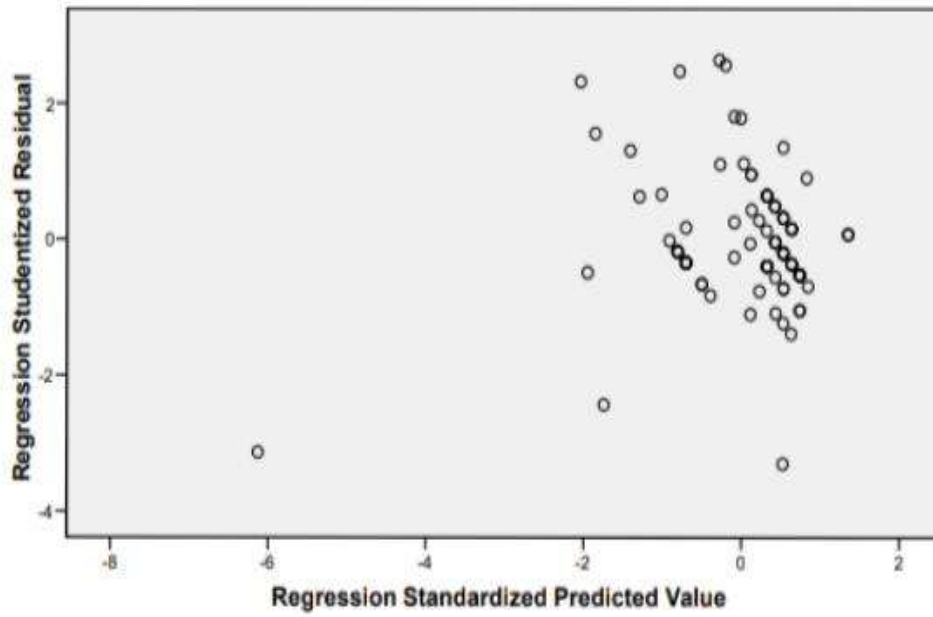
### Histogram

Dependent Variable: karyawan

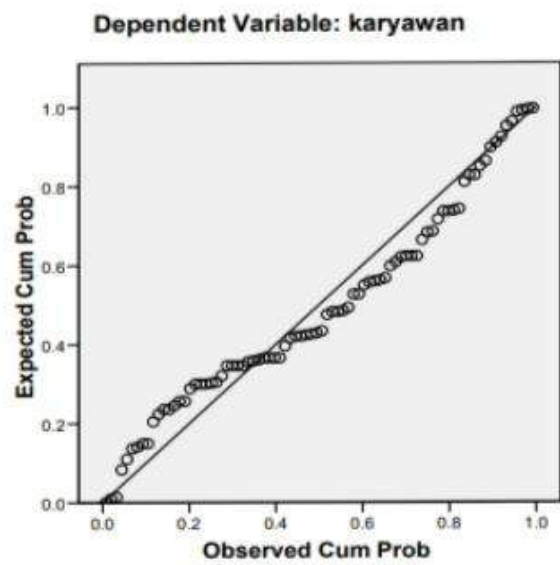


### Scatterplot

Dependent Variable: karyawan



**Normal P-P Plot of Regression Standardized Residual**





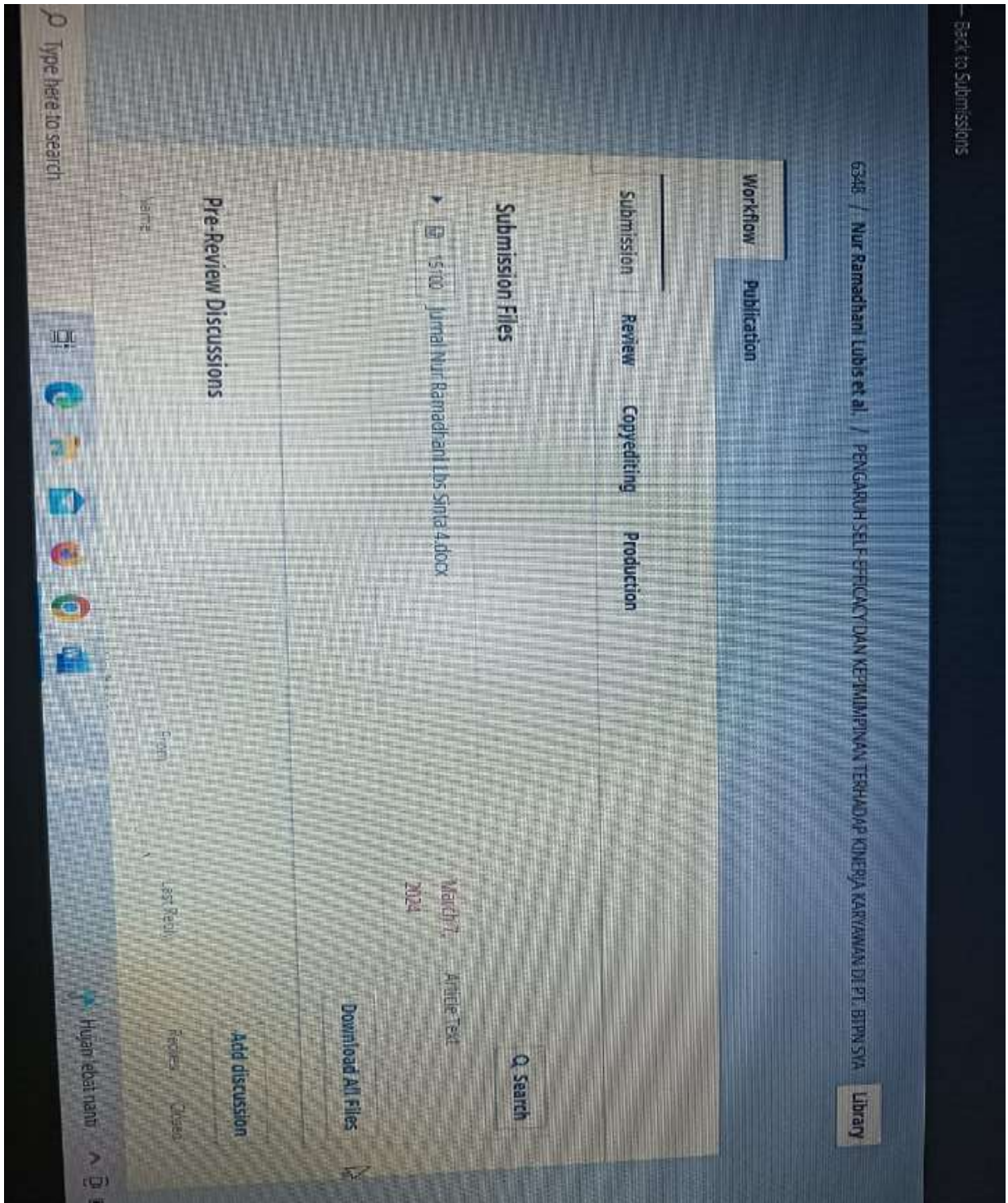
**Dokumen Bukti Korespondensi untuk karya penelitian dengan judul:  
THE INFLUENCE OF SELF-EFFICACY AND LEADERSHIP ON  
EMPLOYEE PERFORMANCE AT PT. BTPN SYARIAH**

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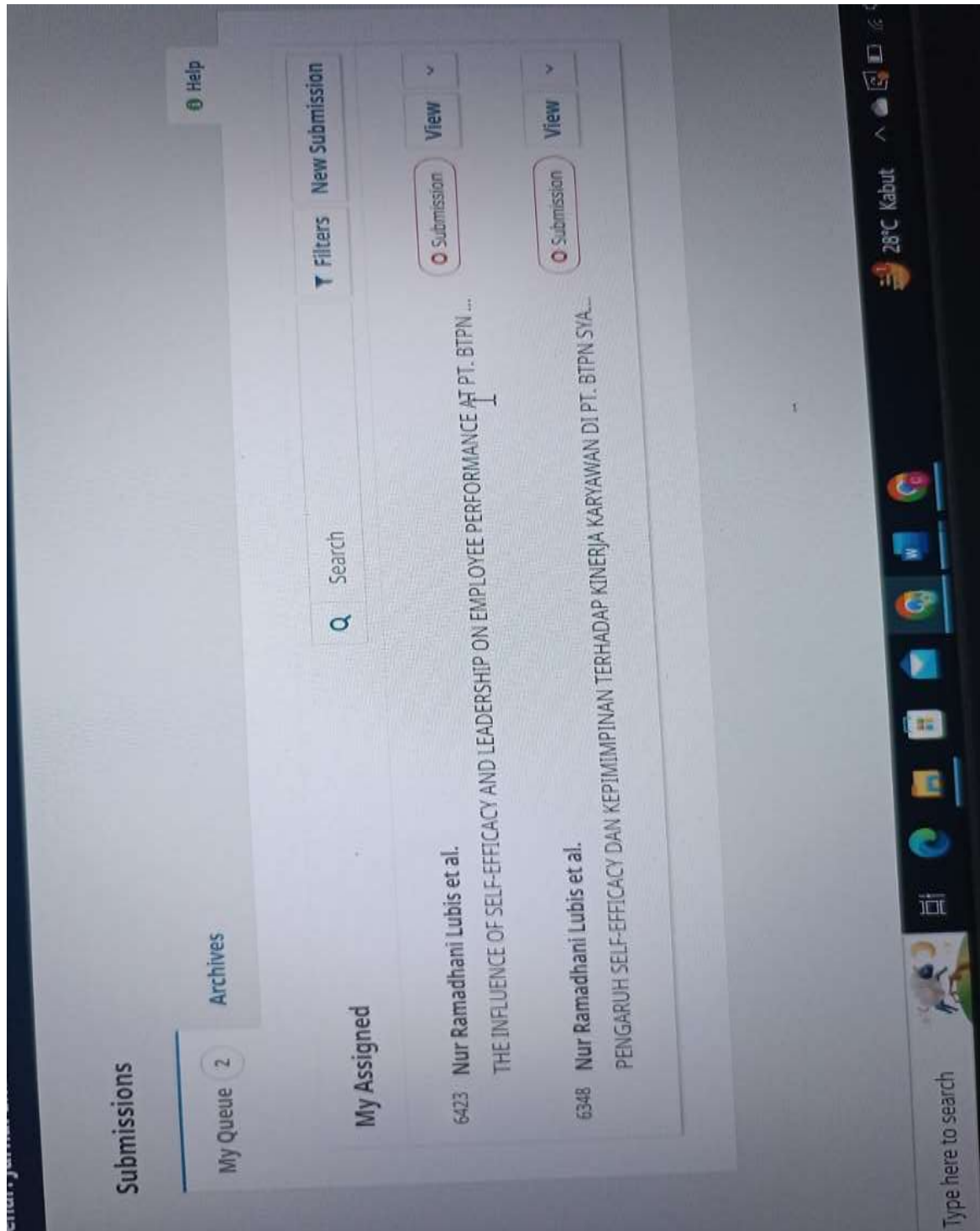
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- 1) Submission file pada Ad-Denar Jurnal ekonomi dan bisnis islam  
(07 Maret 2024 )
- 2) Proses review dan revisi artikel pada Ad-Denar Jurnal ekonomi  
dan bisnis islam (07 maret-13 maret 2024)
- 3) Revisi Final Template pada (15 maret 2024)
- 4) Surat keterangan artikel diterima pada (22 april 2024)

1) Submission file pada Ad-Denar Jurnal ekonomi dan bisnis islam



2) Proses review dan revisi artikel pada Ad-Denar Jurnal ekonomi dan bisnis islam



3) Revisi Final Template

**THE INFLUENCE OF SELF-EFFICACY AND LEADERSHIP ON  
EMPLOYEE PERFORMANCE AT PT. BTPN SYARI'AH**

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ABSTRACTS

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**Keywords:**

*Self-efficacy, This research focuses on the influence of self-efficacy and leadership on Leadership, Employee employee performance at PT. BTPN. The era of globalization demands an Performance, improvement in the quality of human resources as a key factor in achieving Emotional the company's vision and mission. PT BTPN Syariah, as part of these efforts, Exhaustion, PT. emphasizes the importance of human resource development to enhance BTPN Syariah performance. Employee performance improvement is pursued through the enhancement of self-efficacy, which is an individual's belief in their own abilities, and effective leadership. This research utilizes a survey method with an online questionnaire as a data collection tool. The results indicate that self-efficacy and leadership positively influence employee performance. Additionally, emotional exhaustion plays a role as a moderating variable, where high levels of employee performance are associated with lower levels of emotional exhaustion. Descriptive data regarding respondent characteristics include gender, age, and educational level. The entire population of facilitators at PT. BTPN Syariah (82 individuals) is taken as a sample using the census technique.*

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## **A. INTRODUCTION**

Improving the quality of human resources in the era of globalization has become crucial for companies, where employees play a vital role as the main drivers to achieve the company's vision and mission. Company performance is a key factor in assessing goal achievements, both in the short and long term (Asnawi, 2019).

Human resources are considered crucial assets that support the operational sustainability of companies. PT BTPN Syariah emphasizes the importance of human resource development as a strategy to improve performance in conducting business. Strengthening the human resource management system involves identifying functions, organizing organizational structures, and reorganizing with the aim of improving management performance (Asnawi, 2019).

Employee performance improvement can be achieved through Self-efficacy, individuals' belief in their abilities. The importance of self-efficacy and leadership style in improving employee job satisfaction is acknowledged as a key factor. Individuals with high self-efficacy are more capable of performing their jobs well (Abdullah, 2019).

Leadership factors also influence employee self-efficacy. Leadership is defined as the ability to influence groups to achieve company goals. (Mubarok & Zein, 2019) The success of improving employee performance is supported by job satisfaction, which is a determining criterion for organizational success in meeting the needs of its members (Afandi, 2021). Employee job satisfaction reflects feelings about the job and work environment. Job satisfaction drives employee performance improvement, which in turn contributes positively to the company. Conversely, low job satisfaction can create a less productive work environment (Zulfikar, 2020).

The level of job satisfaction is individual and has an impact on organizational process outcomes. Job satisfaction is influenced by internal and external organizational factors as well as individual characteristics (Bargsted et al., 2019). Emotional exhaustion, arising from job demands, can be a barrier to achieving job satisfaction and increasing employee productivity (Harahap & Khair, 2019). Essentially, emotional exhaustion, conceptualized as a response to job demands, can lead to decreased concentration and employee performance. Emotional exhaustion is identified as an indicator of burnout, which can affect employee productivity and well-being (Fuadi, 2022).

According to Kristensen, as cited in (Henndy Ginting & Hary Febriansyah, 2020), psychological fatigue or burnout is often considered a response to various job demands. Employees at this stage experience emotional exhaustion continuously over a considerable period. As a result, employees may experience mental fatigue leading to decreased concentration in task performance, even allowing neglect of job responsibilities that should be undertaken (Hasanah et al., 2019).

Pines & Aronson, as conveyed by (R.R Lia Chairia, 2019), explain that emotional exhaustion or exhaustion is an indicator of burnout conditions that produce certain feelings due to excessive psycho-emotional demands. These symptoms are characterized by the loss of feelings, attention, trust, interest, and enthusiasm. Emotional exhaustion arises as a response to excessive stress that is difficult to cope with. Field observations indicate that facilitators at PT. BTPNSyaruah are suspected of experiencing emotional exhaustion. This is observed from the frequent complaints made by facilitators about fatigue due to double workloads

and time pressure. As a result, employee work productivity decreases, which can lead to losses for the company.

PT BTPN Syariah has 23 branch offices. Observations of facilitators indicate problems related to self-efficacy, leadership, job satisfaction, and emotional exhaustion. An online questionnaire to facilitators at PT BTPN Syariah MMS Deli Serdang Branch showed issues such as 68% of facilitators finding it difficult to complete tasks from mentors. The questionnaire results also show that 43% of facilitators feel they are not given realistic targets by superiors, and only 30% feel able to commit to the institution's work quality standards. Facilitator job satisfaction is also an issue, with 65% feeling the company provides adequate facilities, but only 27% are satisfied with performance assessments during fieldwork. Facilitator emotional exhaustion is also a concern, with 51% experiencing stress due to high workloads and 75% feeling anxious about the amount of work assigned by superiors (Primary Data, 2023).

Based on the above issues, a study titled "The Influence of Self-efficacy and Leadership on Employee Performance at PT. BTPN Syariah" was conducted to analyze the effects of these factors on facilitator performance and well-being.

## **B. METHOD**

### **Research Approach**

This study involves four variables, namely self-efficacy (X1), leadership (X2) as independent variables, Employee Performance (Y) as the dependent variable, and emotional exhaustion (Z) as the moderating variable. The method used is a survey, an approach used to collect data on beliefs, opinions, characteristics, behaviors, and variable relationships. According to Sugiyono (2022), surveys help analyze hypotheses related to sociological and psychological variables by utilizing past or present data. The survey technique involves distributing questionnaires as the main source of data collection. After obtaining responses from the questionnaires, the data is processed and analyzed using the SPSS version 26 application, using path analysis and correlation analysis to test the relationships between variables.

### **Operational Definition**

Operational definition refers to the parameters determined by the researcher to study a phenomenon with the aim of obtaining information and then making conclusions. The operational definitions in this study include:

#### **Self-efficacy (X1)**

Self-efficacy is defined as an individual's belief in their competence level in a specific field. Self-efficacy indicators include choice behavior, effort and perseverance, thought patterns, emotional reactions, and the manifestation of abilities possessed (Amalia and Framusinto, 2020:87).

#### **Leadership (X2)**

Leadership is defined as the activity of influencing others and changing individual behavior to achieve individual or group goals. Leadership indicators include the ability to foster cooperation, effectiveness, participatory leadership thinking patterns, delegation of tasks and authority, and the ability to complete tasks on time (Samsul Ariffin, 2019).

#### **Employee Performance (Y)**

Employee performance is assessed as the evaluation perceived by employees regarding their work, reflected in positive behaviors towards work and aspects of the work environment. Employee performance indicators include job, salary, promotion, supervisor, and peer evaluation (Handoko, 2020:193).

#### Emotional Exhaustion (Z)

Emotional exhaustion is considered a symptom of burnout that arises from excessive psycho-emotional demands, characterized by the loss of feelings, attention, trust, interest, and enthusiasm. Emotional exhaustion indicators include loss of feeling and attention, loss of trust, loss of interest, and loss of enthusiasm (Pines & Aronson, 2019).

#### Research Site

This research was conducted at PT. BTPN Syariah as the research object.

#### Population and Sample

According to Sugiyono (2018: 117), population refers to the homogenization area containing phenomena or topics with specific capacities and characteristics. The population in this study involves 85 facilitators at PT. BTPN Syariah. When the population size is less than 100, it is recommended to take the entire population as the sample. However, if the population size is more than 100, approximately 10-15% or 20-25% of the total population can be taken (Arikunto 2012:104). The sample in this study, the entire population, namely 82 facilitators, was taken as the sample using a census technique.

#### Data Collection Technique

The data collection technique was carried out using questionnaires (online surveys) with Likert Scale to assess the attitudes, opinions, and perceptions of respondents (Sujarweni, 2020:94).

#### Data Analysis Technique

Data analysis involves the use of SPSS 26.0 software. According to (Bahri, 2018:155), the data analysis phase includes respondent description, respondent answer description, validity and reliability tests, descriptive statistical analysis, research instrument tests (t-test and F-test), and determination coefficients (R<sup>2</sup>).

#### Descriptive Statistical Analysis

Descriptive statistics are used to describe respondent data, including characteristics such as gender, age, education, and length of employment. The analysis also includes indices to evaluate respondent responses to research variables (Miranda Alvares et al., 2020).

#### Research Instrument Test

Instrument testing involves validity and reliability tests. Validity testing assesses the extent to which the instrument can measure what should be measured, while reliability testing measures the reliability and consistency of the instrument. This test was conducted on 85 facilitator respondents at PT. BTPN Syariah. If the calculated r-value > table r-value at a significant level ( $\alpha = 0.05$ ), the research instrument is considered valid (Mujiatun et al., 2019).

Reliability testing is done by examining the correlation coefficient between the questions in the research instrument (Bahri, 2018: 117). A reliable measure has a high level of reliability determined by a number called the reliability coefficient ranging from 0–1. The higher the reliability coefficient, which approaches one, the more reliable the measuring instrument (Nasution, 2017).



## Hypothesis Testing

Hypotheses are tentative statements that require testing to determine their truth. In this study, the tested hypotheses include:

### Determination Coefficient (R<sup>2</sup>)

R<sup>2</sup> analysis is used to evaluate the extent to which independent variables collectively influence dependent variables. An R<sup>2</sup> value close to 1 indicates a strong model, while a value close to 0 indicates a weak contribution. The formula for measuring the contribution of independent variables:  $D = R^2 \times 100\%$  Where:

- D is the Determination Coefficient,
- R is the Correlation Coefficient between Independent Variables and Dependent Variables.

### Partial Significance Test (t-test)

The t-test is used to assess the significance of the individual influence of independent variables on the dependent variable. Criteria:

- H<sub>0</sub> rejected, H<sub>a</sub> accepted if  $T_{\text{calculation}} > T_{\text{table}}$
- H<sub>0</sub> accepted, H<sub>a</sub> rejected if  $T_{\text{calculation}} \leq T_{\text{table}}$

### Simultaneous Significance Test (F-test)

The F-test is used to assess the significance of the regression model simultaneously. Criteria:

- H<sub>0</sub> rejected:  $F_{\text{calculation}} > F_{\text{table}}$
- H<sub>0</sub> accepted:  $F_{\text{calculation}} < F_{\text{table}}$

## C. RESULT AND DISCUSSION

### Description of Respondent

Characteristics This study utilized questionnaires distributed to employees of PT. BTPN. The sample size for the study comprised 82 employees. Below are the characteristics of the 82 respondents based on Gender, Age, and Education:

Tabel 4.1 Characteristics of Respondents

<b>Gender</b>	<b>Frequency</b>	<b>percentage</b>
a. Male	35	42,68%
b. Female	47	57,31%
<b>Total</b>	<b>82</b>	<b>100%</b>
<b>Age</b>		
a. 20-25 Years Old	21	25,60%
b. 26-30 Years Old	34	41,46%
c. >31 Years Old	27	32,92%
<b>Total</b>	<b>82</b>	<b>100%</b>
<b>The education level:</b>		
a. SLTA Sederajat	8	9,75%
b. D1	0	0%
c. D2	0	0%
d. D3	3	3,65%
e. S1	71	86,58%
<b>Total</b>	<b>82</b>	<b>100%</b>

Source: Data Collection

Description of Research Variables

Based on the collected data, responses from the respondents have been summarized and then analyzed to determine the descriptive statistics for each variable. The assessment of respondents is based on the following criteria:

The lowest assessment score is: 1

The highest assessment score is: 5

Interval =  $5 - 1 = 0.80$

Thus, the assessment boundaries for each variable are as follows:

1.00-1.79 = Very Low

1.80-2.59 = Low

2.60-3.39 = Fair

3.40-4.19 = High

4.20-5.00 = Very High

Data collection for the employee performance variable was conducted using a Likert scale questionnaire. The summarized data from respondents in this study for the variables of self-efficacy, leadership, Employee Performance, and emotional fatigue are as follows:

Table 4.2 Recapitulation of Respondent Data

Variable	Value	Category
self-efficacy (X1)	2,85	Fair
Leadership(X2)	3,05	Fair
Emotional Fatigue (Z)	3,64	High
Employee Performance (Y)	3,45	High

Source: Data Collection

From the respondents' answers regarding the variables of self-efficacy (X1) and leadership (X2) as independent variables, it is found that both aspects have a positive influence on Employee Performance (Y) as the dependent variable. This is evident from the majority of respondents who answered "strongly agree" and "agree," more than 50%. Thus, it can be said that employees are satisfied with their work. This influence is also apparent in emotional fatigue (Z) as a moderating variable, which indicates that high Employee Performance is associated with lower levels of emotional fatigue. This can be seen from the quality and quantity of work that employees can rely on, as well as the positive attitude of employees in their work. Effective leadership and high levels of self-efficacy not only enhance Employee Performance but also play a role in reducing emotional fatigue, indicating a synergistic relationship between the independent, dependent, and moderating variables in this study.

### Validity Test

- 1. Self-Efficacy (X1):** The value of the correlation coefficient (r) is 0.647. Since the calculated value of r is greater than the tabulated value of r (0.647 > 0.217) at a significance level of 5%, the questions related to self-efficacy are considered valid. This indicates that these questions have a significant and strong correlation in measuring the self-efficacy construct in this study.
- 2. Leadership (X2):** The value of the correlation coefficient (r) is 0.554. Since the calculated value of r is greater than the tabulated value of r (0.554 > 0.217) at a significance level of 5%, the questions related to leadership are considered

valid. This indicates that these questions are effective in measuring the leadership construct in this study.

3. **Emotional Fatigue (Z) as a Moderating Variable:** The value of the correlation coefficient ( $r$ ) is 0.604. Since the calculated value of  $rr$  is greater than the tabulated value of  $rr$  ( $0.604 > 0.217$ ) at a significance level of 5%, the questions related to emotional fatigue are considered valid as a moderating variable. This indicates that these questions have a significant and strong correlation in measuring the emotional fatigue construct in its role as a moderating variable in this study.
4. **Employee Performance (Y):** The value of the correlation coefficient ( $r$ ) is 0.696. Since the calculated value of  $rr$  is greater than the tabulated value of  $rr$  ( $0.696 > 0.217$ ) at a significance level of 5%, the questions related to Employee Performance are considered valid. This indicates that these questions have a significant and strong correlation in measuring the Employee Performance construct in this study.

#### **Reliability Test**

1. **Alpha Cronbach's Value for Self-Efficacy:** The value of Cronbach's alpha is 0.860. This variable is considered reliable because the value of Cronbach's alpha is greater than 0.60, i.e.,  $0.860 > 0.600$ .  $0.860 > 0.60$ . This indicates that the questions related to self-efficacy have high consistency in measuring this construct in the study.
2. **Alpha Cronbach's Value for Leadership:** The value of Cronbach's alpha is 0.865. This variable is considered reliable because the value of Cronbach's alpha is greater than 0.60, i.e.,  $0.865 > 0.600$ .  $0.865 > 0.60$ . This indicates that the questions related to leadership have high consistency in measuring this construct in the study.
3. **Alpha Cronbach's Value for Emotional Fatigue:** The value of Cronbach's alpha is 0.917. This variable is considered reliable because the value of Cronbach's alpha is greater than 0.60, i.e.,  $0.917 > 0.600$ .  $0.917 > 0.60$ . This indicates that the questions related to emotional fatigue have high consistency in measuring this construct in the study.
4. **Alpha Cronbach's Value for Employee Performance:** The value of Cronbach's alpha is 0.832. This variable is considered reliable because the value of Cronbach's alpha is greater than 0.60, i.e.,  $0.832 > 0.600$ .  $0.832 > 0.60$ . This indicates that the questions related to Employee Performance have high consistency in measuring this construct in the study.

### Classical Assumption Test

3. **Normality Test:** Normality is tested to determine whether the disturbance or residual variables in the regression model have a normal distribution. Normality in this study is tested using the One-Sample Kolmogorov-Smirnov test. The results of the normality test with the One-Sample Kolmogorov-Smirnov test can be found in Table 4.3 as attached below.

Tabel 4.3 Normality Test

		<i>Unstandardized Residue</i>
<i>N</i>		82
<i>Normal Parameters<sup>a, b</sup></i>	<i>Mean</i>	.00
	<i>Std. Deviation</i>	1.925
<i>Most Extreme Differences</i>	<i>Absolute</i>	.108
	<i>Positive</i>	.108
	<i>Negative</i>	-.099
<i>Kolmogorov-Smirnov</i>		.975
<i>Asymp. Sig. (2-tailed)<sup>c</sup></i>		.298 <sup>d</sup>

Source: Data Processing

From the results of the normality test in Table 6, it can be observed that all variables in this study have significance values greater than 0.05 ( $\text{sig} > 0.05$ ). This indicates that all research variables in this regression model have a normal distribution. Therefore, it can be concluded that the distribution of all research variables in this regression model is normal, as indicated by the significance result of 0.298.

4. **Multicollinearity Test**

Multicollinearity test was conducted using the Variance Inflation Factor (VIF) and tolerance values from the regression model. The regression model is considered free from multicollinearity if the VIF value is  $< 10$  and the tolerance value is  $> 0.10$ . Below are the results of the multicollinearity test:

Tabel 4.4 Uji Multikolinieritas

<i>Coefficients<sup>a</sup></i>			
<i>Model</i>		<i>Collinearity Statistics</i>	
		<i>Tolerance</i>	<i>VIF</i>
1	<i>(Constant)</i>		
	Self-efficacy	.412	2.430
	Leadership	.412	2.430

a. *Dependent Variable:* Employee Performance

Source: Data Processing

From Table 4.4 above, the calculation results of VIF and Tolerance values can be observed. The VIF value for Self-efficacy is 2.430 with a Tolerance of 0.412, while the value for Leadership is 1.020 with a Tolerance of 0.412. All these values meet the criteria for multicollinearity, namely tolerance values greater than 0.1 and VIF values less than 10. Thus, it can be concluded that there is no indication of multicollinearity among independent variables in the regression equation.

Hypothesis Testing

Regression Analysis

Based on the results of the classical assumption tests, it can be concluded that the data in this study show a normal distribution and do not exhibit heteroscedasticity or multicollinearity. Therefore, the available data meet the requirements for using a simple

regression model. Simple regression analysis is used to evaluate the strength of the relationship between independent and dependent variables. The results of simple regression analysis can be found in Table 4.5 below.

Tabel 4.5 Regresi Model I

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	43.663	1.564		27.921	<.001
	Self-efficacy	.137	.050	.254	2.743	.008
	Leadership	.320	.061	.484	5.216	<.001

a. Dependent Variable: Employee Performance

Source: Data Processing

Based on the regression analysis results in Table 4.5, the regression equation can be derived as follows:

$$KK = \sigma + \beta_1 SE + \beta_2 KEP$$

$$KK = 43.663 + (0.137)SE + (0.320)KEP$$

Tabel 4.6 Regresi Model II

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	41.991	1.173		35.786	<.001
	Self-efficacy	.264	.043	.489	6.114	<.001
	Leadership	.510	.074	.771	6.918	<.001
	X1.Z	.003	.001	.385	4.141	<.001
	X2.Z	.004	.001	.475	4.128	<.001

a. Dependent Variable: Employee Performance

Source: Data Processing

Based on the regression analysis results in Table 4.5, the regression equation can be expressed as follows:  $KK = \sigma + \beta_1 SE + \beta_2 KEP + \beta_3 X1Z + \beta_4 X2Z$

$$KK = 41.991 + (0.264)SE + (0.510)ROA + (0.003)X1Z +$$

$$(0.004)X2Z$$

$$KK = 41.991 + (0.264)SE + (0.510)ROA + (0.003)X1Z + (0.004)X2Z$$

Where:

- KK = Employee Performance (Y)
- SE = Self-efficacy (X1)
- KEP = Leadership (X2)
- Z = Emotional Exhaustion

T-test

Partial or t-test is used to evaluate the partial impact of independent variables on the dependent variable. Testing the regression results is done using t-tests at a significance level of 95% or  $\alpha = 5\%$ , with the following criteria: a. If the significance level is less than 5% (0.05), then the null hypothesis (H0) is rejected and the alternative hypothesis (Ha) is accepted. b. If the significance level is greater than 5% (0.05), then the null hypothesis (H0) is accepted and the alternative hypothesis (Ha) is rejected.

Tabel 4.7. Uji t

	<b>Variabel</b>	<b>B</b>	<b>t</b>	<b>Sig.</b>
1	(Constant)	3,865	1,986	<.051
	Self-efficacy	.317	4,775	<.000
	Leadership	.303	4,739	<.000
	X1.Z	.003	4.141	<.000
	X2.Z	.004	4.128	<.000

a. *Dependent Variable:* Employee Performance

*Source: Data Processing*

The calculation is done using the degrees of freedom (Df), which is calculated as 82 minus 4, resulting in a value of 78. At a significance level of 0.05%, the t-table value is 1.990. Based on the regression analysis for the variables self-efficacy, leadership, X1Z, and X2Z, the calculated t-values are 4,775, 4,739, 4.141, and 4.128, respectively. The significance values (sig) for all variables are 0.001, indicating the rejection of the null hypothesis (H0) and acceptance of the alternative hypothesis (Ha). Thus, it can be concluded that self-efficacy and leadership have a significant influence on Employee Performance. Additionally, emotional exhaustion, as a moderating variable, is proven to strengthen the influence of self-efficacy and leadership on Employee Performance.

Coefficient of Determination Test

The coefficient of determination indicates the extent to which the regression model can explain the observed variation in the independent variable. Here are the results of the coefficient of determination test.

Table 4.8 Determination Coefficient Test for Self-Efficacy, Leadership on Employee Performance

<i>Model</i>	<i>R</i>	<i>R Square</i>	<i>Adjusted R Square</i>	<i>Std. Error of the Estimate</i>
1	.578 <sup>a</sup>	.334	.317	3.895

a. Predictors: (Constant), Leadership, Self-efficacy

*Source: Data Processing*

Table 4.9 Coefficient of Determination Test for Self-Efficacy, Leadership, X1Z, X2Z on Employee Performance

<i>Model</i>	<i>R</i>	<i>R Square</i>	<i>Adjusted R Square</i>	<i>Std. Error of the Estimate</i>
1	.817 <sup>a</sup>	.668	.651	2.784

a. Predictors: (Constant), X2.Z, Self-efficacy, X1.Z, Leadership

*Source: Data Processing*

The calculation result of the coefficient of determination (Adjusted R<sup>2</sup>) in Table 4.8 shows a figure of 0.334 or equivalent to 33.4%. This value depicts the extent to which the independent variables can explain the observed variation in the dependent variable, which includes factors such as self-efficacy and leadership. The remaining approximately 66.6% of the variation unexplained by the variables included in the model may be influenced by other factors not included in the analysis. In Table 4.9, the coefficient of determination significantly increases to 0.668 or 66.8%. This indicates that around 66.8% of the variability in Employee Performance can be explained by the combination of self-efficacy, leadership, and emotional exhaustion as a moderating variable. Emotional exhaustion, acting as a moderating variable, proves to strengthen its influence in regulating the relationship between profitability and firm value. The remaining approximately 33.2% of Employee Performance can still be explained by other variables not included in our analysis.

These results highlight the importance of considering additional factors in a more holistic understanding of Employee Performance in the workplace.

#### F Test

The F-test aims to determine the suitability of the model used with the data available in this study. The results of the F-test are listed in Table 4.10, and the following are the analysis results obtained from this test:

Table 4.10 F Test

Model	Sum of Squares	ANOVA <sup>a</sup>		F	Sig.	
		df	Mean Square			
1	Regression	739,002	2	369,511	97,158	<.000 <sup>b</sup>
	Residual	300,453	79	3.803		
	Total	1039.476	81			

c. Dependent Variable: Employee Performance

d. Predictors: (Constant), X2.Z, Self-efficacy, X1.Z, Leadership

Source: Data Processing

The calculations presented earlier resulted in an F-value of 97,158 with a probability of 0.00. With an F-value greater than the critical value (F-table) and a probability less than 0.05 (5%), it can be concluded that the model used in the testing is appropriate. This indicates that the regression equation significantly describes how self-efficacy, leadership, and emotional exhaustion affect the level of employee performance at PT. BTPN Syariah.

### Analysis and Discussion

#### 1. The Influence of Self-efficacy on Facilitator Employee Performance at PT. BTPN Syariah

The analysis reveals a significant relationship between self-efficacy and the performance of facilitator employees at PT. BTPN Syariah. With increasing levels of self-efficacy, facilitators tend to feel more capable of completing their tasks and facing emerging challenges. This can enhance their confidence in achieving desired outcomes, ultimately contributing to higher employee performance. Therefore, it is important for management to pay attention to factors influencing facilitators' self-efficacy and implement strategies to strengthen it, thus enhancing overall employee performance.

#### 2. The Influence of Leadership on Employee Performance at PT. BTPN Syariah

The analysis indicates that leadership significantly influences the level of employee performance at PT. BTPN Syariah. Effective leadership not only provides clear direction and vision but also inspires and motivates employees. With good leadership, employees tend to feel valued, supported, and have opportunities for development, thereby enhancing their performance. Therefore, management needs to focus on fostering and developing effective leadership, as well as creating an organizational culture supportive of ensuring optimal employee performance throughout the organization.

#### 3. The Influence of Emotional Exhaustion as a Moderating Variable and Self-efficacy on Employee Performance at PT. BTPN Syariah

The analysis highlights the important role of emotional exhaustion as a moderating variable in the relationship between self-efficacy and employee performance at PT. BTPN Syariah. Emotional exhaustion, reflecting the level

of stress and psychological fatigue experienced by individuals in their jobs, can moderate the influence of self-efficacy on employee performance. When emotional exhaustion is high, the impact of high self-efficacy on employee performance may be more limited or even diminished. Therefore, management needs to focus on efforts to reduce emotional exhaustion in the workplace, such as providing psychological support, improving work-life balance, and developing effective coping strategies. Thus, enhancing employee performance may include not only increasing self-efficacy but also effectively managing emotional exhaustion as a moderating variable.

#### **4. The Influence of Emotional Exhaustion as a Moderating Variable and Leadership on Employee Performance at PT. BTPN Syariah**

The analysis indicates that emotional exhaustion as a moderating variable plays a significant role in moderating the influence of leadership on employee performance at PT. BTPN Syariah. When emotional exhaustion is high, the positive impact of leadership on employee performance may be more limited or even diminished. However, when emotional exhaustion is well managed, effective leadership can more effectively enhance employee performance. Therefore, it is important for management to focus on strategies to reduce emotional exhaustion in the workplace and strengthen effective leadership skills. Thus, improving employee performance at PT. BTPN Syariah can be achieved through wise management of emotional exhaustion and the development of strong leadership.

#### **D. CONCLUSION**

Based on the test results, it is concluded that self-efficacy and leadership have a significant influence on employee performance at PT. BTPN Syariah. The analysis indicates the significance of the regression model with an F-value of 38.764 and a probability of 0.01. The coefficient of determination (Adjusted R<sup>2</sup>) indicates the extent to which the model can explain variations in employee performance, reaching 33.4%. With the addition of the moderating variable of emotional exhaustion, the coefficient of determination increases to 66.8%, indicating the significant role of emotional exhaustion in moderating the influence of self-efficacy and leadership on employee performance. Management needs to focus on fostering self-efficacy and leadership, as well as reducing emotional exhaustion in the workplace. These actions are expected to create a more productive and supportive work environment and improve employee performance, thereby enhancing overall organizational performance. The analysis and discussion reveal that self-efficacy, leadership, and emotional exhaustion play important roles in moderating their influence on employee performance in the company. Management needs to pay attention to and manage these factors to improve employee performance and achieve organizational goals optimally.



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### **ABSTRACT**

This study looks at how self-efficacy and leadership affect how well employees at PT. BTPN do their jobs. In this age of globalization, it is important for companies to improve their people resources in order to reach their goals and vision. It is very important for PT BTPN Syariah to grow its human resources in order to boost performance. An important part of getting employees to do a better job is making them believe in their own skills, which is called self-efficacy. Good guidance is also important. The main way that data for this study was gathered was through an online poll, which is a survey method. Respondent characteristics include age, gender, and amount of education. To pick a representative group of the 82 facilitators who work at PT. BTPN Syariah, a census method is used.

**Keywords:** *Self-efficacy, Leadership, Employee Performance PT. BTPN Syariah*

### **INTRODUCTION**

Source quality should go up. In this age of globalization, the power of people is very important for businesses because people are the main way that they reach their vision and goals. Review achievement goals; this can be done at any time, from a short to a long time, based on the company's performance. Asnawi (2019). Source People with a lot of power were seen as important tools that helped the company keep running. PT BTPN Syariah puts emphasis on source improvement Power man as a strategic method to improve business performance. Improve the source of system control Power man talks about the role of recognition, structure, organization, and reorganization with the goal of improving performance management (Asnawi, 2019). Boosting an employee's self-efficacy, which means believing in his own abilities, can help him do a better job. Recognized with Good that make people happier Employees need to put a lot of stress on their own efficacy and style of leadership at work. People who have a high level of effectiveness show that they are better able to complete all tasks successfully. (Abdullah, 2019).

Leadership factors affect how well employees do their jobs. Leadership is the ability to persuade a group to do something in order to reach a goal. Satisfaction at work is a key factor in figuring out how well an organization can meet the needs of its members and boost employee success (Afandi, 2021). Feeling happy Work employee is someone who shows how they feel about their job and the setting they work in. Boosting employee performance is directly linked to job satisfaction, so it has a positive effect on the company. Lack pleasure, on the other hand, We can damage the world at work by not being efficient and effective enough (Zulfikar, 2020). There are 23 offices and branches that make up PT BTPN Syariah. Observation facilitators talk about issues that are linked to self-efficacy, leadership, job satisfaction, and emotional fatigue. A poll of facilitators at PT BTPN Syariah MMS Deli Serdang City Branch was done online, and the results showed that most of them (68%) have trouble finishing the work their guide gives them. According to the questionnaire results, 43% of facilitators are unhappy with how the

leadership is figuring out what goals can be reached, and only 30% are temporarily sure that they can meet the quality standards for the work they are given. Work that makes facilitators happy gets their attention. Because only 65% are sure that the organization provides enough tools, and only 27% were happy with the performance review that was done while they were working in the field. There are also worries about a decreased emotion facilitator, which was shown by study done in 2023. 51% of guides experienced stress because of the amount of work they had to do, and 75% were worried about how much work their bosses gave them (Primary Data, 2023).

Based on the above problems, research entitled "**The Influence of Self-efficacy and Leadership To Performance Employees at PT. BTPN Syariah**" was carried out For analyze influence factors the to performance and well-being facilitator.

## **RESEARCH METHODS**

### **3.1 Approach study**

Look into it The four variables being tested are self-efficacy (X1), leadership (X2), employee success (Y), and their relationships with each other. The method used is a poll, which is a way to get information about people's thoughts, feelings, traits, actions, and the connections between different variables. Sugiyono (2022) said that surveys are a good way to test hypotheses about social and psychological variables using either old or new data. As the main way to gather information for a survey, a spread questionnaire is needed. After getting the answers to the questionnaire, the data was handled and examined using the SPSS version 26 program. Paths and methods for analysis and association used to test the link between variables.

### **3.2 Definition Operational**

It means giving clear and short details about how a certain draft or variable will be measured or seen in a study or experiment: Definition: An operational is a set of specific rules that a researcher sets up in order to study an event, gather data, and come to an interesting conclusion. Definition processes that are used in study These are included:

#### **3.2.1 Self-efficacy (X1)**

Self-efficacy is a person's belief in their own skill to do something well in a certain area. The self-efficacy indicator looks at many things, such as the person's decision, the amount of effort and persistence they show their thought process, their emotional reaction, and how they actually look from their abilities (Amalia and Framusinto, 2020:87).

#### **3.2.2 Leadership (X2)**

Leadership is taking action to change the way other people act so that you can reach your goals, whether they are personal or group. Indicators of leadership include the ability to get people to work together, be efficient, be cognitively leadership participative, be able to give out too much responsibility and power, and be able to finish a job on time (Samsul Ariffin, 2019).

#### **3.2.3 Performance Employees (Y)**

The employee's performance is judged by how he or she feels about his or her job and how well he or she behaves at work and in the workplace. Indicator success employee includes things like how well they do their job, how much they get paid, how far they get in their career, and how much they affect their bosses and coworkers' work (Handoko, 2020:193).

### 3.3 Place study

Study This carried out at PT. BTPN Syariah as object study .

### 3.4 Population and sample

According to Sugiyono (2018: 117), says that "people" refers to a category area that includes things or themes that have different abilities and traits. Look into it In this case, 85 PT trainers make up its population. The BTPN Syariah is a financial company.

For groups of less than 100 people, it is best to use the whole community as a sample. However, if the population size is more than 100 people, 10-15% or 20-25% of the total population can be picked (Arikunto 2012:104).

An example study These 82 trainers were chosen using the methodology poll. They come from all over the community, Data gathering techniques are the ways that information is gathered so that it can be studied or analyzed objectively.

Method: An online poll with a Likert scale was used to collect data on opinions, views, and perceptions of the participants.

### 3.5 Data Collection Techniques

As part of the data collection method, an online poll with a Likert scale was used to find out what people thought, believed, and felt. (12) Sujarweni (2020:94).

### 3.6 Data Analysis Techniques

For the process of data processing, SPSS 26.0 software must be used. As Bahri (2018:155) says, the stages of data analysis include describing the respondent, describing the response, evaluating the validity and reliability, using descriptive statistics, evaluating the instrument study using the t test and F-test, and determining the determination coefficient (R<sup>2</sup>).

#### 3.6.1 Analysis Statistics Descriptive

basically means the process of looking at facts to outline and describe traits.

Statistics descriptive are used to give an overview of specific responder data, such as type, gender, age, education level, and years of work. Analysis: It also has an index to look at how people answered a question about a variable

#### 3.6.2 Instrument Test Study

The testing tool looks at both validity and repeatability. Validity tests check how well the instrument can measure the goal accurately, while reliability to check how reliable and consistent the instrument is. Trials were held against 85 individuals at PT. BTPN Syariah. If the estimate coefficient correlation (r value) is higher than the critical coefficient correlation (r table) at a significance level of  $\alpha = 0.05$ , the instrument study is thought to be valid.

The instrument study was put through a reliability test that looked at the coefficient of similarity between the question items (Bahri, 2018:117). There are level major depends on tools that are reliable, and their reliability is tested with a coefficient that ranges from 0 to 1. Tools for measuring that are thought to be more reliable If coefficient, then its stability is close to 1.

### 3.6.3 Hypothesis Testing

Testing hypothesis is a statistical method used to judge a claim or theory about a group based on a sample of data.

#### 3.6.4.1 Coefficient Determination (R<sup>2</sup>)

The R<sup>2</sup> method is used. Find out how much the independent factors affect the dependent variable when they work together. A high R<sup>2</sup> value means the model is strong, while a low R<sup>2</sup> value means it does not make a big difference. How to do it To measure the effect variable on its own

$$D = R^2 \times 100\%$$

Where :

D is Coefficient determination ,

R is Coefficient Correlation between Variable Independent and Variable Bound .

#### 3.6.4.2 Significant Test Partial (t-test)

The t-test was used to see how significant the independent variable was in relation to the dependent variable. Criteria are:

- Ho is rejected , Ha is accepted If  $T_{count} > T_{table}$
- Ho is accepted , Ha is rejected If  $T_{count} \leq T_{table}$

#### 3.6.4.3 Significant Test Simultaneous (F-Test)

To check the importance of the regression model at the same time, the F-test was used. Criteria are:

- Ho is rejected :  $F - count > F - table$
- Ho accepted :  $F - count < F - table$

## RESULTS AND DISCUSSION

### 4.1. Description Characteristics Respondent

An poll given to PT. BTPN staff was used in the study. This sample has a total of 82 workers. The 82 people who answered were put into groups based on their gender, age, and amount of schooling.

Table 4.1 Characteristics Respondent

Type Sex	Frequency	Percentage
a. Man	35	42.68%
b. Woman	47	57.31%
<b>Total</b>	<b>82</b>	<b>100%</b>
Age		
a. 20-25 years	21	25.60%
b. 26-30 years old	34	41.46%
c. >30 years	27	32.92%

<b>Total</b>	<b>82</b>	<b>100%</b>
Level of education		
a. High School Equivalent	8	9.75%
b. D1	0	0%
c. D2	0	0%
d. D3	3	3.65%
e. S1	71	86.58%
<b>Total</b>	<b>82</b>	<b>100%</b>

Source : Data Collection

#### 4.2. Description Variable Study

Once the data was gathered, respondents' notes were summed up, and the results were looked at to see how descriptive each variable was. The things that follow make responders This make a choice

Score evaluation Lowest are : 1

Score evaluation highest is : 5

Interval =  $5 - 1 = 4$  = 0.80

So obtained limitation evaluation to variables :

1.00-1.79 = Very Low

1.80-2.59 = Low

2.60-3.39 = Fair

3.40-4.19 = High

4.20-5.00 = Very High

Form to fill out A Likert scale was used to find out what factors were linked to staff success. The study summed up the responses of people about their sense of self-efficacy, leadership, staff success, and mental tiredness. Following up on the outcome

Table 4.2 Recapitulation of Respondent Data

Variable	Mark	Note
self-efficacy (X1)	2.85	Enough
Leadership (X2)	3.05	Enough
Performance Employees (Y)	3.45	Tall

Source : Data Collection

The public's answers to the variables Self-Efficacy (X1) and Leadership (X2), which are not dependent on each other, show that the second factor has a good effect on Performance Employee (Y), which is dependent on the first factor. This was seen by more than half of the people who said they agreed or very much agreed with the statement. We can say that staff likes their jobs because they matter. This issue was seen from the number and quality of workers, as well as from how well they did their jobs. Self-efficacy, great self-esteem, and good direction not only help an employee do his job better, they make it better. In this study, it was shown that



variables that are independent and variables that are dependent both work the same way to make something bigger.

#### 4.3. Instrument Test Study

##### 4.3.1. Validity test

1. As for **Self-Efficacy (X1)**, a **r value of 0.639** was found. If the level of importance is 5% and the given r value is greater than the table r value ( $0.639 > 0.217$ ), then the question about self-efficacy can be accepted. In this study, there is a strong and significant link between question This and the evaluation concept efficacy self.
2. Leadership (X2): 0.488 was found for the r number. This question about leadership is thought to be true because At a 5% level of importance, the predicted r value is higher than the table r value ( $0.488 > 0.217$ ). The facts of this case show that good To find out how to get draft leadership in study This.
3. I found a r value of 0.405 for Performance Employees (Y). If the level of significance is 5% and the predicted r value is greater than the table r value ( $0.405 > 0.217$ ), then the question about employee performance is acceptable. Getting back to the point, that question This has a lot to do with the evaluation term Performance Employee in this stud.

##### 4.3.2. Reliability Test

1. Size of well-being self-have <sup>20</sup> The number of Cronbach's alpha is 0.892. Number of Cronbach's alphas for a variable This is more than 0.60, which is 0.892, so it is thought to be correct. This study shows that the question about self-efficacy is a very good one. For the purpose of measuring, write down the.
2. The value of 0.851 for Cronbach's alpha for changeable leadership. Number of Cronbach's alphas for a variable This is greater than 0.60, which is a stable value. This shows that the question of leadership is a very good one. To find out what kind of trait the in study This is.
3. The value of Cronbach's alpha for the Performance Employee measure is 0.950. Number of Cronbach's alphas for a variable This is greater than 0.60, which is a stable value. This shows that the question about employee performance is a very good one. For to draft the in study This.

##### 4.3.3. Test Assumptions Classic

###### 1. Normality test

To find out if there are any residues or other factors that affect the normal distribution of the regression model, normality must be checked. Kolmogorov-Smirno **test** was used on one sample used in the study to make sure it was normal. The results of the **One-Sample Kolmogorov-Smirnov** normality test can be found in Table 4.3, which is listed under This

Table 4.3 Normality Test

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<i>Unstandardized Residue</i>
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N		82
Normal Parameters <sup>a,b</sup>	Mean	.00
	Std. Deviation	9.480
Most Extreme Differences	Absolute	.079
	Positive	.070
	Negative	-.079
Kolmogorov-Smirnov		.079
Asymp. Sig. (2-tailed) <sup>c</sup>		.200 <sup>d</sup>

Source : Data Processing

The normality test findings are shown in Table 6. The whole study factor This has a significance level greater than 0.05 (sig > 0.05). It means to look at a lot of factors in the regression model from all over. This is fine. With a significance level of 0.200, we can say that the regression model's all-over-factor study was successful. This was spread out regularly.

## 2. Multicollinearity Test

There are VIF numbers and regression model values that are used to do a multicollinearity test. If VIF is less than 10 and value tolerance is greater than 0.10, then multicollinearity does not happen in the regression model. The findings of the multicollinearity test are:

Table 4.4 Multicollinearity Test

Model	Coefficients <sup>a</sup>	Colinearity Statistics	
		Tolerance	VIF
1	( Constant )		
	Self-efficacy	.990	1.020
	Leadership	.980	1.020

a. Dependent Variables : Performance Employee

Source : Data Processing

The VIF and Tolerance numbers can be seen above in Table 4.4. Believe in yourself has a VIF rating of 1.020, and becoming a leader has a mark of 1.020 and a level range of 0.980. All of the numbers have their own mark limit > 0.1 and a VIF value < 10. This means not having any multicollinearity. In this case, you could say that the equality regression does not show any signs of multicollinearity between factors that are not related to each other.

## 4.4. Hypothesis testing

### 4.4.1. Analysis Regression

Information about study It can be said that this is usually distributed because the assumption test standard show There is neither heteroscedasticity nor multicollinearity. So, the data we have meets the easy need for regression models. It is easy to use regression analysis How strong is the link between the variables that are independent and those that are dependent? In Table 4.5 below, you can see the results of the regression analysis.

Table 4.5 Regression Model I

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	43,663	1,564		27,921	<.001
	Self-efficacy	.137	.050	.254	2,743	.008
	Leadership	.320	.061	.484	5,216	<.001

a. Dependent Variable : Performance Employee

Source : Data Processing

Based on the regression analysis in Table 4.5, we got an equality regression.

$$KK = \sigma + \beta_1 SE + \beta_2 KEP$$

$$KK = 43,663 + (0,137)SE + (0,320)KEP$$

Table 4.6 Regression Model II

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	41,991	1,173		35,786	<.001
	Self-efficacy	.264	.043	.489	6,114	<.001
	Leadership	.510	.074	.771	6,918	<.001
	X 1 Z	.003	.001	.385	4,141	<.001
	X 2 Z	.004	.001	.475	4,128	<.001

a. Dependent Variables : Performance Employee

Source : Data Processing

Based on the regression analysis in Table 4.5, we got an equality regression.

$$KK = \sigma + \beta_1 SE + \beta_2 KEP + \beta_3 X1Z + \beta_4 X2Z$$

$$KK = 41,991 + (0,264)SE + (0,510)ROA + (0,003)X1Z + (0,004)X2Z$$

Information :

KK = Performance Employees (X1)

SE = Self-efficacy (X2)

KEP = Leadership

Z = Fatigue Emotional

#### 4.4.2. t test

Short form of the "partial test," the t test is used. To learn more, see How independent variables affect dependent variables. We use the t test with a significance level of 95% or = 5% to look at regression data. The following conditions must be met: If the amount of significance is less than 0.05, both hypothesis alternative (Ha) and hypothesis zero (H0) are thrown out. 3. If the amount of significance is greater than 0.05, both hypothesis alternative (Ha) and hypothesis zero (H0) are thrown out.

Table 4.7. t test

Variable	B	t	Sig.
1 (Constan )	41,991	35,786	<.001
Self-efficacy	,264	6,114	<.001
Leadership	,510	6,918	<.001

a. Dependent Variable : Performance Employee

Source : Data Processing

Figure out This is done with degrees of freedom (Df), which are found by taking 82 and taking away 4, which gives you 78. In other words, there is a 0.05% chance that the numbers in the table are right. The t values for the analysis regression factors effectiveness self and leadership are 6.114 and 6.918 for each question. The whole thing has a mark significance of 0.001, which means that hypothesis zero (H0) is not true and hypothesis alternate (Ha) is true. This means that self-efficacy and direction play a big role in how well a good employee does his job

#### 4.4.3. Coefficient Test Determination

Finding the coefficients shows how well a good regression model can explain changes that are not caused by other factors. Coefficient test results for figuring this out were shown below

Table 4.8 Coefficient Test Self-Efficacy Determination , Leadership To Performance Employee

Model	R	R Square	Adjusted R Squar	Std. Error of the Estimate
1	,578 <sup>a</sup>	,334	,317	3,895

a. Predictors : ( Constant ), Leadership , Self-efficacy

Source : Data Processing

Table 4.9 Coefficient Test Determination of Self-Efficacy, Leadership , X1Z, X2Z Against Performance Employee

Model	R	R Square	Adjusted R Squar	Std. Error of the Estimate
1	,817 <sup>a</sup>	,668	,651	2,784

a. Predictors : ( Constant ), Self-efficacy, Leadership

Source : Data Processing

As you can see in Table 4.8, the coefficient of determination (Adjusted R2) is 0.334, which is the same as 33.4%. That graph shows how much the Good variable, which is independent, can explain changes in the dependent variables, which are made up of the self-efficacy and leadership factors. A lot of the changes (66.6% of them) can not be explained by variables in the probability model. They are caused by things that are not part of the study. In Table 4.9, the coefficient of determination rose quickly and hit 0.668, which is 66.8%. In other words, leadership and self-efficacy as variables that depend on and on each other can explain about 66.8% of the difference in how well a good employee does his job. Even though these other factors were not part of our study, they can still explain 33.2% of successful employees. These numbers show how important it is to see more Lots To get a better idea of how Performance Employees Do at Work, use this link.

#### 4.4.4. F test

The goal of this F test is to find out what model is being used, according to the study of private data Check out Table 4.10 for the results of the This.F test, and the study that came from testing the services under This:

Table 4.10 F Test

ANOVA <sup>a</sup>						
Model		Sum of Square	df	Mean Squar	F	Sig.
1	Regression	1202.185	4	300.546	38,764	<.001 <sup>b</sup>
	Reside	597.001	77	7.753		
	Total	1799.186	81			

a. Dependen Variable: Performance Employe

b. Predictor: ( Constant ), Self-eficacy, Leadership

Source : Data Procesing

Based on the previous calculations, the F-count is 38,764 and the chances are 0.01. If the mark Fcount is bigger from Ftables and the value of chance is less than 0.05 (5%), then it is clear that the model being tried is good. For example, these data make it clear that self-efficiency and leadership play a big role in how well Good PT BTPN Syariah workers do their jobs.

#### 4.5. Analysis and Discussion

##### I. The influence of self-efficacy on Performance Employee facilitator at PT. BTPN Syariah

Looks at There is a strong link between how well the self-worker guide does his job at PT. BTPN Syariah and how effective he is at it. When self-efficacy goes up, people often feel like they can handle problems and finish their work with more Good. They may trust him more to get the results they want because of this, which means that more workers will do a good job. In general, having more workers who do a good job is good for business. It is important for managers to know how they are affecting things and look for ways to make them better.

## 2. Influence Leadership to Performance Employees at PT. BTPN Syariah

A study found that leadership has a big effect on how well Good workers at PT. BTPN Syariah do their jobs. A good boss not only makes sure that people know where they are going and why, but they can also get them excited and motivated. Most of the time, people who work for companies with good managers feel valued, supported, and given the chance to grow. They can get more done because of this. So that everyone in the company can do their best work, management needs to focus on training and developing good leaders and making the workplace useful.

### CLOSING

The test results show that self-efficacy and leadership have a big effect on how well Good workers at PT. BTPN Syariah do their jobs. With an Fcount of 38,764 and an opportunity value of 0.01, studies show that the regression model is significant. Changes in the R<sup>2</sup> number show how well both models can explain the difference in how well the good employee does his job. That is 33.4 percent.

Work that is done on-site needs to stress self-efficacy and direction. Move On This should make the place where work gets done more productive, help employees do their jobs better, and generally raise the level of success in the company. A study and talk show that self-efficacy and leadership play a big part in how well a good employee does his job at the company. For managers to get the most out of their workers and reach their goals, they need to remember and pay attention to the following

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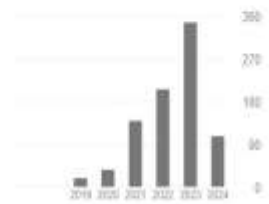
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