

# Analysis of The Influence of Managerial Ability, Decision Making, Problem Solving, Communication and Leadership Police Chairman of Resort on Performance of Banjarnegara Resorts Police in 2021

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**Abstract:** The police organization is a government organization that works for the interests of the state and society, they are required to always improve conditions tranquility and order, for that it is necessary to establish peace and orderliness in the regions in a planned and integrated manner. The aims of this research is to know the influence of managerial ability, decision making, problem solving, communication and leadership toward performance of police. The population is all members in Banjarnegara resorts police and the sample is 85 people based on the criteria. Data analysis technique using descriptive statistic analysis, classical assumption test, multiple regression analysis and hypothesis test.

**Keywords:** managerial ability, decision making, problem solving, communication, leadership, performance.

## I. INTRODUCTION

### *Research Background*

The police organization is a government organization that works for the interests of the state and society, they are required to always improve conditions tranquility and order, for that it is necessary to establish peace and orderliness in the regions in a planned and integrated manner. The Banjarnegara Police Unit as an organization under the auspices of the Banjarnegara Police has a duty and responsibility to provide services to the people who are required to have human resources capable of responding to changes in services for more innovative and competitive. The Banjarnegara Police Unit is trying to improve the performance of its members so that organizational goals can be achieved effectively and efficiently. Performance Members of the Banjarnegara Police Unit can be examined by looking at the influencing factors Member performance, can even be said to be very decisive in achieving goals organization that has been set before. The factors that influence performance include managerial ability, decision making, problem solving, communication, leadership.

Based on the above background, the authors are interested in conducting research with the title "ANALYSIS OF THE INFLUENCE OF MANAGERIAL ABILITY, DECISION MAKING, PROBLEM SOLVING, COMMUNICATION AND LEADERSHIP OF RESORTS POLICE ON THE

## PERFORMANCE OF BANJARNEGARA RESORT POLICE MEMBERS IN 2020"

### *Problem Formulation*

1. Does managerial ability have a positive effect on the performance of members of the Banjarnegara Police?
2. Does decision making have a positive effect on the performance of members of the Banjarnegara Police?
3. Does problem solving have a positive effect on the performance of members of the Banjarnegara Police?
4. Does communication have a positive effect on the performance of members of the Banjarnegara Police?
5. Does the leadership of the Kapolres have a positive effect on the performance of the members of the Banjarnegara Police?

## II. LITERATURE REVIEW

### *Managerial Ability ( $X_1$ )*

According to Siagian P. Sondang (2007: 67) that: "Managerial ability is the ability to manage a business such as planning, organizing, providing motivation, monitoring and assessment". The indicator are business plan, build of teamwork, moving employees, establish business relationship and conducting supervision (Hajar et al,2012).

### *Decision Making ( $X_2$ )*

According to George R. Terry, decision making is a recommendation that can be selected in the form of a certain behavior from existing recommendations. According to James A.F. Stoner, decision making is a stage to be used in selecting a step that becomes a problem solving solution. The indicator are intuition, needs, rational, avoidant, spontaneous (Scott and Brunce,1995).

### *Problem Solving ( $X_3$ )*

A mental and intellectual process in finding a problem and solving it based on accurate data and information (Hidayati, 2006). The indicator are identificate the problem, identificate the goals, explore the solution, carry out strategy and evaluation (Ulya,2016).

*Communication (X<sub>4</sub>)*

The crucial factor for communication lies not in the source of the message, but in the content and purpose of communication (Dewi, 2018). The indicator are discreet and courtesy, receipt of feedback, sharing information, provide task information and reduce task uncertainty (Mas'ud,2014).

*Leadership (X<sub>5</sub>)*

A person's ability to influence others in such a way as to do the will of the leader (Siagian, 2014). The indicator are intelligence, authority leaders, give the good example, clarity of direction, smooth of communication relationship (Wardhan et al,2016).

*Performance (Y)*

Acquisition records resulting from a particular job or activity during a certain period of time (Astuti and Yusmainiar, 2019). The indicator are total of jobs, workload, neatness of work, job execution skills, time to complete of work (Suparno and Kuswardani,2018).

III. METHODS

Research Type, This research is Quantitative research. Population and Sample, The population is all members in Banjarnegara Resort Police. The sample using slovin formula is 83 people.

Type of data, sources data and data collection technique. Primary data is data obtained from respondents through questionnaires, focus groups and panels or also data from research interviews with informants. Secondary data comes from journals, books, scientific articles and the internet. The data in this study came from research respondents. Data collection techniques included questionnaire and documentation methods.

IV. DATA ANALYSIS METHOD

Skoring , by using likert's scale. Instrument Test include Validity test and Reliability test. Classical Assumption Test include Normality test, Multicollinearity test, Heteroscedasticity test. Model Fit Test include F-Test, Coefficient determination analysis. Hypothesis Test using T-test.

Multiple Regression Analysis

$$Y = a + b_1M + b_2D + b_3P + b_4C + b_5L + \epsilon$$

Y : Performance      a : constant      b : Independent variable regression coefficient  
 Ability      L: Leadership      ε : errors      M : Managerial

D : Decision Making      P : Problem solving      C : communication

V. RESULT

In this study, the population used was all members of the Banjarnegara Police. The number of samples obtained based on the slovin calculation is 83 samples. On average, police officers at the Banjarnegara Police are male with a total of 77

people and 6 women with a total of 83 respondents. The average working period of respondents is more than 5 years, which is 68 people, while respondents with less than 5 years of service are 15 people.

Model Summary <sup>b</sup>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,958 <sup>a</sup>	,918	,912	,510

ANOVA <sup>a</sup>						
Model	Sum of Squares	df	Mean Square	F	Sig.	
1	Regression	223,415	5	44,683	171,974	,000 <sup>b</sup>
	Residual	20,006	77	,260		
	Total	243,422	82			

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant )	26,725	1,568		17,045	,000
	X1	,143	,032	,182	4,411	,000
	X2	-,568	,036	-,653	-15,651	,000
	X3	-,081	,035	-,104	-2,329	,022
	X4	,216	,033	,276	6,478	,000
	X5	,109	,033	,141	3,261	,002

a. Dependent Variable: Y

1) First Hypothesis (H<sub>1</sub>)

The results showed that the t-count value of one tailed test (one-way test) for the managerial ability variable was where t-count 4.411 > t-table 1.991 and a significance value of 0.000 < 0.05 partially managerial ability had a significant effect on performance. The first hypothesis which states that managerial ability affects performance is accepted.

2) Second Hypothesis (H<sub>2</sub>)

The results showed that the t-count value of one tailed test (one-way test) for the decision-making variable was where t-count -15.561 < t table 1.991 and a significance value of 0.000 < α 0.05 partially decision-making had a significant negative effect on performance. The second hypothesis which states that decision making has an effect on performance is rejected.

3) Third Hypothesis (H<sub>3</sub>)

The results showed that the t-count value of one tailed test (one-way test) for the problem solving variable was equal to where t-count -2.329 > t-table 1.991 and a significance value of 0.022 > 0.05 partially problem solving had a negative effect

on performance. The third hypothesis which states that problem solving affects performance is rejected.

#### 4) Fourth Hypothesis ( $H_4$ )

The results showed that the t-count value of one tailed test (one-way test) for the communication variable was  $6.478 > t$ -table 1.991 and the significance value was  $0.000 < 0.05$ . Partially, communication had a significant effect on performance. The fourth hypothesis which states that communication has an effect on performance is accepted.

#### 5) Fifth Hypothesis ( $H_5$ )

The results showed that the t-count value of one tailed test (one-way test) for the leadership variable was equal to where  $t$ -count  $3.251 > t$ -table 1.991 and a significance value of  $0.002 < 0.05$  partially leadership had a significant effect on performance. The fifth hypothesis which states that leadership has an effect on performance is accepted.

## VI. DISCUSSION

The results of this study are supported by the grand theory of this research, namely management theory, in management there are managerial functions of human resource management which include planning, organizing, driving, monitoring. This is in line with the results of research from Hjar, Ibn, et al (2012), Sujana, et al (2017). A leader must have good managerial skills, because managerial ability is a skill to organize, coordinate and move subordinates towards the achievement or goals of an organization. If a leader has good managerial skills, the performance of members will be more and can achieve the vision and mission of an agency.

The results of this study contradict the grand theory in this study, namely management theory, in management theory there is an element of man (human) who functions as a decision maker in an organization. Good decision making does not only come from the leader's decision, but also pays attention to the current conditions and suggestions from members so that the results obtained do not burden one party and are the best decisions.

The results of this study are contrary to the grand theory in this study, in management theory there are 4 management functions, one of which is control, control can be interpreted as one of the determining processes in the implementation of activities. Problem solving is an attitude to solve a problem by defining the problem, looking for causes, solutions and alternatives to solve a problem. The skill to solve a problem is something that is necessary and important for everyone, solving a problem can not only be done by a leader but members can also solve problems, therefore if problem solving is done together then the problem will be resolved quickly. effective and efficient.

The results of this study are supported by management theory, in accordance with the objectives of management, namely to organize and manage various things effectively and efficiently to achieve a certain goal. Communication is a method or way

to be able to run good management. This is in line with the research results of Nurhamide, et al (2015) and Soleha, et al (2012). Communication is one of the most important things in all aspects of life, with good communication between superiors and subordinates, good performance will also be created. If a leader is able to communicate well with his members, there will be no mistakes / miss communication so that it can reduce the incidence of errors in the work.

The results of this study are supported by management theory which shows that the leadership of a leader is the main factor in the implementation of management. This is in line with Habibah, Ena (2015) and Rodhiyallah, et al (2017). The leader is a figure who is used as a role model by its members, if the leadership of a leader is good then the performance of the members is also good. A good leader is one who is able to set an example, role model and communicate well with his members and is also able to motivate his members so that the performance of members will be better because they feel that the leader pays attention to his members.

## VII. CONCLUSION

Based on the data analysis and discussion that has been carried out, the following conclusions can be drawn:

1. Managerial ability partially has a positive effect on the performance of police officers at the Banjarnegara Police.
2. Decision-making partially has a negative effect on the performance of police officers at the Banjarnegara Police.
3. Problem Solving partially has a negative effect on the performance of police officers at the Banjarnegara Police.
4. Communication partially has a positive effect on the performance of police officers at the Banjarnegara Police.
5. Leadership partially has a positive effect on the performance of police officers at the Banjarnegara Police.

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