# The Influence Of Work Experience, Career Development And Loyalty On Employee Performance

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**Abstract:** This study intends to determine the effect of work experience, career development on the performance of Xavier Marks Central BSD employees. The approach used in this study is a quantitative approach with a survey method with cross sectional and research objects with a population of 39 employees by taking a saturated sample or the entire population as a sample. Data collection techniques with observation, questionnaires and literature study. The sampling method with probability sampling is simple random sampling. Data analysis techniques used descriptive analysis and verification with correlation analysis, coefficient of determination and simple and multiple regression. To prove the research is done by testing the hypothesis with a partial test (t test) and simultaneous test (F test). The results of this study indicate that loyalty has the greatest influence on employee performance, followed by career development. While work experience has the lowest influence on employee performance.

**Keywords:** Work Experience; Career Development; Loyalty, Employee Performance.

## INTRODUCTION

Every company must have a goal in running its business, and to that goal, every company must be good at choosing and designing a strategy. The main strategy in this regard is human resource planning, which is basically focused on certain measures taken by the management. Having a regular workforce at the right time to fill positions, positions and jobs, all in order to the goal – the company's goals. Therefore, there is a need for human resource management that can process and direct in order to the objectives of the company, thus it can not be avoided that human resources (HRM) is one of the important assets for the enterprise, the role of human resources can not only be seen from the outcome of the productivity of work alone but can be viewed from the performance of employees in work.[12]

In carrying out a job, a person's performance becomes a determinant or benchmark for an employee to work well or not, if an employee can work well or improve, it can be seen that the performance of the employee is able to handle the work assigned but if the employee's performance decreases significantly the employee cannot follow or does not understand his work.

Based on the results of observations and interviews with 8 employees found the phenomenon that occurred in one of the companies, Xavier Marks central BSD found there were some obstacles that in improving the performance of employees the obstacle, among other things, quite a lot of free time that employees have made employees bad – badly so in the achievement of the sales target is less than maximum.

Employee experience at Xavier Marks still there are many employees who have work experience less than 1 to 2 years because of the company is still in development as well as the minimal experience of the employees themselves so there is a lack in the mastery of their work. career development in Xavier Marks there are barriers in career development that is the lack of opportunity to increase positions in employees because access to know the positions that are in the company is very limited only informed to employees – certain employees only, as well as in the mastery of his work there are still employees who are not properly mastered the jobdesk given. Loyalty of employees in Xavier marks found several obstacles: some employees in particular in the marketing department do not always do the absence of the presence of the company because of finding clients so that the lack of presence is not taken into account, then perform tasks outside of working hours to the sales goal.[13]

The aim of this study is to find out the impact of work experience, career development, and loyalty impact on the performance of employees Xavier Marks Central BSD?

# LITERATURE REVIEW

## Employee performance

The term performance comes from the word job performance or actual performance. (actual work achievements or achievements achieved by someone). Performance is the result of performance, including quality, quantity and time accuracy, achieved when employees perform their tasks in accordance with their assigned responsibilities (Lengkong, 2019:290).

Performance is the view of the level of achievement of a program of activities or policy to realize the goals, objectives, vision and mission of a company or organization aimed through strategic planning (Pitriani and Halim, 2020:60).

## Employee Performance Indicators

Silaen, Syamsuriansyah (2021:6) there are six indicators to measure employee performance, namely:
1)  Quality of work, 2) quantity of work, 3) Time to time, 4) The effectiveness, 5) The commitment

## Work Experience

Employee work experience is an explanation of the degree of knowledge and skills mastered by an employee in the workplace, which can be measured from the working time and type of employee's work, (Pitriyani & Halim, 2020:61).

Experience is the process of learning and enhancing the development of the behavioral potential of formal and non-formal education, or can be interpreted as a process of forming better patterns of behavior within a person (Upasuji and Satrya, 2020:3642)

## Work Experience Indicators

Suwarno and Aprianto, (2019:62) there are 3 indicators of work experience as follows:
1)  Long time or work time, 2) The level of knowledge and skills you have, 3) Knowledge also includes the ability to understand and apply information to work responsibilities.

## Career Development

Career development is a process and activity to prepare employees for a position in an organization or company that will be applied in the future, (Suwarno,2019:63).

Career development is as an individual improvement activity to realize a career plan and as the task of the SDM department to implement a work plan in accordance with the path and level that has been established, (Sabrina, (2021:143)

## Career Development Indicators

Suwarno and Ronal Aprianto (2019:64), there are 3 career development indicators to consider:
1)  Fair Treatment in Career, 2) Increased capacity, 3) The attitude and behavior of employees.

## Loyalty

Loyalty is the various forms of roles and members in the use of energy and mind and time in realizing the goals of the organization, (Hasibuan in the journal Sausan, 2021:7)

Loyalty can be described as a person's loyalty to something, not only physically, but also non-physically, such as thought and attention. Employee loyalty in an absolute organization is necessary for the success of the organization itself, (Zulfikri and Trisninawati, 2022:4733)

**Loyalty Indicators**

Onsardi, (2018: 2), states that there are 4 indicators in employee loyalty, namely:
1) Follow the rules, 2) Ability to perform tasks, 3) The willingness to work together, 4) Have a sense and attitude in work.

**Previous Research**

Suwarno and Aprianto (2019) Impact of Work Experience and Career Development on Employee Performance in the City of Lubuklinggau.Research results show that there is an impact between work experience on employee performance. Next from the results of the hypothesis test there is an influence between career development on employee performance.

Lengkong (2019) Impact of Skills, Experience and Working Environment on Employee Performance in PT. Tri Mustika Cocominaesa (Southern Minahasa) Research results show that Partially Experience has a significant impact on Employee Performance in PT. Three Mustics of Cocominaesa.

Sahar and Resky (2019) Impact of Employee Compensation, Motivation and Loyalty on Employees' Performance On Lombok Post Group Mataram The results of this study show that Employment loyalty has a significant impact on employees' performance.

**Hypothesis research**

Work experience, career development, and loyalty have a positive impact on the performance of employees of Xavier Marks Central BSD.

## METHOD

The methods used in this research are quantitative research methods and survey research. This method is called the analysis method by describing the results of the research in the form of numbers and its analysis using statistics, then the data in this research is obtained from the data of the company as well as the data answer questionnaire statement.

The study was conducted by Xavier Marks Central BSD Jl. Raya Cisauk Ruko Icon Business Park Blok O No.07, Cisuuk District, Tangerang District, and the time in this study starts from December 2022 until this study is completed with a total of 39 respondents, then in sampling using non-probability sampler technique that is using saturated samples or the whole.

## RESULTS AND DISCUSSION

**Statistic Analysis Descriptive**

**Table 1: Statistics**

| | | Work Experience | Career Development | Loyalty | Employee Performance |
|---|---|---|---|---|---|
| N | Valid | 39 | 39 | 39 | 39 |
| | Missing | 0 | 0 | 0 | 0 |
| Mean | | 43.79 | 43.26 | 43.67 | 42.97 |
| Median | | 44.00 | 44.00 | 44.00 | 44.00 |
| Mode | | 40[a] | 45 | 46 | 45 |
| Std. Deviation | | 3.389 | 3.177 | 2.669 | 3.013 |
| Minimum | | 36 | 31 | 36 | 35 |
| Maximum | | 50 | 50 | 48 | 49 |

Descriptive statistical analysis is used to describe the research object through sample data, in this study using independent variables of work experience, career development, and loyalty and employee performance dependent variables.

The worker experience variable has the lowest value of 36 and the highest value is 50. while the average (Mean) work experience value is 43.79 while the standard devitiation is 3.389. then the career development variable career development has the lower value of 31, the maximum value is 50 and the average career

development value is 43,26 while the devitiations standard is 3.177, the next on the loyalty variable have the loweste value of 36, and the top value of 48, and the mean loyalty value of 43.67 while the deviation standard is 2.699, The worker performance variable has the lowest value of 35 and the highest value is 49, the employee performance average (Mean) value is 42,97 while the standard devitiation is 3,013.

**Multiple Regresion Analysis**

Mulltiple regression is a regression model or prediction that involves more than one free variable or predictor. Double regression is a technique for determining the correlation between a financial compensation variable with a combination of two or more non-financial variables. In double regression, prediction errors can be minimized, because in prediction it is filled with other variables (factors) that affect the prediction process. The general form of this double regression analysis according to Sugiyono (2019:258).

**Table 2: Coeficient Multiple Regresion Analysis**

| Model | Unstandarized Coeficient | | Standarized Coeficient | t | Sig |
|---|---|---|---|---|---|
| | B | Std.error | Beta | | |
| Constant | .124 | 6.440 | | .019 | .985 |
| Work Experience | .260 | .110 | .293 | 2.357 | .024 |
| Career Development | .323 | .117 | .341 | 2.762 | .009 |
| Loyalty | .400 | .142 | .354 | 2.815 | .008 |

$$\hat{Y} = a+b_1X_1+b_2X_2+b_3X_3=e$$

$$\hat{Y} = 0,124+0,260X_1+0,323X_2+0,400X_3=e$$

The regression coefficient value of the work experience data spss $(X_1)$ is (0,260) which means that every 1 unit increase in work experience will improve employee performance by (0.260) assuming that the variables career development, and loyalty are constant. The career development regression coefficient $(X_2)$ value is (0,323) which means that every 1 unit improvement in career development will improve employee performance by (0,323), assuming that the work experience and loyalty variables remain. The Employee Loyalty $(X_3)$ regression coefficient value is 0.400 meaning that each increase in employee loyalty by 1 unit will improve employee performance by (0.400) assuming that the work experience and career development variables are fixed.

**Determination Coefficient Test**

The determination coefficient is used to determine the percentage contribution of the influence of the independent variable simultaneously to the dependent variable.

**Table 3: Determination Coefficient Test**

| Model Summary | | | | |
|---|---|---|---|---|
| Model | R | R square | Adjusted R square | Std.error of the estimate |
| 1 | .750ª | .563 | .525 | 2.076 |

Based on the above table, the adjusted value of the R square in the test of the determination of work experience $(X_1)$, career development $(X_2)$, and loyalty $(X_3)$ to the performance of employees was 0,525 (52,5%) % while for the rest of the 48,3% was influenced by other variables not studied in this study.

**Hypotesis Testing**

To determine the degree of significance of the impact Variable Independent (X) with Variable Dependent (Y), then the value of the correlation coefficient with the test t results of the calculation then compare with the table t two test.

**Parsial Test (Test t)**

The t test results are used to determine the influence of a partially free variable or its own on a bound variable. The hypothesis in the t test is "if the tcount < ttable and the Sig value < a (0.05), then H0 is accepted and Ha is rejected, which means that the independent variable (X) partially has no effect on the independent variable (Y). However, if tcount > ttable and Sig value > a (0.05) then Ha is accepted and H0 is rejected, which means the independent variable (X) partially affects the dependent variable (Y).

**Table 4: Parsial Test (Test t)**

| Coeficient | | | | | |
|---|---|---|---|---|---|
| Model | Unstandarized Coeficient | | Standarized Coeficient | t | Sig |
| | B | Std.error | Beta | | |
| Constant | .124 | 6.440 | | .019 | .985 |
| Work Experience | .260 | .110 | .293 | 2.357 | .024 |
| Career Development | .323 | .117 | .341 | 2.762 | .009 |
| Loyalty | .400 | .142 | .354 | 2.815 | .008 |

The tcount of work experience (X1) of 2,357 is greater than the table of 2,030, and the value of significance of 0,024 is less than 0.05, so it can be concluded that work experience partially has a positive and significant impact.

The tcount of career development (X2) of 2,762 is greater than the ttable value of 2.030 and the Sig value of 0.009 is less than 0.05, so it can be concluded that career development partially has a positive and significant effect on employee performance.

The tcount of loyalty (X3) of 2,815 is greater than the ttable of 2,030 and the significance value of 0.008 is less than 0.05, so it can be concluded that loyalty partially has a positive and significant effect on employee performance.

**Simultant Test (Test F)**

The test is used to find out the influence between the independent and dependent variables as a whole or simultaneously, performed by comparing the calculation with the ftable with the two-sided test and the significant level of 0,05.

**Table 5: Simultant Test (Test F)**

| ANOVA | | | | | |
|---|---|---|---|---|---|
| Model | Sum Of Square | Df | Mean Square | F | Sig |
| Regression | 194.145 | 3 | 64.715 | 15.017 | .000[b] |
| Residual | 150.830 | 35 | 4.309 | | |
| Total | 344.974 | 38 | | | |

Based on the table above shows that the F count value of 15,017 is greater than the f table value of 2.87, and the significance value of 0.00 is less than 0.05, it can be concluded that the independent variables (X1 work experience, X2 career development, and X3 loyalty) simultaneously or jointly have a significant effect on the dependent variable (Performance of Employee Y).

Then from this research it can be concluded that the work experience variable has a positive impact on employee performance, that the career development variable positively affects employees performance, and the loyalty variable positive effect on employees performance.

Then from this research it can be concluded that work experience, career development, and loyalty simultaneously have a positive and significant impact on the performance of employees Xavier Marks Central BSD.

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