

The Influence of Work Experience, Teamwork, and Creativity on Employee Performance at PT Karya Kreasi Madani

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ABSTRACT

This study aims to explore the influence of work experience, teamwork, and creativity on employee performance at PT Karya Kreasi Madani. In this case, work experience, teamwork, and creativity are considered important in improving employee performance. This research employs a quantitative approach by utilizing a questionnaire for data collection. The study's population consists of employees at PT Karya Kreasi Madani, with a sample size of 43 respondents. The data analysis was conducted using the Partial Least Square (PLS) method. The findings revealed that work experience positively and significantly impacts employee performance at PT Karya Kreasi Madani, as well as teamwork and creativity influence the employee performance of PT Karya Kreasi Madani. These findings indicate a relationship that mutually influences work experience, teamwork, creativity, and employee performance.

INTRODUCTION

The current era of globalization, human resources serve as the key assets for a company's growth. Hence, it is essential to continuously enhance and guide the quality of human resources to achieve the desired objectives. In today's era, where technology and civilization have advanced significantly, there is a demand for competent human resources who possess high enthusiasm and discipline in fulfilling their roles and functions, both for individual purposes and organizational objectives.

Employee performance plays a vital role in a company's pursuit of its objectives. Enhanced performance reflects better efficiency and quality in completing the tasks assigned to employees within the organization. Performance is generally defined as an individual's success in completing a job. Work experience is one of the factors that can impact employee performance, making it essential to have employees with adequate education and work experience. Therefore, work experience significantly impacts employee performance. Moreover, tenure or work experience also affects the quality of an employee's work.

Work experience is the understanding and mastery that employees have, as seen from the length of time they have worked and the level of comprehension and expertise they possess (Amalia et al., 2021). Meanwhile, according to Kurniawan et al., (2021), work experience pertains to the assessment of the time or duration an individual has spent performing their duties, allowing them to understand their job tasks and perform them effectively.

Teamwork involves a collection of individuals collaborating to accomplish a shared objective. This group must have clear rules and work mechanisms. Within it, there is coordination and procedures that must be agreed upon by all team members. This is essential to maintain the harmony of a team, ensuring the realization of both individual and organizational performance (Tarricone and Luca, 2022).

Creativity plays a vital role in determining the quality of an employee performance. With new ideas, a company can continue to compete optimally in the future. According to Semiawan (2017), creativity encompasses a broad understanding for both individuals and society. For example, creativity is relevant in solving problems arising from the numerous tasks performed.

In a previous study conducted by Amara Kirani (2023) titled "The Influence of Work Experience, Educational Background, Organizational Commitment, and Work Evaluation on Performance", it was stated that work experience has a significant positive influence on employee performance. This finding strengthens the collective knowledge base, highlighting that performance is influenced by work experience, teamwork, and creativity.

THEORETICAL REVIEW

Employee Performance

Performance is the result of work done by employees and is often used as a measure to assess both employees and organizations. High performance is a key step in reaching the goals of an organization. Therefore, performance serves as a critical tool in determining the success of organizational objectives. Improving

employee performance is crucial, but it is a challenging task since various factors affect an individual's performance level.

Performance is the outcome or degree of success attained by an individual during a specific period in completing tasks, measured against various benchmarks like work output standards, targets, objectives, or criteria that have been set and agreed upon in advance (Erica et al., 2020). Pradhan & Jena (2017) and Sugianingrat et al. (2019) also describe employee performance is the result of work produced by employees, which is linked to the nature of the tasks they carry out to achieve organizational goals in an effective and efficient manner. The indicators of employee performance according to Kasmir (2018) are as follows: Quality, Quantity, Timeliness, Supervision, Interpersonal Relationships.

Work Experience

Experience refers to the variety of tasks or positions someone has held and the length of time they have worked in each role (Sunuharyo et al., 2019). Work experience makes it easier to perform tasks, as new employees cannot be equated with long-serving ones. This is supported by Yulianto's (2018) view that becoming a professional requires mastery and understanding of job execution in line with one's profession, along with an understanding of other life aspects such as ethics, morals, and culture.

According to Ilham (2022), there are several indicators for determining work experience, which include: Length of Service, Level of Knowledge and Skills, Mastery of Work and Equipment.

H1: Work experience has a positive and significant effect on employee performance at PT Karya Kreasi Madani.

Teamwork

According to Sunaryo et al. (2017), cooperation is the collective strength of several people working together to achieve a common goal. Cooperation brings together the strength of ideas that drive success. According to Panggiki et al., (2017), teamwork is a type of group activity that requires proper organization and management. Fahmi (2016) defines a teamwork refers to a group of individuals with a shared vision and mission, collaborating to complete the tasks assigned. The formation of work teams is motivated by the desire to accelerate a project so it can be completed within the targeted time frame. Teamwork can enhance cooperation and communication within and between departments of the company.

According to West in (Hatta et al., 2017), the indicators of teamwork as measurement tools are: Responsibility, Mutual Contribution, and Maximized Effort. While, Marnung in (Widyaswari & Ruhana, 2016), there are several indicators of teamwork, which include: Cooperation, Trust, and Solidarity.

H2: Teamwork has a positive and significant effect on employee performance at PT Karya Kreasi Madani.

Creativity

Employee creativity is an important factor and determinant in making changes and development, enabling adaptation to the surrounding environment

(Agustina & Putra, 2021). According to Hughes et al., (2018), creativity is the capacity to generate new ideas that can help solve problems and produce innovation. Innovation is the realization of creative ideas.

Employee creativity encompasses the aspect of innovation, which is the realization of new ideas to be applied or implemented. Employees who are capable of innovative thinking are those who generate ideas, concepts, or methods for improvement in their work. Additionally, innovative employees possess flexibility, which is the ability to adapt to changes and new situations. According to Ngo et al., (2020), the indicators of creativity can be divided into four categories: Fluency, Flexibility, Collaboration, and Transformation.

H3: Creativity has a positive and significant effect on employee performance at PT Karya Kreasi Madani.

Conceptual Framework

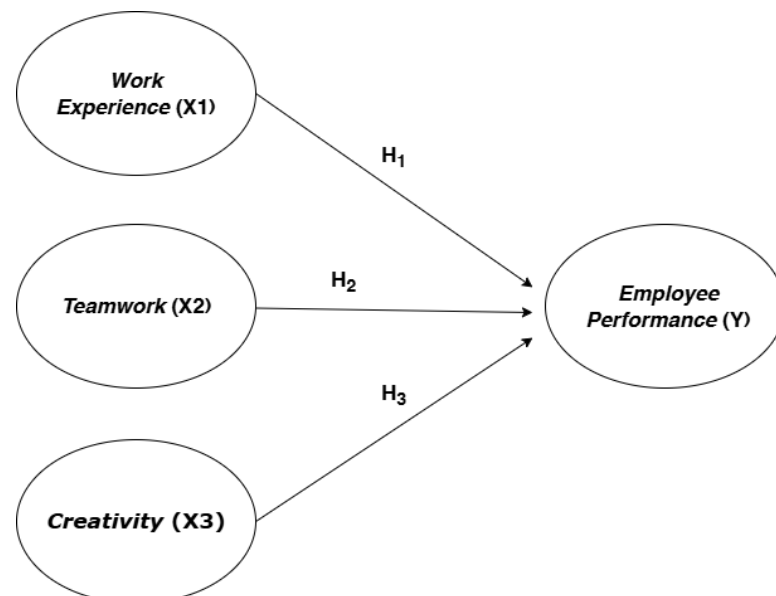


Figure 1. Conceptual Framework

METHODOLOGY

This study uses both primary and secondary data, which were gathered through interviews, questionnaire distribution, and literature reviews. The questionnaire was given to 43 employees, who served as the sample for this study. A weighting method was used with positive statements measured on a Likert scale, where the answer options ranged from Strongly Agree (5), Agree (4), Neutral (3), Disagree (2), to Strongly Disagree (1). After collecting the data from the respondents, this study used the Partial Least Square (PLS) analysis method with the help of the SmartPLS application.

RESEARCH RESULTS

The tests conducted in this research include testing the outer model, inner model, and hypothesis testing using Partial Least Squares (PLS).

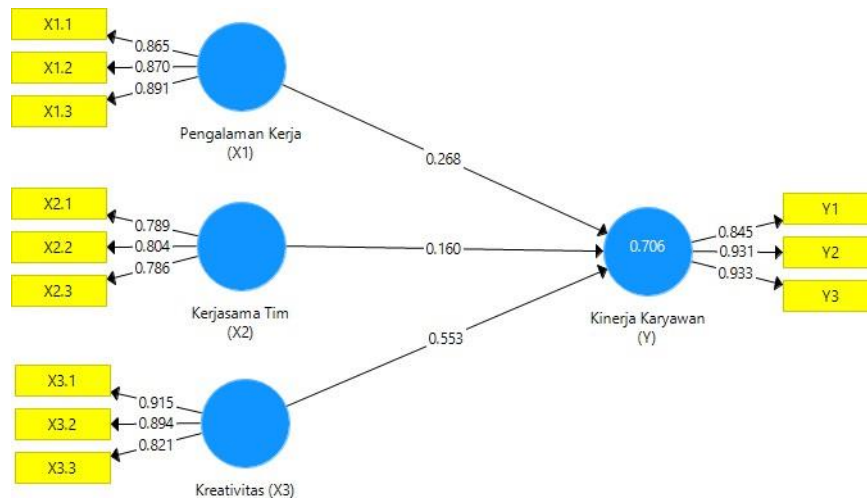


Figure 2. Outer Model with Factor Loading, Path Coefficient, and R-Square

The image above displays the PLS output, where the factor loading values for each indicator can be observed. Additionally, the Path Coefficients are visible, positioned above the arrow lines connecting the independent and dependent variables.

It can be observed that the indicator of mastery of work and equipment for the work experience variable has a value of 0.891, signifying that this indicator has the greatest influence on the work experience variable effect on employee performance. Similarly, the mutual contribution indicator from the teamwork variable has a value of 0.804, suggesting that it is the most influential in how the teamwork variable impacts employee performance. Meanwhile, the fluency indicator from the creativity variable has a value of 0.915, meaning that this indicator is the most influential in creativity.

Table 1. R-Square

	R-Square
Employee Performance (Y)	0,706

The R-Square value for employee performance is 0.706, meaning that the model accounts for 70.6% of the employee performance phenomenon, influenced by independent variables such as work experience, teamwork, and creativity. The remaining 29.4% is influenced by factors not covered in this study.

Table 2. Path Coefficients

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Work Experience (X1) -> Employee Performance (Y)	0,268	0,278	0,100	2,688	0,007
Teamwork (X2) -> Employee Performance (Y)	0,160	0,161	0,073	2,202	0,028
Creativity (X3) -> Employee Performance (Y)	0,553	0,539	0,079	7,028	0,000

Hypothesis testing in this study is based on the results of the estimated path coefficients. These coefficients show the strength and direction of the relationships between the variables, aiding in determining whether the hypotheses presented in the study are supported by the data.

Hypothesis 1: The hypothesis stating that work experience positively influences employee performance is confirmed. This is supported by a P-value of 0.007, which is less than 0.05, an original sample (O) value of 0.268, and a T-statistics value of 2.688, exceeding $Z\alpha = 0.05$. Thus, Hypothesis 1 is accepted, demonstrating that work experience significantly and positively impacts employee performance.

Hypothesis 2: The hypothesis suggesting that teamwork positively influences employee performance is confirmed. This conclusion is supported by a P-value of 0.028, which is less than 0.05, a positive original sample (O) value of 0.160, and a T-statistics value of 2.202, exceeding $Z\alpha = 0.05$. Consequently, Hypothesis 2 is confirmed, highlighting that teamwork has a significant positive impact on employee performance.

Hypothesis 3: The hypothesis stating that creativity positively influences employee performance is confirmed. This conclusion is supported by a P-value of 0.000, which is less than 0.05, a positive original sample (O) value of 0.553, and a T-statistics value of 7.028, exceeding $Z\alpha = 0.05$. Thus, Hypothesis 3 is validated, demonstrating that creativity significantly and positively impacts employee performance.

The Influence of Work Experience on Employee Performance

According to the results of the research, the researcher discovered that work experience affects employee performance at PT Karya Kreasi Madani and is considered valid. This influence demonstrates a connection between work experience and employee performance. The more experience and competence an employee has, the better the performance produced. By observing the work experience of employees, it becomes directly seen how the length of service an employee has impacts their performance. The research results show that work experience, represented by "mastery of work and equipment," has the greatest contribution to employee performance. Employees who master their tasks well will be able to complete tasks more efficiently, resulting in better and more optimal use of time for work. Based on Cahyono (2019), work experience affects employees' skills in performing tasks and makes their work more efficient. This finding aligns with the study by Kirani (2023), which concluded that work experience positively affects performance within a company. It is also supported by research from Sulaiman & Sukarno (2019), which demonstrates a significant positive influence of leadership on employee performance.

The Influence of Teamwork on Employee Performance

According to the findings of the research, it was determined that teamwork has an impact on employee performance at PT Karya Kreasi Madani and is accepted. This influence indicates a connection between teamwork and employee

performance. The stronger the teamwork within the company, the better the performance achieved. Teamwork is an essential aspect to focus on for improving employee performance, as it provides a platform for both employees and leaders to share ideas or discover solutions to problems and work-related issues (Simatupang, 2019). The research results on teamwork show that the most significant contribution to employee performance is mutual contribution. Contributing for the common good can improve performance by fostering effective collaboration, strengthening a sense of togetherness, accelerating problem-solving, and optimizing the use of resources. This finding is in line with the study by Devi et al., (2022), which concluded that teamwork positively influences performance within a company.

The Influence of Creativity on Employee Performance

Based on the research findings, it was determined that creativity affects employee performance at PT Karya Kreasi Madani and is accepted. This influence demonstrates a connection between creativity and employee performance, where higher levels of creativity in employees lead to more optimal performance. Completing tasks and solving problems in organizational activities require creativity from employees to generate ideas, suggestions, and innovative actions that are valuable in supporting the achievement of organizational goals. In situations filled with uncertainty and risks, employees are required to be creative by contributing their emotions, attention, and perseverance to cope with the dynamics of the company (Wang et al., 2021). The research findings indicate that creativity, represented by fluency, has the greatest contribution to employee performance. Fluency refers to the employees' ability to generate various verbal and non-verbal ideas in response to problems. This result aligns with the research conducted by Aribowo (2023), which concluded that creativity has an impact on performance within a company.

CONCLUSIONS AND RECOMMENDATIONS

The testing results in this study conclude that work experience plays a role in enhancing employee performance, with mastery of work and equipment as the strongest indicator of work experience. This indicates that the higher the level of mastery employees have, the better the performance they produce. Teamwork also contributes to improving employee performance, with mutual contribution as the strongest indicator of teamwork. This indicates that good contribution and relationships among employees can influence the quality of their performance. Creativity also contributes to improving employee performance at PT. Karya Kreasi Madani, with fluency as the strongest indicator of creativity. Creativity plays a significant role in enhancing employee performance through fluency in idea generation and problem-solving. This study can serve as a reference to understand the factors that can cause performance to improve or decline. Performance improvement can be observed through the most influential indicator, which is time. It is hoped that employees at PT. Karya Kreasi Madani can improve the effectiveness of time management in completing the tasks assigned to them, so that they can achieve optimal performance.

FUTURE STUDY

Future studies should explore other variables that influence employee performance. These could include factors such as communication, job satisfaction, employee engagement, and work environment. By analyzing these additional variables, researchers can provide deeper insights into the complex factors that affect employee performance through human resources.

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