

ANALYSIS OF THE INFLUENCE OF MOTIVATION AND SOCIAL SUPPORT ON THE COMPETENCE OF NON-CIVIL SERVANT ISLAMIC RELIGIOUS INSTRUCTORS IN LANGKAT REGENCY

Ratna Herlina^{1*}, Abdul Rahim Matondang², Nazaruddin³

Master of Management Postgraduate School Universitas Sumataera Utara, Indonesia.

E-mail: nana.herlina62@gmail.com, Matondangrahim@gmail.com, nazarmtd60@gmail.com

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Abstract

Religious Counselor is a position that is directly under the Ministry of Religion and is tasked with guiding, mobilizing and inviting the community both in social and religious affairs. The status of PAI employees besides PNS also includes PAI Non PNS who are Islamic Religious Counselors with honorary status. Currently, the performance of PAI Non PNS employees in Langkat Regency throughout 2020 to 2022 has been found to have not yet achieved the Performance and Work Behavior Targets. The purpose of this study was to see the effect of Motivation and Social Support on Employee Performance through Learning Interest. The research methodology used is quantitative descriptive with a Path Analysis approach to answer the research hypothesis. The population of this study was all PAI Non PNS as many as 125 people. The results of the study showed that both Motivation and Social Support influenced Employee Performance through Learning Interest, but Social Support did not affect Employee Performance. The research suggestion is that the Indonesian Ministry of Religion of Langkat Regency needs to strengthen the Learning Interest of PAI Non PNS because this has been proven to encourage PAI Non PNS to improve their Performance.

Keywords: *Social Support, Employee Performance, Learning Interest, Motivation*

INTRODUCTION

Langkat Regency is one of the Level II Governments in North Sumatra Province, where the name Langkat itself is taken from the name of a type of tree known to the Malay population as the Langkat tree. Langkat Regency consists of various tribes and religions, where the Malay tribe is the majority population, so that the Malay culture that upholds Islamic law is very much embedded in the daily lives of the Langkat community. However, the diversity of tribes and cultures in Langkat still makes Langkat a harmonious district. One of the roles of harmony in the Langkat community is thanks to the existence of Islamic Religious Counselors, where the task of Islamic Religious Counselors is to carry out guidance and counseling activities in the field of Islamic religion and development through religious language.

The task of the instructor is not merely to carry out religious education in the narrow sense in the form of religious studies alone, but all information activities in the form of guidance and information about various development programs. He acts as a guide to the community with a sense of responsibility, bringing society to a safe and prosperous life. The position of the Islamic Religious Instructor is very strategic both for conveying religious missions and development missions. Islamic Religious Instructors are also role models, places to ask questions and places to complain for their communities to solve and resolve various problems faced by Muslims. Islamic Religious Instructors are also agents of change, namely acting as a center for making changes for the better, in all fields towards progress, changes from negative or passive to positive or active. Because he is the main motivator for development. This role is important because development in Indonesia does not only build humans in terms of their physical and spiritual aspects, but also builds spiritual aspects, their mental spirituality is carried out together (Ziaulhaq, 2022).

Given the heavy duties and responsibilities carried out by Religious Instructors, there are a number of requirements that religious instructors must have, including religious instructors must have an attractive personality and a high sense of dedication to their duties. In addition, religious instructors must have the belief that the fostered

group as the ones being instructed has a great possibility of gaining the ability to develop as well as possible if provided with conditions and opportunities that support it. Religious instructors must also have concern for humanitarian values. Learning from the role of the instructor, religious instructors should also have the ability to communicate well with those being trained, be open, persistent in their duties, have a sense of love for others and like to work together.

Then, religious instructors should have a personality that is liked by others because they can be accepted by the surrounding community. Religious instructors need to be sensitive to the interests of the counselee, have quick thinking and be intelligent. So that they are able to understand the wishes of the counselee. Religious instructors should also have a complete personality, spiritual maturity and like to learn, especially knowledge related to their duties. Meanwhile, for religious instructors who work in the field of religious guidance or religious instructors, of course these instructors must have religious knowledge, have noble morals and actively practice religious teachings correctly and consistently.

Masripah and Prihatini (2022) stated that Honorary PAI have internal and external motivation in working, where internal motivation is a source of motivation that drives them to achieve which comes from within themselves while external factors are sources of motivation that come from outside themselves. The results of the study showed that Honorary PAI have the strongest internal motivation compared to external motivation and the strongest thing they feel is their desire to complete the work well, but the recognition dimension is one of the things they feel the lowest, this is in line with their status as honorary employees, where they need recognition from the Ministry of Religion as ASN Employees, so that when in the field dealing with the community, they are more respected as Islamic Religious instructors at the Ministry of Religion of Langkat Regency.

Other research results conducted by Harjanto and Surono (2020) found that motivation is one of the factors that supports the formation of work competence, where people who are motivated to achieve will develop their abilities better than people who are unmotivated or demotivated in their lives. Motivation is one of the factors that drives people to achieve their goals. People who are motivated are those who have clear goals and feel that they can achieve these goals, while people who have low motivation are those who think that their goals are difficult for them to achieve or that their efforts are in vain. The pre-survey results showed that the motivation factor only got an average score of 2.73 and was in the "Less" category, and this is an indication of the failure to achieve the performance of Non-PNS PAI in Langkat Regency.

Another factor that affects the performance of Non-PNS PAI is social support. The existence of this social support aims to help them when they experience problems, where the form of assistance can be in the form of moral support or even material support. The results of the pre-survey also showed that the Social Support factor is one of the things that indicates the failure to achieve the performance targets of Non-PNS PAI in Langkat Regency. The average score for Social Support is 2.87 and is in the "Low" category, so that Non-PNS PAI in Langkat Regency feels that they do not get support from Community Leaders or religious groups, so this interferes with their performance in the field. Non-PNS PAI cannot work alone, they need partners from the agency where they work or from community leaders, because they always interact with the community. They are also not provided with funds to conduct socialization to the community, so they often propose cooperation with village officials or community leaders to be able to hold joint socialization, and this is what is often rejected by community leaders.

LITERATURE REVIEW

Performance

According to Moehriono (2012) performance is a description of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision and mission of an organization which is outlined through the strategic planning of an organization. According to Sinambela (2012) performance is defined as the implementation of a job and the improvement of the job in accordance with its responsibilities so that the results can be achieved as expected. According to Wibowo (2016) performance comes from the word performance which means the results of work or work achievements but also includes how the work process takes place.

Motivation Theory

Motivation theory studies what motivates an employee to work. Motivation is one of the important components in human resource management. Motivation is an important determinant of individual achievement. Every activity carried out by an employee is driven by a force within the person, this driving force is called motivation.

Social Support

Every person who lives in society definitely needs social support from the people around him because individuals will not be able to survive without establishing relationships with others. Social support can only be understood if people know about the broader network structure in which a person is integrated. The structural aspects of this network include living arrangements, frequency of contact, participation in social activities, and involvement in social networks.

Interest in Learning

Interest plays an important role for humans in pursuing their dreams. Basically, interest is the acceptance of a relationship between oneself and something outside of oneself, the stronger or closer the relationship, the greater the human interest in the object. Interest is a moment and tendency that is intensively in the same direction to an object that is considered important. Interest is a driving force that causes someone to pay attention to other people, to other activities or objects. Someone who is interested has a constant tendency to pay attention and remember some activities. Interest can be expressed through a statement that shows that humans prefer something to something else, which can also be manifested through active participation in an activity. Humans who have an interest in a particular subject tend to pay more attention than those who have no interest or low interest. A person's interest in an object will be more visible if the object is on target and related to human desires and needs (Marleni, 2016).

Islamic Religious Counselor

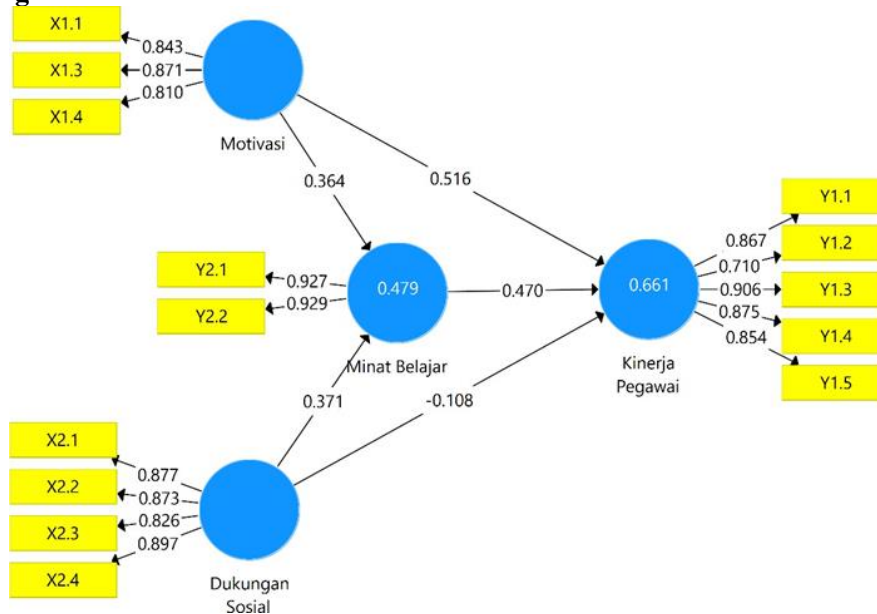
In terms of language, the word extension worker comes from the word "suluh" which means an object used to illuminate, in the general sense extension is a part of social science that studies the system and process of change in individuals and society in order to realize better changes as expected. Extension can also be seen as a form of education for adults. Extension is the involvement of a person to communicate information consciously with the aim of helping others to provide opinions so that they can make the right decisions. With extension, it is expected that there will be an increase in knowledge, skills and attitudes. Knowledge is said to increase if there is a change from not knowing to knowing and those who already know to knowing more. Skills are said to increase if there is a change from being unable to being able to do useful work. Attitudes are said to increase, if there is a change from not wanting to being willing to take advantage of the opportunities created.

METHOD

This type of research is correlation research, which is research that intends to explain the position of the variables studied and the relationship between one variable and another. This study uses a path analysis pattern because one or more independent variables have a causal relationship with the dependent variable through the mediating variable. This research was conducted in Langkat Regency, North Sumatra Province. The research was conducted from January 2024 to May 2024. Population is a generalization area consisting of: objects/subjects that have certain qualities and characteristics determined by the researcher to be studied and then conclusions drawn, then the sample is part of the number and characteristics possessed by the population (Sugiyono, 2017). The population in this study were all Non-PNS PAI recorded in Langkat Regency, North Sumatra with a total of 125 people, so that the entire population in this study became a sample.

RESULTS AND DISCUSSION

Outer Model Testing



Based on Figure 4.5, the correlation coefficient information between the dependent variable and the independent variable can be seen, where the correlation coefficient is intended to measure the degree of linear relationship between two variables. The correlation coefficient value ranges from -1 to 1. A value of 1 indicates a perfect positive relationship, a value of -1 indicates a perfect negative relationship, and a value of 0 indicates no linear relationship.

By comparing the correlation coefficients as in Figure 4.5, the following information can be obtained:

- The magnitude of the correlation between the Motivation variable and Learning Interest is 0.364, this shows that the Motivation variable has a positive correlation with Learning Interest with a "Low" degree of relationship.
- The magnitude of the correlation between the Social Support variable and Learning Interest is 0.371, this shows that the Social Support variable has a positive correlation with Learning Interest with a "Low" degree of relationship.
- The magnitude of the correlation between the variable Interest in Learning and Employee Performance is 0.470, this shows that the variable Interest in Learning has a positive correlation with Employee Performance with a "Moderate" degree of relationship.
- The magnitude of the correlation between the Motivation variable and Employee Performance is 0.516, this shows that the Motivation variable has a positive correlation with Employee Performance with a "Moderate" degree of relationship.
- The magnitude of the correlation between the Social Support variable and Employee Performance is -0.108, this shows that the Social Support variable has a negative correlation with Employee Performance with a "Very Low" degree of relationship.

Hypothesis Testing (Inner Model)

Table 1 Direct influence

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Hypothesis Decision
MO (X1) → MB (Y2)	0.364	0.366	0.116	3.123	0.002	Accepted
DS(X) → MB (Y2)	0.371	0.373	0.115	3.230	0.001	Accepted
MB (Y2) → KP (Y1)	0.470	0.469	0.099	4.729	0.000	Accepted
MO (X1) →	0.686	0.700	0.109	6.296	0.000	Accepted

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KP (Y1)						
DS(X2) → KP (Y1)	0.066	0.059	0.101	0.648	0.517	Rejected

From Table 1 above it can be seen that:

- Motivation (X1) has a direct positive effect on Learning Interest (Y2) in Non-PNS PAI employees in Langkat Regency, this is indicated by a significance value of $0.002 < 0.050$.
- Social Support (X2) has a direct positive influence on Learning Interest (Y2) in Non-PNS PAI employees in Langkat Regency, this is indicated by a significance value of $0.001 < 0.050$.
- Learning Interest (Y2) has a direct positive influence on Employee Performance (Y1) in Non-PNS PAI employees in Langkat Regency, this is indicated by a significance value of $0.000 < 0.050$.
- Motivation (X1) has a direct positive effect on Employee Performance (Y1) on Non-PNS PAI employees in Langkat Regency, this is indicated by a significance value of $0.000 < 0.050$.
- Social Support (X2) does not directly influence Employee Performance (Y1) for Non-PNS PAI employees in Langkat Regency, this is indicated by a significance value of $0.517 > 0.050$.

Table 2 Indirect influence

	OriginalSample (O)	SampleMean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Hypothesis Decision
MO (X) □ MB (Y2) □ KP (Y1)	0.171	0.172	0.068	2,508	0.012	Accepted
DS (X) □ MB (Y2) □ KP (Y1)	0.174	0.175	0.067	2,609	0.009	Accepted

Based on the data in Table 2, indirect proof of the hypothesis is obtained that:

- Motivation (X1) indirectly has a positive effect on Employee Performance (Y1) through Learning Interest (Y2) as a mediating variable for Non-PNS PAI employees in Langkat Regency, this is indicated by a significance value of $0.012 < 0.050$.
- Social Support (X2) indirectly has a positive effect on Employee Performance (Y1) through Learning Interest (Y2) as a mediating variable for Non-PNS PAI employees in Langkat Regency, this is indicated by a significance value of $0.009 < 0.050$.

Discussion

The results of the study showed that the Motivation variable has an effect on Learning Interest, this is in line with what was conveyed by Fauziah, et al. (2017), where in order to form a learning interest in humans, it is necessary to be driven by strong motivation. The existence of Motivation in a person's life is an important factor for them to achieve what they have not achieved, with high Motivation, humans will try to achieve Learning Interest. Learning Interest shows the extent to which humans are interested or involved in mastering certain materials, in this case related to the work of PNS PAI. Employees who have Learning Interest will continue to improve themselves and sharpen their abilities and skills in working, so that strong motivation encourages them to maintain high Learning Interest.

The results of this study indicate that Social Support has an effect on Learning Interest. This is in line with research conducted by Heriyati (2017) where in her research it states that the existence of this social support can improve a person's achievement. People who show interest in learning will produce better learning outcomes than those who do not show Learning Interest (Nurhasanah and Sobandi, 2016), therefore to get good learning outcomes, there needs to be high social support from the surrounding environment. Currently, the condition faced by Non-PNS PAI is the lack of social support when they carry out their duties in the field. In carrying out duties in the field, social support is important for the smoothness and success of each task to be carried out, therefore Non-PNS PAI can look for work partners who support their activities and establish emotional relationships so that they run in the long term.

The results of the study also show that Learning Interest can affect the Performance of Non-PNS PAI Employees in Langkat Regency. Achru P. (2019) stated that Interest is something that is very important for someone to do an activity. With interest, people will try to achieve their goals. Therefore, interest is said to be one

of the psychological aspects of humans that can encourage them to achieve their goals. Currently, Non-PNS PAI does not receive much training from the Langkat Regency Ministry of Religion, this is different from PNS PAI. However, learning interest is an internal driving factor, not from external sources, so that the interest of Non-PNS PAI to learn will return to each individual. Individuals who realize that by learning they can improve their performance, on the other hand, those who think it is enough and do not need to learn, then their performance will tend to stagnate. The learning process also does not have to be formal such as in a training program, but can also be independent learning, especially now that technological advances are increasingly rapid. For employees who want to learn, without having to wait for the Langkat Regency Ministry of Religion office, they can learn autodidactically, such as via the internet on their gadgets.

The results of the study show that motivation affects employee performance, this is in line with research conducted by Nuriman (2020) where he found that motivation plays a role in supporting the formation of employee work enthusiasm. Through work motivation, employees initially promise (engage) to improve their work, then with this motivation, they commit (commitment) to keep their promise to work better. After they get a better job, they also get the results, including easier and faster work for them to complete which makes them feel happy and satisfied (satisfaction) and in the end they will be willing to stay working at the institution in the long term (low turnover) (Wibowo, 2016).

The results of the study indicate that the role of Learning Interest is able to mediate the relationship between Motivation and the Performance of Non-PNS PAI Employees. This shows that Non-PNS PAI employees who have positive motivation, then this encourages them to learn to improve their knowledge and abilities, and ultimately their performance will also increase. Likewise, the role of Learning Interest is able to mediate the relationship between Social Support and Employee Performance, where with a conducive work environment, it can increase their interest in learning and ultimately through Learning Interest, the Performance of Non-PNS PAI will increase.

The results of a study conducted by Putri, et al. (2023) found a difference in performance between civil servants and non-civil servants, where one of the factors causing this difference in performance is motivation. Non-civil servant employees based on the results of the study have better performance scores compared to civil servants, this can happen because non-civil servant employees have higher motivation than civil servant employees. Non-civil servant employees have the ambition to show the best possible performance, they have hopes that through high performance they can get the opportunity to be appointed as civil servants.

CONCLUSION

Based on the objectives of this study, it is concluded:

- a. Motivation (X1) has a direct positive influence on Learning Interest (Y2) in Non-PNS PAI employees in Langkat Regency.
- b. Social Support (X2) has a direct positive effect on Learning Interest (Y2) in Non-PNS PAI employees in Langkat Regency.
- c. Learning Interest (Y2) has a direct positive influence on Employee Performance (Y1) in Non-PNS PAI employees in Langkat Regency.
- d. Motivation (X1) has a direct positive effect on Employee Performance (Y1) for Non-PNS PAI employees in Langkat Regency.
- e. Social Support (X2) does not directly affect Employee Performance (Y1) for Non-PNS PAI employees in Langkat Regency.
- f. Motivation (X1) indirectly has a positive effect on Employee Performance (Y1) through Learning Interest (Y2) as a mediating variable for Non-PNS PAI employees in Langkat Regency.
- g. Social Support (X2) indirectly has a positive effect on Employee Performance (Y1) through Learning Interest (Y2) as a mediating variable for Non-PNS PAI employees in Langkat Regency.

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