

CHAPTER I

INTRODUCTION

1.1 Background of The Study

The COVID-19 virus spread rapidly in Indonesia in March 2020. This pandemic has had a devastating effect on several companies, both small and large companies. The COVID-19 pandemic requires some companies to make employees work from home and restrict employees from working in offices. Of course, this cannot be done continuously, so the company needs to change or add to some of the organizational culture that the company previously had.

Organizational culture involves an organization's goals, experiences, ideology, and values that guide the activities of members and are expressed in members' self-image, inner workings, external world relations, and future expectations. Organizational culture becomes an important part of an organization's course, so that organizational goals can be effectively achieved in line with expectations. With a broad culture the structure and function of the organization is strongly influenced. Each organization / company has a different organizational culture while performing the same function.

Corporate leaders use organizational culture and corporate culture, as both words apply to the same fundamental phenomenon. Organizational culture is a set of values, beliefs and patterns of conduct that differentiating

one company from another. Organizational cultures as a belief system that forces people subconsciously and unconsciously to make every choice and decision within the organization.

Bukit Doa Taman Getsemane Rehabilitation Center is a place of rehabilitation for people who are addicted to drugs. Established since January 1982, having its address at Jl. Tuntungan Golf No. 120, Desa Durin Jangak, Kec. Pancur Batu District of Deli Serdang, North Sumatra. Since its establishment in 1982 until now the Bukit Doa Taman Getsemane Foundation has treated and restored many drug victims.

Table 1.1
Data of Late Arrival of Employees
at Bukit Doa Taman Getsemane Rehabilitation

Month	Total Employees	Number of Working Days	Average Late Employees / Month
January	45	26 days	3
February	45	26 days	4
March	45	26 days	2
April	45	26 days	2
May	45	26 days	3
June	45	26 days	4
July	45	26 days	5
August	45	26 days	1
September	45	26 days	2
October	45	26 days	3
November	45	26 days	2
December	45	26 days	4

Source: Compile from various data by the authors

Through interviews in Bukit Doa Taman Getsemane Rehabilitation, the organizational culture centred on its level has a positive and important effect on employee performance, but the results of this research also found that the Bukit Doa Taman Getsemane Rehabilitation needs to change, such

as, Organizational procedures and various strategies need to be strengthened by supplying workers with information on their key roles and functions. Second, all workers need to be active in formulating priorities, corporate plans, and principles within the organizational culture. Third, the same understanding needs to be built, particularly in the division of the basic tasks and functions of each.

According to Robbins (2015), organizational culture is a value system that is held and carried out by members of the organization, so that such things can differentiate the organization from other organizations. Each organization has features that differentiate it from other organizations, and these features become the organization's identity. Organizational culture is called this attribute. Organizational culture is created by the organizational philosophy and principles embraced by the organization's human resources, but the role of leadership or top management in shaping organizational culture is very important.

Performance is a function of the worker's ability to accept job goals. Various attempts were made to improve the performance of employees in order to get good results for the company. The success or failure of a company is determined by many things. Employee performance is an action taken by employees in carrying out the work given by the company (Handoko,2017). High performance of workers would enhance organizational efficiency, so that organizational leaders should always pay attention to enhancing their members' performance for the organization's

improvement. The way the organization maintains the new corporate culture is often directly linked to increasing the success of the members.

This research was conducted at Bukit Doa Taman Getsemane Rehabilitation, which is engaged in drug abuse rehabilitation. After the researcher conducted the pre-survey and observation of Bukit Doa Taman Getsemane Rehabilitation, it was seen that the phenomenon of problems related to employee performance was caused by a lack of employee communication in the processing of the reports given which caused delays in work that should have been completed on that very day. The lack of credibility of the leadership results in the information and tasks that have been submitted not running as expected.

Based on the description above, the author wants to know more about the influence of organizational culture on employee performance in order to achieve organizational goals. Thus the author takes the title of the thesis **“The Influence of Organizational Culture Toward Employee Performance at Bukit Doa Taman Getsemane Rehabilitation Center.”**

1.2 Problem Limitation

Based on the background explanation and indication of the problems above, the research of the study are limited about the influence of ‘Organizational Culture’ toward ‘Employees Performance’ at Bukit Doa Taman Getsemane Rehabilitation. This research aims is to find out are

organizational culture influence the employees performance in Bukit Doa Taman Getsemane Rehabilitation Medan.

1.3 Problem Formulation

Based on the background of study, the problem formulation that will examined are:

1. How is the implementation of Organizational Culture in Bukit Doa Taman Getsemane Rehabilitation?
2. How are the relationship the Organizational Culture and the Employee Performance in Bukit Doa Taman Getsemane Rehabilitation?
3. Does the Organizational Culture have effect on Employee Performance in Bukit Doa Taman Getsemane Rehabilitation?

1.4 Objective Research

The objective research are as follow:

1. To find out the organizational culture at Bukit Doa Taman Getsemane Rehabilitation.
2. To examine the correlation of organizational culture and employees performance at Bukit Doa Taman Getsemane Rehabilitation.
3. To examine the influence of the organizational culture toward employees performance at Bukit Doa Taman Getsemane Rehabilitation.

1.5 Benefit of The Research

1.5.1 Theoretical Benefit

The research will provide an overview of the impact of organizational culture on the performance of employees. Thus, this research can be beneficial for economics treasury growth, particularly the science of management.

1.5.2 Practical Benefit

1. Company.

The results of this study are expected to provide Bukit Doa Taman Getsemane Rehabilitation with information in order to optimize the application of organizational culture so that it can enhance the efficiency of employees.

2. Academics.

This research can be used as material for further research in order to add insight and knowledge about organizational culture and employee performance at Bukit Doa Taman Getsemane Rehabilitation Center.

3. Authors.

The results of this study also provide benefits in employee performance for writers in the form of insight and knowledge in conducting research on the organizational culture in Bukit Doa Taman Getsemane Rehabilitation.