

**Do Managerial Abilities Influence Organization Member Satisfaction
(Evidence From Koperasi Pegawai Negeri Sehati SMK Negeri 3 Tahuna)**

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Abstract

This study aims to determine the effect of Management Managerial Ability on Member Satisfaction on Koperasi Pegawai Negeri Sehati SMK Negeri 3 Tahuna. The method used in this study is survey method with Quantitative approach. The data in this study were obtained through questionnaires and interviews. The sample in this study is 31. The data in this study were measured using a Likert scale. Data analysis using Simple Linear Regression. The results of the study indicate that the regression coefficient X is 0.386. The number indicates that every 1% addition to the Management Managerial Ability, the value of member satisfaction increases by 0.386. The positive value indicates positive relationship between Managerial abilities and Organization member satisfaction.

Based on the test, the t value is 4.303 bigger than t-table (df n-2) = 2.045. Then H₀ is rejected and H_a is accepted. By rejecting H₀ and accepting H_a for testing the two variables, it can be concluded that the Managerial Capabilities of the Management affect the members satisfaction of Koperasi pegawai Negeri sehati SMK Negeri 3 Tahuna.

Keywords: Managerial Ability, Members satisfaction, Cooperation, regression

Cooperatives are people's economic institutions that drive the people's economy in spurring public welfare. Therefore, the growth of cooperatives and the growth of their business from time to time need to be increased. In order for the cooperative business to persist, the cooperative members need education and knowledge of cooperatives and training, in order to improve the competencies of members, administrators, and supervisory bodies and employees to improve the management and business performance of the members and cooperatives..

One of the factors that influence member satisfaction is managerial ability. Management managerial abilities, according to Hanel in Sitio (2001: 33) cooperative organizations are defined as a socio-economic or social engineering system, which is open and goal oriented. The success of cooperatives depends on the collaboration of members, administrators and employees in developing cooperative organizations and businesses, which can provide the best possible service to members.

Koperasi Pegawai Negeri Sehati SMK Negeri 3 Tahuna is a form of Cooperation organization that consist of every civil employee in SMK Negeri 3. This Organization runs operation in saving and loan and Consumption. By preliminary interviews, some sources shows curiosity in management ability. They believe the organization can be improved in many ways, if the management have the proper ability needed. Some policy inflict the members interest. The operation of saving and loan cannot be taced by the members and some complaint on share distribution. In other words, although there is trust among members, some members have skepticism on how management is run in the organization.

Based on the issues above, we determined the main problem of the study is how Managerial Abilities Influence Organization Member Satisfaction in Koperasi Sehati SMK N 3 Tahuna.

The study aim to determined the impact of Managerial Ability on Members' Satisfaction in Koperasi Sehati SMK N 3 Tahuna.

Theoretical review

Co-operatives

According to Law no. 25 of 1992 Article 1 which states that cooperatives are business entities consisting of cooperatives or legal entities that carry out their activities based on cooperative principles as well as people's economic movements based on family principles.

In general, a cooperative comprises a voluntary network of individuals who own or control abusiness that distributes benefits on the basis of use or ownership where ownership is largelyweighted equally across individual members. Benefits are generated by, for example, a share ofsurplus or profits, improved working conditions and benefits, lower prices, higher quality of product,product type and variety that better serve members' preferences, and better access to credit. Memberscontrol the cooperative on the basis of one member, one vote, with a guaranteed platform to exercisevoice. Members invest in the cooperative and thus have a financial stake in the organization. Altman (2009).

There are various types of cooperatives which dominate, least important of which, quantitatively atleast, is the workers' cooperative (see Cropp, 2005; Emelianoff, 1948). It is only in the workers' cooperative, however, that the overall position of the worker is definitively different from what existsin the traditional private sector firm. However, in the emerging multi-stakeholder cooperative it ispossible for the nonworkers' cooperative to incorporate significant components of the substance ofthe workers' cooperatives into their corpus

The Goal of Cooperatives

The objectives of the cooperative are contained in Law No. 25 of 1992 concerning cooperatives, in CHAPTER II Article 3 states that the objectives of cooperatives are: "Promote the welfare of members in particular and society in general and participate in building the order

of the national economy in order to realize an advanced, just and prosperous society based on Pancasila and UUD 1945”.

Furthermore, The dedication of co-operatives to serving members has been expressed in many forms. “Not for profit, not for charity, but for service to the members” is an old motto of the credit-union movement. But the concept of service to members is a very broad one, which may not encompass any different relationship from the normal business-customer kind. While a service orientation is a good starting point, we can be more specific: co-operatives undertake those activities that promote the economic success or wellbeing of their members. What distinguishes them from other forms of enterprise is that they exist not to maximize or optimize their own profits or welfare, but rather those of their members. This interlocking of the co-op’s interest and the members’ interests is part of what we can call the economic linkage between the co-op and its members (Fairbairn: 2005)

Cooperative function

UU no. 25 of 1992 concerning cooperatives, in article 4 explains the functions of cooperatives.

- 1) Build and develop the potential and economic capacity of members in particular and society in general to improve their economic and social welfare;
- 2) Acting and active in efforts to enhance the quality of human life and society;
- 3) Strengthening the people's economy as a basis for the strength and resilience of the national economy with cooperatives as the pillars;
- 4) Trying to realize and develop a national economy which is a joint effort based on the principle of kinship and economic democracy.
- 5) Develop creativity and build sense in organization experience for students.

Cooperative Principles

Principles of Cooperatives According to Law No. 25 of 1992:

- 1) Membership is voluntary and open. The point is that everyone has the right to become a member of a cooperative and there is no compulsion
- 2) Management is carried out in a democratic manner. Meaning All cooperative business activities in decision making are carried out by deliberation.
- 3) Distribution of SHU is carried out fairly in accordance with the size of business services. It means that the amount of business services of each member influences the distribution of SHU.
- 4) Limited remuneration for capital. It means giving remuneration depends on the amount of membership contributions to capital. If the capital gives a little reward, the services are also small and vice versa, so it is seen from the size of the capital of the member itself.
- 5) Independence. That is, everything that concerns the cooperative must be able to resolve independently by deliberating with all members of the cooperative.
- 6) Cooperative Education. It means that all members of the cooperative in carrying out their duties must know what is the understanding of cooperatives, cooperative principles, and the Act concerning cooperatives. All that can be learned by all members of the cooperative.
- 7) Cooperation between cooperatives. Meaning All cooperative organizations can establish cooperation, for the prosperity of the community and members of cooperatives.

Definition of Satisfaction

Satisfaction according to the Dictionary is satisfied; feeling happy; subject (things that are satisfied, pleasure, relief and so on). Satisfaction can be interpreted as a feeling of satisfaction, a sense of pleasure and relief due to consuming a product or service to get the service of a service. According to Oliver (in Supranto, 2001) defines satisfaction as the level of one's feelings after comparing the performance or the results he feels with his expectations.

Based on the description of several experts mentioned above, it can be concluded that satisfaction is a feeling of pleasure, satisfaction of an individual because between expectations and reality in using and the services provided are fulfilled.

Factors that affect Member Satisfaction

According to Budiastuti (2002) suggests that evaluating satisfaction with the services received refers to several factors, including the quality of service. Service Quality plays an important role in the service industry. Customers in this case patients will feel satisfied if they get good or as expected service.

Service quality has several dimensions or elements of service quality. The elements of service quality are the results of research findings from the theory of service quality delivered by A. Pasuraman. As one of the pioneers in measuring the quality of service, Pasuraman triggered the servqual dimension. This dimension is made to measure service quality by using a questionnaire. Servqual techniques can find out how much distance the customer hopes with the customer's expectations of the service received. Servqual has 5 dimensions, including:

1. Tangibles

Tangibles is concrete evidence of the ability of a company to display the best for customers. Both in terms of physical appearance of buildings, facilities, supporting technology equipment, to the appearance of employees.

2. Reliability

Reliability is the company's ability to provide services that are in accordance with consumer expectations regarding speed, timeliness, no errors, sympathy, and so forth.

3. Responsiveness

Responsiveness is responsive to providing services that are fast or responsive and accompanied by clear and easy-to-understand delivery methods.

4. Assurance

Assurance is assurance and certainty obtained from the attitude of manners, good communication, and knowledge possessed, so as to foster customer trust.

5. Empathy

Empathy is giving sincere and personal attention to customers, this is done to find out the customer's desires accurately and specifically.

Managerial Ability

The term ability refers to the ability to do things in an effective way. Ability is determined along with learning and offspring. Ability can be defined abstraction and general (intelligence, interpersonal relationship skills) to a narrow and specific (consideration of verbal, persuasive abilities). Managerial is a blend of art and science, a science in managing things correctly.

Given the role and function of a manager must be required to have managerial abilities. At least a manager must master abilities that are:

a) **Conceptual Skill (Conceptual Skill)**

According to Handayani (1994: 64) conceptual skills are the ability to know the wisdom of the organization as a whole.

b) **Human Skills (Human Skill)**

According to Handayani defines human ability as the ability to work in groups.

c) **Technical Skills (Technical Skill)**

Handayani, defines that in this skill including activities using methods, procedures and techniques that are generally related to tools rather than people.

The managerial ability of the management must be owned by the management because the management has a large duty and responsibility in running a business or organization of a cooperative, because the position of the management is top management (Anoraga, 2003: 109).

RESEARCH METHOD

The method used in this study is a quantitative research method with a survey method. According to Zikmund (1997) "survey research methods are a form of research technique in which information is collected from a number of samples in the form of people, through questions".

Operational Definition of Variables

this study explore two variables, one independent variable, Managerial Ability (X) and one dependent variable, Member Satisfaction (Y).

independent variable (X):

Management Managerial Ability with Indicators:

- a) *Conceptual Skill*
- b) *Human Skill*
- c) *Technical Skill*

Dependent Variable (Y):

The dependent variable is the variable that is influenced by the independent variable. The dependent variable in this study is Member Satisfaction in the One-Year Employee Cooperative of SMK Negeri 3 Tahuna. Satisfaction of cooperative members where feeling happy, satisfied individuals because between expectations and reality in using the services provided are fulfilled. Y Variable Indicator is Service Quality

Population

Population is the whole research subject (Suharsimi, 2013: 173). The population in this study were 31 members.

Sampel

Samples are partially or representative of the population under study (Suharsimi, 2010: 174) Given that there are not too many populations, namely 31 members, the sampling method used is Simple Random Sampling. It is said to be simple (simple) because taking sample members from the population is done randomly regardless of the strata that exist in that population (Sugiyono 2012: 120). So sampling on objects has 31 members.

The Result

Validity

The research instrument was analyzed through a computer using the SPSS 22.0 for Windows program to test its validity. IF the r-value of the instruments bigger dan r-table, then instrument is valid. In the contrary lower r-value than r-table means the instrument is invalid. Based on the results of the research questionnaire trials to 31 respondents obtained the following results: Tabel 1 Hasil Uji Validitas variabel X

Item	r _{value}	r _{table}	
1	0,660	0,355	Valid
2	0,624	0,355	Valid
3	0,742	0,355	Valid
4	0,669	0,355	Valid
5	0,643	0,355	Valid
6	0,680	0,355	Valid
7	0,663	0,355	Valid
8	0,800	0,355	Valid
9	0,527	0,355	Valid
10	0,717	0,355	Valid
11	0,494	0,355	Valid

Source: 2017 research data analysis

ased on the calculation of the questionnaire validity test results on variable X using the SPSS Version 22.0 for windows program, it was found that 11 questions were tested on 31 respondents, apparently all questions were valid.

Tabel 2 Dependent variable validity test result

Item	r _{value}	r _{table}	
1	0,686	0,355	Valid
2	0,465	0,355	Valid
3	0,710	0,355	Valid
4	0,454	0,355	Valid
5	0,768	0,355	Valid
6	0,524	0,355	Valid
7	0,696	0,355	Valid

Source: 2017 research data analysis

Based on the calculation of the questionnaire validity test results on variable Y using the SPSS version 22.0 for windows program, it was found that 7 questions were tested on 31 respondents, it turned out that all questions were declared valid. So, to test two variables X and Y all questions are declared valid.

Reliability

To calculate reliability in this study using SPSS version 22.0 for Windows. By looking at the Cronbach's Alpha value or the reliability coefficient value, that is, if the Cronbach's Alpha value is > 0.70 then the data is said to be reliable.

Table 3 Variable Reliability Test Results X and Y

No	Variabel	Cronbach's Alpha	Cronbach's Alpha required	
1	Managerial Ability	0,862	> 0,70	Reliable
2	Member Satisfaction	0,703	> 0,70	Reliable

Source: 2017 research data analysis

Based on the questionnaire trial, it was found that for managerial capabilities of the management, Cronbach's Alpha 0.862 was obtained, for the member satisfaction questionnaire obtained by Cronbach's Alpha 0.703, because $r_{11} > r_{abel}$, the instruments of each variable were reliable.

Normality test

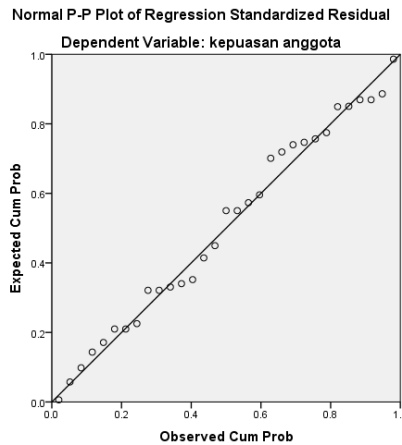
Normality test is a test to measure whether our data is normally distributed so that it can be used in parametric statistics. Tests were carried out with the help of SPSS 22.0 for Windows. Below this is a Normality graph where to see whether our data is normally distributed or not.

Table 4: The results of the Kolmogorov Smirnov Normality test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		31
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.66349337
Most Extreme Differences	Absolute	.091
	Positive	.077
	Negative	-.091
Test Statistic		.091
Asymp. Sig. (2-tailed)		.200 ^{c,d}

Based on the results of the normality test above, it is known that the significance value is $0.200 > 0.05$. Then it can be concluded that the residual value is normally distributed.



Based on the results of the normality test using the Normal P-P Plot of Standardized Residual Regression, the graph above shows that the data spreads close to the diagonal line, it can be concluded that the regression model is normally distributed.

Linearity Test

Based on the results of the linearity test above, the Sig. deviation From Linearity of $0.181 > 0.05$, it can be concluded that there is a linear relationship of significance between the Managerial Capability Management Variables (X) with Member Member Satisfaction (Y).

Analisis Data

Simple Linear Regression

Based on the table it is known that the value of Constant (a) is 9,146, while the value of the Managerial Ability of the Management (b / Regression coefficient) is 0,386, so the regression equation is as follows:

$$\hat{Y} = a + b X$$

$$\hat{Y} = 9,146 + 0,386 X$$

The constant is 9,146, meaning that, when the Management Managerial Ability is 0,386, Member Satisfaction has a value of 9,146.

The regression coefficient X of 0.386 states that every 1% increase in the value of the Managerial Ability of the Management, then the value of member satisfaction increases by 0.386, the coefficient is positive, so it can be said that the direction of influence of variable X on Y is positive

T test and coefficient of determination

Based on the value of t: it is known that the tcount is $4.303 > t_{table} 2.045$, so it can be concluded that the Managerial Ability variable of the Management (X) has an effect on the Variable Member Satisfaction (Y).

It is known that r count is 0.624, then to find out how much influence the variable X has on the Y variable by using the determinant coefficient r^2 expressed in percentage. The results are as follows:

$$\begin{aligned}
 R^2 &= (0,624^2) \times 100\% \\
 &= 0,390 \times 100\% \\
 &= 39,0 \%
 \end{aligned}$$

From the results of the above calculations, it can be concluded that there is an effect of variable X on Y of 39.0% and the remaining 61% is influenced by other factors not examined in this study.

DISCUSSION

Based on the calculation of the questionnaire validity test results on variable X using the SPSS Version 22.0 for windows program, it was found that 11 questions were tested on 31 respondents, apparently all questions were declared valid and based on the calculation of the questionnaire validity test results on the Y variable using SPSS Version 22.0 for windows, it was found that 7 questions were tested on 31 respondents, apparently all questions were declared valid. So, to test two variables X and Y all questions are declared valid.

Furthermore, in the questionnaire reliability test, it was found that for managerial capabilities of the management, Cronbach's Alpha 0.862 was obtained, for the member satisfaction questionnaire obtained by Cronbach's Alpha 0.703, because $r_{11} > r_{abel}$, the instruments of each variable were reliable.

Furthermore, in the analysis prerequisite test, based on the results of the normality test it is known that the significance value is $0.200 > 0.05$. Then it can be concluded that the residual value is normally distributed. Based on the results of the normality test using the Normal P-P Plot of Standarized Residual Regression, the graph shows that the data spread close to the diagonal line, it can be concluded that the regression model is normally distributed.

Based on the results of the linearity test, it is known the Sig. deviation From Linearity of $0.181 > 0.05$, it can be concluded that there is a linear relationship of significance between the Managerial Capability Management Variables (X) with Member Member Satisfaction (Y).

Furthermore, in the Simple Linear Regression test, the Constants amounted to 9,146, meaning that, when the Management Managerial Abilities were 0.386, then Member Satisfaction had a value of 9,146. The regression coefficient X of 0.386 states that every 1% increase in the value of the Managerial Ability of the Management, then the value of member satisfaction increases by 0.386, the coefficient is positive, so it can be said that the direction of influence of variable X on Y is positive.

Based on the significance value: the Coefficients table obtained a significance value of $0,000 < 0,05$, so it can be concluded that the Managerial Ability variable of the Management (X) influences the member satisfaction variable (Y). Based on the value of t: it is known that the tcount is $4.303 > t_{table} 2.045$, so it can be concluded that the Managerial Ability variable of the Management (X) has an effect on the Variable Member Satisfaction (Y).

Based on these calculations, it is known that tcount is 4.303 and t table $(dk n-2) = 2.045$ with a significant level of 5%. So t value $> t_{table}$ assuming if t value $> t_{table}$ then H_0 is rejected and H_a is accepted. In other words reject the null hypothesis (H_0) and accept the alternative hypothesis (H_a) for testing the two variables. From the calculation of the Determinant Coefficient, it can be concluded that there is an effect of variable X on Y of 39% and the remaining 61% is influenced by other factors not examined in this study..

Thus it can be said that the Managerial Ability of the Management greatly influences Member Satisfaction at Sehati Civil Servants Cooperative in SMK Negeri 3 Tahuna.

As the results of research by Wahyu Aisyatul / 2011 with the title of research on the influence of managerial abilities of administrators, services and business locations on member participation in the Pringgodani Village Cooperative in Gajah Subdistrict, Demak Regency. Based on the

results of the partial research, 2.012 means that H_a is accepted and simultaneously is 3.191 which means H_a accepted.

So in this case managerial skills are very important in a cooperative organization, without good managerial skills members are definitely reluctant to participate in cooperatives, because Participation of members is the key to success in a cooperative organization.

Conclusion

It can be concluded that the Managerial Ability of the Management has an effect on the Satisfaction of the members in the one-time Cooperative Civil Servants of State Vocational Schools 3 Tahuna. In other words reject H_0 and accept H_a .

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