

The Influence of Locus of Control on Organizational Commitment at Fortunate Coffee Cemara Asri Medan

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Abstract

This study aims to examine the effect locus of control on organizational commitment at Fortunate Coffee Cemara Asri, Medan. The object of this research is the waiter of Fortunate Coffee Cemara Asri, Medan. The basis for selecting this sample is the non-probability sampling method using the incidental sample technique. using the incidental sample technique. The data applied in this study primary data, it obtained from questionnaires distributed to 30 respondents. The analysis method used is multiple linear regression with the help of spss 26. Obtained a correlation result of 0.290 which means that locus of control has a less relationship to organizational commitment. From the test results of the coefficient of determination which gives a value of 6.1% which states the small influence of locus of control on organizational commitment. locus of control on organizational commitment at Fortunate Coffee Cemara Asri,

Keyword: Locus of Control, Organizational Commitment

1. INTRODUCTION

According to Miller and Cohen (in Setyanti, 2018: 41) explaining organizational commitment is "the state of the members themselves who further identify with the characteristics and goals of the organization and maintain their membership in the organization. Organizational commitment refers to the level of employee willingness to maintain and fight for organizational goals and values.

To increase employee organizational commitment, it is necessary to understand that there are internal factors that influence it. One of the relevant factors is locus of control. According to Sari (2018), locus of control is how a person views that behavior on himself as a form of relating to other people or the environment, and also as a belief in the source that determines his behavior.

Locus of Control

According to Indriasari & Angreany (2019), locus of control is a reflection of a person's tendency to believe that he himself can control events in his life or control from outside. According to Narendra (2018), Locus of control is a psychological condition that refers to an individual's belief that the way they behave is under their own control or control that comes from outside themselves.

According to Rotter in (Marwan, 2018) the measurement dimension of Locus of Control uses internal Locus of Control, namely the belief that the success achieved is proportional to the effort they put in and most of it they can control. The indicators are; individual belief that the events experienced are the result of their own behavior, have good control over their own behavior, tend to be able to influence others, believe that the efforts they make can be successful, and actively seek information and knowledge related to the situation at hand. External Locus of Control is an individual's perception or view of sources outside himself that control his life events, such as fate, luck, superior power and the surrounding environment. The indicators are; Other people's power, fate and chance are the main factors that influence what he experiences, have poor control over his own behavior, tend to be influenced by others, often do not believe that the efforts he makes can succeed, are less active in seeking information and knowledge related to the situation at hand.

Organizational Commitment

According to Luthans (in Sutrisno 2018: 292), organizational commitment is: "(1) a strong desire to become a member of a group, (2) a high willingness to work for the organization, (3) a certain belief and acceptance of the values and goals of the organization". According to Yusuf and Syarif (2018), organizational commitment is an attitude of employee loyalty to the organization by staying in the organization, helping to achieve organizational goals, and having no desire to leave the organization for any reason. According to Meyer and Allen (in Yusuf and Syarif, 2018) Organizational commitment is a psychological construct as a characteristic of the relationship between organizational members and their organization, and has implications for individual decisions to continue their existence as members of the organization.

Indicators of Organizational Commitment in Busro (2018: 86) state that: Indicators of Affective Commitment include: (a) strong belief and acceptance of organizational values and goals, (b) loyalty to the organization, and (c) willingness to use efforts for the benefit of the organization. Indicators of Continuing Commitment include: (a) calculating the benefits of continuing to work in the organization, (b) taking into

account the disadvantages of leaving the organization. Normative Commitment indicators include: (a) willingness to work and (b) responsibility for advancing the organization.

2. RESEARCH METHODS

2.1 Research Framework

This research utilizes a quantitative method with an associative research type. The location and place of the study were at Fortunate Coffee Cemara Asri, Medan, located at Jalan Boulevard Utara No. 8 Komplek Perumahan Cemara Asri, Medan. The research period for investigating Fortunate Coffee Cemara Asri, Medan, began in March 2023 and continued until June 2023. There are 2 variables used, namely Self Efficacy (X) as the independent variable and Organizational Commitment (Y) as the dependent variable. Sampling in this research is conducted using an incidental sampling technique. According to (Sugiyono, 2021), incidental sampling is a technique for determining samples based on coincidence, meaning anyone who coincidentally or incidentally encounters the researcher can be used as a sample if they are considered suitable as a data source.

According to (Sujarweni, 2022), the data sources in this research include:

1. Primary Data, data obtained directly from respondents through questionnaires, focus groups, panels, or from interviews conducted by the researcher with information sources. In this study, the author used a questionnaire provided to Fortunate Coffee Cemara Asri, Medan's customers to collect data systematically and accurately.
2. Secondary Data, data obtained from records, books, magazines such as company financial reports, government reports, articles, theoretical books, magazines, and other sources. In this study, the data obtained by the author is based on books, articles, and previous research by other students related to this research as references.

According to (Sugiyono, 2021), the data collection techniques in this research include:

1. Physical Observation, observation is conducted to identify issues.
2. Unstructured Interviews, conducted to discover the root causes of the problems and identify appropriate solutions.
3. Questionnaire, used to be given to respondents with the aim of identifying respondent's answers.

In this research, the author used a Likert scale as a measurement tool. The Likert scale is used to measure the attitudes, opinions, and perceptions of an individual or a group of people about social phenomena. In this study, the author used a 5-point Likert scale.

Table 1. Criteria for Research Questionnaire Scores

No	Criteria	Score
1	Strongly Agree (SA)	5
2	Agree (A)	4
3	Neutral (N)	3
4	Disagree (D)	2
5	Strongly Disagree (SD)	1

2.2 Population and Sample

2.2.1 Population

According to (Sugiyono, 2021), the population is a generalization area consisting of objects/subjects with specific quantities and characteristics determined by the researcher to be studied and then draw conclusions from. The population in this research is customers who have made purchases at Fortunate Coffee Cemara Asri, Medan. The population in this study comprises 300 customers of Fortunate Coffee Cemara Asri, Medan.

2.2.2 Sample

Author also uses the Slovin formula, as stated by (Sujarweni, 2022), which can be formulated as follows:

$$n = \frac{N}{1 + Ne^2}$$

Where:

n = Sample Size

N = Population

e = Desired Margin of Error; e = 0.1

Calculation of the formula is as follows:

$$n = \frac{\text{Sample}}{1 + \frac{\text{Population}}{e^2}}$$

$$n = \frac{300}{1 + 300(0.1)^2}$$

$$n = 75$$

Sample size in this study is 10% of the total population, which is 75 customers.

2.3 Data analysis methods

This research employs various methods of data analysis, including validity test, reliability tests, normality to examine data distribution, linearity to assess linear relationships among variables, correlation to measure the extent of variable relationships, coefficient of determination to gauge how well the model explains the data, simple linear regression to model variable relationships, and Z-test to test hypotheses in data analysis. These methods are utilized to determine the influence of service quality on customer loyalty at Fortunate Coffee Cemara Asri, Medan.

3 RESULT AND DISCUSSION

3.1 Result of Data analysis methods

3.1.1 Respondent Characteristics

Based on the results of research that has been conducted on 30 respondents through distributing questionnaires to Fortunate Coffee workers. The number of respondents used is 30 respondents who are categorized by gender can be seen from the following table:

Table 2. Description of Respondent Characteristics by Gender

Gender	Total (Person)	Percentage
Male	13	43.3%
Female	17	56.7%
Total	30	100%

Data source: Processed from primary data, 2023

Based on table 4.1, it can be seen that in this study, the majority of respondents were female, namely 17 respondents or 56.7% and male sex 13 respondents or 43.3%.

3.1.2 Validity Test and Reliability Test

According to (Sugiyono, 2019), to determine the validity of each statement item, you can correlate the scores of statement items with the total score (Y). An item is considered valid if the minimum correlation value reaches 0.3. Therefore, if the correlation between the scores of statement items and the total score is less than 0.3, the items in that instrument are considered invalid. According to Purba (2021:12), the formula for validity testing is as follows:

$$r_{xy} = \frac{n(\sum x_i y_i) - (\sum x_i)(\sum y_i)}{\sqrt{(n(\sum x_i^2) - (\sum x_i)^2)(n(\sum y_i^2) - (\sum y_i)^2)}}$$

Where:

r_{xy} = Correlation coefficient

n = Number of respondents

x_i = Score for each item on the instrument

y_i = Score for each item on the criteria

According to (Duli, 2019), reliability is a tool used to determine how consistent measurement results are when measuring the same phenomenon multiple times with the same measuring instrument. The level of reliability for a research construct/variable can be assessed using the Cronbach Alpha (α) statistic. A variable is considered reliable if it has a Cronbach Alpha value greater than 0.60. The closer the Alpha value is to 1, the more trustworthy the data's reliability.

The Cronbach Alpha formula is as follows:

$$r_{11} = \left[\frac{n}{n-1} \right] \left[1 - \frac{\sum \sigma_i^2}{\sigma_t^2} \right]$$

r_{11} = The reliability being sought

n = Number of items being tested

$\sum \sigma_i^2$ = The sum of the variances of each item's scores

σ_t^2 = Varians total

Questionnaires were distributed for a pre-test to 30 respondents outside the sample, namely Teko Healthy Resto, Medan. The analysis was carried out to determine the validity of each question using SPSS 26, where the validity results for locus of control and organization commitment can be observed in the details below.

Table 3. Result of Validity Test Locus of Control

Item	Corrected Items	r tabel	Description	Cronbach's Alpha	Item	Corrected Items	r tabel	Description	Cronbach's Alpha
X1	0,704**	0,361	Valid	0,766 > 0,60 (Reliable)	Y1	0,750**	0,361	Valid	0,780 > 0,60 (Reliable)
X 2	0,751**		Valid		Y2	0,823**		Valid	
X3	0,744**		Valid		Y3	0,754**		Valid	
X4	0,739**		Valid		Y4	0,811**		Valid	
X5	0,620**		Valid		Y5	0,748**		Valid	
X6	0,604**		Valid		Y6	0,711**		Valid	

Item	Corrected Items	r tabel	Description	Cronbach's Alpha	Item	Corrected Items	r tabel	Description	Cronbach's Alpha
X7	0,631**		Valid		Y7	0,631**		Valid	
X8	0,683**		Valid		Y8	0,797**		Valid	
X9	0,695**		Valid		Y9	0,832**		Valid	
X10	0,664**		Valid		Y10	0,775**		Valid	

Source: Data Processed

Based on the Table 3 data, it is known that there are 10 statement items in the service quality variable (X) that are considered valid because the corrected item values are > 0.361 and there are 10 statement items on the organizational commitment variable (Y) is declared valid because the corrected item value > 0.361.

For testing usually uses certain limits such as 0.6. According to Duli (2019: 106) A research construct / variable can be seen from the results of the Cronbach Alpha (α) statistics. A variable is said to be reliable if it provides a Cronbach Alpha value > 0.60. Based on the test results in table 5, it can be concluded that the questionnaire items on the Locus of Control variable are declared reliable. questionnaire statement on the Locus of Control variable is declared reliable because 0.766 > 0.60, and it can be concluded that the questionnaire items on the Organizational Commitment variable are declared reliable. questionnaire statements on the Organizational Commitment variable are declared reliable because 0.780 > 0.60.

3.1.3 Result of Normality Test

According to Widarjono (Duli, 2019), the normality test aims to determine whether the residual values are normally distributed or not. This test can be conducted using a histogram test, normal P-Plot test, Chi-Square test, Skewness and Kurtosis, or Kolmogorov-Smirnov test. Before we proceed with the actual analysis, the research data must undergo a test for the normality of its distribution. Good data is characterized by a normal distribution. The basis for decision-making in the normality test is as follows: if the significance value is greater than $\alpha = 0.05$, then the data is considered normally distributed. Conversely, if the significance value is less than $\alpha = 0.05$, then the data is not normally distributed.

Table 4. Result Of Normality Test

		Unstandardized Residual
N		30
Normal Parameters ^{a,b}	Mean	0,0000000
	Std. Deviation	5,05475386
	Absolute	0,157
Most Extreme Differences	Positive	0,110
	Negative	-0,157
Test Statistic		0,157
Asymp. Sig. (2-tailed)		0,056 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Source of data processed from SPSS 26, 2023

Based on the results of the normality test, it is known that the significance value 0.056 > 0.05, it can be concluded that the residual value is normally distributed normal.

3.1.4 Result of Linearity Test

According to (Gunawan, 2019), the linearity test is conducted to determine whether two variables have a significant linear relationship. The testing is done in SPSS using the Test for Linearity at a significance level of 0.05. Two variables are considered to have a linear relationship when the linearity significance is less than 0.05.

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Table 5. Result Of Linearity Test

Model		Coefficients ^a				Collinearity Statistics		
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Tolerance	VIF
		B	Std. Error	Beta				
1	(Constant)	29,781	16,502		1,805	0,082		
	Locus of Control	0,346	0,220	0,294	1,574	0,127	0,969	1,032

a. Dependent Variable: organizational commitment

Source of data processed from SPSS 26, 2023

In the table above, it can be seen that the correlation value for variable values locus of control has a tolerance value of 0.969 > 0.10 and a VIF value of 1.032 < 10.00. 1.032 < 10.00. It can be concluded that this

regression model is free from symptoms of multicollinearity and is suitable for use. multicollinearity and feasible to use.

Result Of Correlation

According to (Qomusuddin & Romlah, 2021), correlation analysis is the analysis of the relationship between two or more variables, specifically between independent variables and dependent variables.

Table 4.Result of Correlation

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Sig. F Change
						F Change	df1	df2	
1	0,290 ^a	0,084	0,016	5,239	0,084	1,239	2	27	0,306

a. Predictors: (Constant), X2, X1

b. Dependent Variable: X3

Source of data processed from SPSS 26, 2023

From the above results it can be concluded that the variables of locus of control (X), and organizational commitment (Y) are related because the value shows positive results. The correlation value (r) is 0.290 which means that locus of control have a less relationship to organizational commitment.

3.1.3 Result Of Coefficient Determination.

The coefficient of determination (Sugiyono, 2019), a value that indicates the extent of the contribution of the independent variable to the dependent variable.

$$Kd = r^2 \times 100\%$$

Where:

Kd = Coefficient of Determination

r = Correlation Coefficient

The coefficient of determination is a value that indicates the extent of the contribution of the independent variable to the dependent variable. Based on the Table 5, it is known that the Adjusted R Square value is 0.061, This means that locus of control (X) simultaneously on the organizational commitment variable (Y) is 6.1% which states the small is 6.1% which states the small influence of locus of control on organizational commitment. Locus of control on organizational commitment at Fortunate Coffee Cemara Asri, Medan, and the remaining 93.9% is influenced by other factors not examined in this study. in this study.an to the organizational commitment variable (Y) is 6.1% which states the small influence of selfefficacy and locus of control on organizational commitment. Locus of control on organizational commitment at Fortunate Coffee Cemara Asri, Medan, and the remaining 93.9% is influenced by other factors not examined in this study. in this study.

3.1.4 The Result Of Simple Linear Regression

According to (Qomusuddin & Romlah, 2021), simple linear regression is a form of functional relationship between variables. The simple linear regression model can be represented by the following equation:

$$Y = a + bX$$

Where:

Y = Dependent variable or response variable

X = Independent variable or predictor variable

a = Constant

b = Coefficient of the predictor

Simple linear regression is used to find the influence of one independent variable (X) on the dependent variable (Y). In the Table 5, it is known in the Unstandardized Coefficients part B obtained multiple linear regression equations, namely the following formula:

$$\text{Organizational commitment} = 29.781 + 0.346 \text{ locus of control}$$

Based on the above equation, it can be described as follows:

1. Constant (α) = 29.781 shows the constant value, if the variable value namely locus of control is 0, organizational commitment will increase by 29.781.
2. The coefficient $X_2b_2 = 0.346$ shows that the locus of control variable (X) has a positive effect on organizational commitment of 0,346. This means that every increase in locus of control (X) by 1 unit, then the **locus of control on organizational commitment will increase by 0.346.**

3.1.5 The Result Of Hypothesis

F Test Results Decision-making basis:

1. If the sig value <0.05, or F count> F table then there is a simultaneous influence of variable X on variable Y.
2. If the sig value> 0.05 or F count < F table then there is no simultaneous influence of variable X on variable Y.

F table = F (k; n-k)

F table = F (4; 75-2)

F table = F (4; 73)

Where the F table value is 2.497.

Table 7. Result of F Test
ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	68,001	2	34,001	1,239	0,306 ^b
Residual	740,966	27	27,443		
Total	808,967	29			

a. Dependent Variable: Organizational Commitment

b. Predictors: (Constant), Locus of Control

Source of data processed from SPSS 26, 2023

Based on the test results above, it is known that the significance value for the effect of Locus of Control simultaneously on Y is $0.306 > 0.05$ and the value of F count is $1.239 < F$ table 2.497, so it can be concluded that there is no simultaneous effect of X2 on Y.

4 CONCLUSION

Based on the test results and discussion in the previous chapter, the authors can conclude that there is an insignificant influence between locus of control on organizational commitment at Fortunate Coffee Cemara Asri, Medan. This is evidenced by the results of the coefficient of determination test which gives a value of 1.6% which states the low influence of locus of control on organizational commitment at Fortunate Coffee Cemara Asri, Medan, and the remaining 98.4% is influenced by other factors not examined in this study. The results of hypothesis testing found that simultaneously locus of control on organizational commitment at Fortunate Coffee Cemara Asri, Medan. The results of hypothesis testing found that partially locus of control have a negative and insignificant effect on organizational commitment in Fortunate Coffee Cemara Asri waiters, Medan.

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