

Building Organizational Climate in Improving Positive Relationships with Employees of the Ministry of Religion of Jambi Province-Indonesia

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Abstract

This study aims to examine the organizational climate in improving the positive relationship of employees of the Ministry of Religion of Jambi province. The purpose of this research is to see how the organizational climate in increasing the positive relationship between employees of the Ministry of Religion of Jambi Province.

This research is a qualitative research with data collection techniques using observation, interviews, and documentation techniques, which were carried out at the Ministry of Religion of Jambi Province, namely the Ministry of Religion of Tanjung Jabung Barat Regency, Ministry of Religion of Jambi City, and Ministry of Religion of Merangin Regency to see 1) Why the organizational climate Jambi province ministry of religion has not been able to build positive employee relations, 2) what is the organizational climate in the Jambi province ministry of religion, 3) how is the positive relationship between employees in the Jambi province ministry of religion, 4) how is the climate built in positive employee relations in the Jambi province ministry of religion.

This study resulted in four things, namely 1) the organizational climate of the Jambi province ministry of religion has not been able to build positive employee relationships, 2) how the organizational climate in the Jambi province ministry of religion, 3) how positive employee relationships in the Jambi province ministry of religion, 4) how the climate built in the positive relationship of employees at the Ministry of Religion of Jambi Province

The conclusion of the research is that building an organizational climate in an institution requires support from below, professional human resources, level of knowledge and the achievement of organizational goals. A positive relationship will be formed if you get motivation, give a good salary and achieve the goals of the institution.

Keywords: *Organizational Climate, Positive Employee Relations*

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I. Introduction

Organizational climate in an institution greatly affects the structure of the institution, in carrying out tasks that are task, there needs to be individual accountability. In carrying out the duties of an institution, it is required to give a positive color to achieve the goals of the institution. In building a climate to build an organization in an institution or institution, it certainly requires reliable resources in their respective fields so that they can build the right organizational climate in accordance with their goals. What must also be known in an institution is that organizational behavior can be interpreted as a study concerning aspects of human behavior in an organization or a certain group.

In building an organizational climate The organizational structure is the structure that underlies the decisions of the coaches or founders of the institution to initiate a strategic institutional planning process. Organization can also be said as a set of laws that regulate the formation and administration or governance of the organization.

To build an organizational climate, of course, requires competent human resources and able to cooperate well in carrying out the tasks assigned to employees. In the organizational structure, it is clear that the path that has been determined by superiors is to carry out the functions of each employee so that they are able to contribute thoughts, suggestions, and positive things in building the organizational climate.

The institution must be able to cooperate with the private sector to obtain assistance from companies that support the development and progress of the institution. With the support from the private sector, it will accelerate the development and progress of an organizational institution.

In connection with the commitment in carrying out the work, the author also sees that there are still office institutions that have not developed a vision and mission from the central ministry to the regions, as we

know that the existing vision and mission in the regions only refer to the central government but must be in accordance with regional conditions and desired goals the agency. Mardawi Adamy (2016:28) menyatakan organisasi merupakan apa yang dipersepsikan karyawan bagaimana persepsi menciptakan pola keyakinan, nilai, dan harapan. Dari pekerjaan yang dilakukan maka akan muncul suatu keinginan dan terwujudnya suatu kepuasan dari karyawan

Joshephat (2011: 64) states that the organizational climate requires quality human resources who can work together, have experience in their field and achieve the ideals of a good and maximum organization. The increase in positive employee relations is good then Josephat also states the most dynamic and usually the most expensive of all resources in the organization.

Employees need to be supported and nurtured if they are to reach their full potential, both for themselves and for the organization. As a manager or administrator one is responsible for the performance of all his staff and he must be actively involved in the process of identifying and seeking to satisfy their training needs.

Normatively the organizational climate that is built is the goal of an institution first to get support from all aspects from inside and outside, to have human resources that can be accounted for, have an organizational structure, and have expectations for the institution.

Organizational climate

Muhaimin (2011: 94) states that the organization is also an inseparable unit (viewing the organization as an integrated whole). Organization as a description of the individuals in the organization. 1) the organization must be seen from all the components that exist in the organization 2) the organization must be seen in terms of the world's social system, where processes and outputs are the result of social networking factors that all combine in a complex way.

Organizational climate is a condition, condition and characteristic of the work environment that characterizes an organization which is formed from the attitudes, behavior and personality of all members of the organization. Organizational climate is a concept that describes the internal atmosphere of the organizational environment that is felt by its members during their activities in order to achieve organizational goals

Regarding the organizational climate, Guest theory in Josephat (2011: 146) states that organizational climate is an initial form of human resources by applying comfortable conditions and expecting individual or group achievements.

Furthermore, in the journal Heppi Fitri Yenni (2011: 2) doing something useful and creating feelings of worth, getting responsibility and opportunities to succeed, being heard and needed as a person of value (Davis and Newstrom). Job satisfaction is influenced by organizational climate and work atmosphere not only expecting rewards, both material and non-material, but they also want an organizational climate that is in accordance with the following aspects: openness, attention, support, appreciation, commitment and responsibility.

According to J.M.R. Asio and E.C. Jimenez (2020: 8) in this journal says that an attitude in the workplace is an important aspect to keep the organization working with the right administrative and management scheme, in this journal also says the attitude of employees in professional development, the organizational climate of supervisory relationships and overall satisfaction of employees. Educational institutions and used in offices for human resources and administrators.

Priyono (2010:109) also states that organizational climate, also known as organizational atmosphere, is a set of characteristics of the work environment that can be measured based on the collective perceptions of people who live and work in that environment and are shown to influence their motivation and behavior Timpe 1999. That the work environment fun things may be the driving force for employees to produce peak performance. Organizational atmosphere has been measured on a number of dimensions, including level of structure, centralization of decision making, openness versus defensiveness, and recognition and feedback. The fact has shown that an organizational climate or a pleasant work environment is so important to encourage the most productive employee performance.

The organizational climate under study colors the conditions of the physical environment and social environment that affect the job satisfaction of elementary school teachers. The results of research on School Organizational Climate (X2) obtained the average score of each sub variable. So the principal is able to build a good school organizational climate, according to Diding (2015:1).

Responsibilities of the Head of the Ministry of Religion

In carrying out the tasks as referred to in Article 5, to the Regional Office of the Provincial Ministry of Religion (PMA Number 13 of 2012) there are several functions within the ministry of religion as follows:

1. Formulation of the vision, mission, and technical policies in the field of guidance and services for religious life to the people in the Province;

2. Guidance, service, and guidance in the field of religious life to the community in accordance with applicable laws and regulations;
3. Guidance, service, and guidance for hajj and umrah, as well as zakat and waqf;
4. Formulation of technical policies in the field of administration and information management;
5. Coordination of program planning, control, and supervision; implementation of relations with local governments, related agencies, and community institutions in the context of carrying out the tasks of departments in the Province.

Elizabeta Mitreva et. al (2019: 5) states that satisfied employees seek improvement, or namely efforts to improve product/service quality to a higher level. The key factors are instrumental materials and equipment in the workplace, and communication relationships which are factors in the effectiveness and efficiency of business processes (Babatunde & Pheng). Employees who are not motivated to work have very low business success. Unmotivated employees are not interested in the quality of products and services, they do not identify with the organization's values, are not connected to the organization or their problems, development or success and are often ready to leave the organization (Balbaster). Benaventet al, Chen.

Characteristics of quality employees

The characteristics of qualified employees are as follows:

1. Honest, in any job and in any position, the most important attitude is to be honest about his work. Because honest people are definitely liked by others and always get more trust in their work.
2. Be polite, Be polite to co-workers and leaders and always be ethical at work is one of the characteristics of a good employee. Because an employee who behaves like this will be appreciated by the leadership and co-workers and has added value. A good employee also always follows the policies of the place where he works and always obeys the rules of the workplace.
3. Discipline, every leader or boss always likes employees who are disciplined both in doing work and in punctuality. For example arriving on time, taking breaks according to the rules, not delaying work and not leaving work during working hours, such employees are always liked by the leadership because it shows that he is disciplined at work and the leadership will always respect it.
4. Good communication, Employees who have good communication skills are generally always preferred by the leadership in their work, both in terms of communicating verbally and in writing. Because if the way of communicating is not good, it can cause problems at work.
5. Hard Work, One of the characteristics of a good employee is to always work hard, because it is quite difficult to get hardworking employees by a company. There are so many employees who say that they are hard workers when in reality they are not. Therefore, hard work is very important in working, especially as an employee.
6. Working with a Team, Being able to work with a team is a characteristic of a good employee, because every company always needs a team to solve a problem. So often needed employees who can work well in a team.
7. Able to adapt and learn new things, Characteristics of good employees know how to adapt quickly to the new work environment and work. Accepting to learn new things and always giving the best in every job are characteristics of employees that are liked and needed by every company or institution. Also read the explanation: Definition of economic institutions and their examples and functions, according to (James 2018: 23).

Type of reseach

This research is a descriptive qualitative research conducted at the Office of the Ministry of Religion of Jambi Province, namely the Ministry of Religion of Jambi City, the Ministry of Religion of Tanjung Jabung Barat Regency and the Ministry of Religion of Merangin Regency where the selection of this social situation is based on considerations of a) rational, practical and economical b) leadership has been implemented. conducive by the head of the office in organizational development so that it has complete information or data according to the title of the research problem that can be collected c) The location of the three offices in an area that is easily accessible by the public. d) the problem under study has never been studied by others. e) easy access to information for authors.

Qualitative research has various definitions, but John W. Crasswell (2018: 95) understands it as a research approach that begins with assumptions, an assessment/theoretical lens, and the study of research problems that examines how individuals or groups interpret social or social problems. Furthermore, according to Bog and and Taylor as quoted by Molong, defines qualitative as a research procedure that produces descriptive data in the form of written or spoken words from people and observed behavior.

In qualitative research, data collection techniques commonly used are observation, interviews and documentation studies to collect data or images.

1. Observation

Observation is a systematic way of recording and recording various events. Attitudes and behaviors observed by researchers in the research setting. The study went directly to the research site to observe directly and record events that occurred to obtain data on how the head of the Ministry of Religion builds an organizational climate in increasing positive relations between the employees of the Ministry of Religion of Jambi City, Ministry of Religion of Tanjung Jabung Barat Regency and Ministry of Religion of Merangin Regency. In implementing the method, the researcher involved himself directly in office activities in order to obtain data related to the situation and condition of the office, such as how the Head of the Office Builds an Organizational Climate in improving the positive relations of the employees of the Ministry of Religion of Jambi Province.

2. Interview Method

The interview method is a form of conversation, the art of asking and listening. Interview is a technique of obtaining information directly through a request for information to the first party who is deemed to be able to provide information or answers to the questions posed.

The interviews used in this study were closed and open interviews (convert and overt), namely in closed interviews the interviewers did not know and did not realize that they were interviewing and also knew what the interview meant.

Informants in this case are actors or research subjects, namely the Head of the Office, and Employees of the Ministry of Religion of Jambi Province. This method is used to find out how to build an organizational climate in improving the positive relationship of employees of the Ministry of Religion of Jambi Province.

3. Documentation

Documentation is a record of events that have passed. Documents can be in the form of writing, pictures or monumental works of someone. The documents examined in this study consisted of the profile of the Office of the Ministry of Religion, the organizational structure of the Office of the Ministry of Religion, as well as those related to this research.

II. Research Result

Preparation for building an organizational climate 1) office facilities and infrastructure, attendance list 2) Decree of the head of the Ministry of Religion office 3) the main tasks of each employee 3) the vision, mission and objectives of the office 4) providing employee salaries.

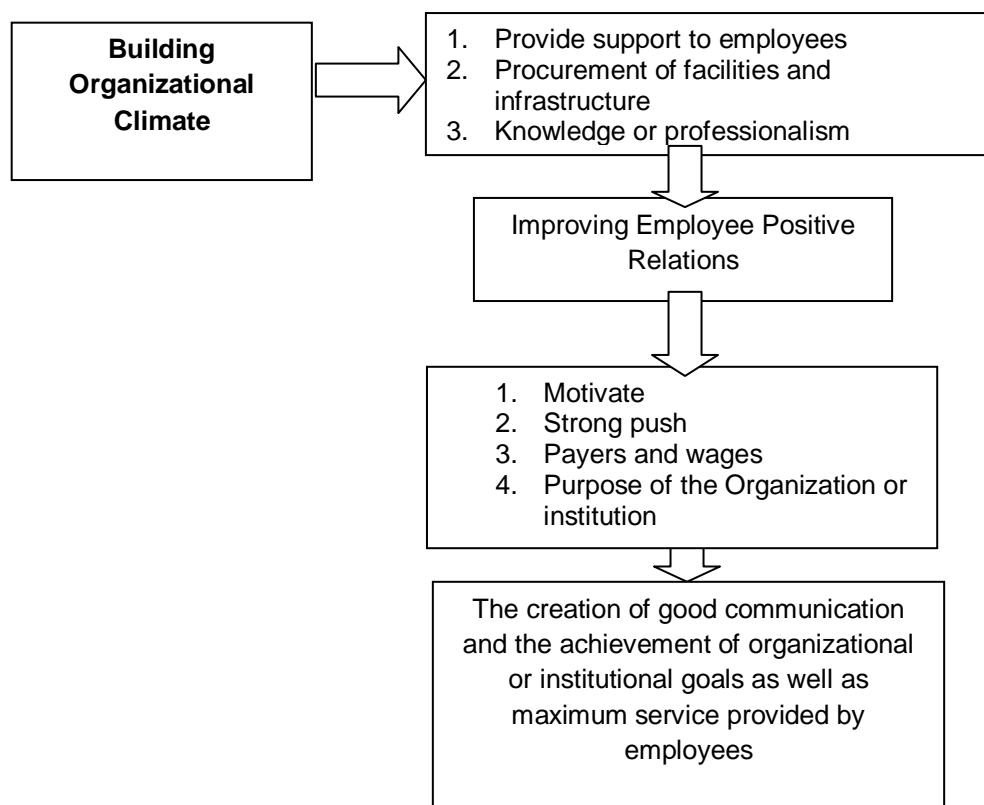
Building an organizational climate in the Ministry of Religion of Tanjung Jabung Barat Regency by requiring the following steps 1) motivation consisting of: employee willingness to carry out tasks, employee support capacity at work and 2) job satisfaction with remuneration 3) commitment to achieving goals institution or organization.

Building an organizational climate in increasing positive employee relations at the Ministry of Religion of Tanjung Jabung Barat Regency 1) carrying out the required competency training 2) implementing work hours discipline in accordance with the regulations of the Minister of State Civil Apparatus 3) getting salary / benefits on time 4) having organizational goals in accordance with regional conditions 5) receiving support from the central and regional governments for inadequate facilities such as hajj buildings and guard posts 6) procurement of employees according to needs 7) the expectations of employees at the institution.

Building an organizational climate in increasing positive employee relations at the Ministry of Religion, Jambi City Regency 1) carrying out the required competency training 2) implementing work hours discipline in accordance with the regulations of the Minister of State Civil Apparatus 3) getting salary / benefits on time 4) having organizational goals in accordance with the circumstances 5) receive support from the central and regional governments, lack of facilities and infrastructure such as a prayer room 6) procurement of employees according to needs 7) the existence of employee expectations at the institution.

Building an organizational climate in increasing positive employee relations at the Ministry of Religion of Merangin Regency 1) carrying out the required competency training 2) implementing work hours discipline in accordance with the regulations of the Minister of State Civil Apparatus 3) getting salary / benefits on time 4) having organizational goals in accordance with regional conditions 5) receive support from the central and regional governments, lack of facilities and infrastructure for hajj buildings and guard posts 6) procurement of employees according to needs 7) there are expectations of employees at the institution

MODEL OF BUILDING ORGANIZATIONAL CLIMATE IN IMPROVING POSITIVE RELATIONSHIP WITH EMPLOYEES OF THE MINISTRY OF RELIGION JAMBI PROVINCE



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