

THE INFLUENCE OF SUPERVISION AND TEAMWORK ON EMPLOYEE PERFORMANCE AT BANK RAKYAT INDONESIA DURIAN MEDAN KEDAI UNIT

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Article Info

Received:
14/03/2024
Received in revised form:
11/08/2024
Accepted:
15/08/2024
Published:
01/09/2024

Keywords:
Supervision;
Teamwork;
Employee performance;
Bank Rakyat Indonesia,
Durian Medan Kedai unit;

DOI:

[10.24191/JIPSF/v6nS120
24_48-60](https://doi.org/10.24191/JIPSF/v6nS12024_48-60)

Abstract

This research aims to analyse the influence of supervision and work teams on employee performance at the Bank Rakyat Indonesia Durian Medan Kedai unit. The data collection method was carried out through a survey using a questionnaire distributed to employees in the unit concerned. Hypothesis testing in this research uses multiple linear regression analyses. The research results show that supervision has a significant influence on employee performance. This shows the importance of the role of supervision in improving employee performance in the banking environment. Apart from that, teamwork has also been proven to have a positive influence on employee performance, especially the importance of collaboration and coordination between team members in achieving common goals. The practical implication of this research is that management needs to improve an effective monitoring system and strengthen work teams in the unit to improve employee performance. Meanwhile, for future researchers, further research can be carried out to deepen understanding of other factors that also influence employee performance in financial institutions such as Bank Rakyat Indonesia.

INTRODUCTION

The success of an organization is significantly influenced by various internal factors, among which supervision and teamwork play critical roles. In the context of the banking sector, particularly within Unit Bank Rakyat Indonesia (BRI) Durian Medan Kedai, the effectiveness of these elements is paramount. This study aims to explore the impact of supervision and teamwork on employee performance in this specific unit. Supervision within an organization involves the guidance and oversight provided by managers and supervisors to ensure that employees meet their performance goals and adhere to company standards. Effective supervision not only boosts productivity but also enhances employee satisfaction and professional development. Similarly, teamwork is an essential component in

achieving organizational objectives. It entails collaboration, communication, and mutual support among employees, fostering a cohesive work environment. In banking institutions like BRI Durian Medan Kedai, teamwork is crucial for managing complex tasks, delivering quality customer service, and driving overall performance.

This research investigates how these two factors (supervision and teamwork) interact and contribute to the performance of employees at BRI Durian Medan Kedai. By understanding these dynamics, the study seeks to provide insights and recommendations for improving employee efficiency and organizational success within the unit. The foundation of the issue Bank Rakyat Indonesia (BRI) Kedai Durian Unit is one of the Bank Rakyat Indonesia branch workplaces in Medan City and offers monetary types of assistance as a restricted obligation organization. This organization attempts to offer the best assistance by offering creative types of assistance. As an organization working in the monetary administration area, Bank Rakyat Indonesia understands the significance of giving consumers loyalty through the administration. Bank Rakyat Indonesia has a dream to turn into a main business bank that generally focuses on consumer loyalty. To understand this vision, Bank Rakyat Indonesia has a mission (1) to do the best financial exercises by focusing on administrations to miniature, little and medium organizations to help the improvement of the local area's economy; (2) to offer great support to clients through a generally spread organization and upheld by proficient HR by executing great corporate administration practices; and (3) to give ideal benefits and advantages to closely involved individuals.

To understand this program, the Bank Rakyat Indonesia (BRI) Medan Durian Kedai Unit should have HR or workers who have great capacities for doing day-to-day assignments. (Sebayang & Rajagukguk, 2019) states that exhibition is the degree of accomplishment or consequences of an individual's work, whether it focuses on tasks that should be accomplished, errands that should be accomplished, or undertakings that should be done as per their particular obligations within a specific timeframe. In the meantime, (Supardi, 2016) states that exhibition is the consequence of work both in quality and amount accomplished by a representative in doing assignments as per the obligations given to him. As indicated by (Riyadi & Mulyapradana, 2017), representative execution is impacted by a few factors, the first being individual elements, to be specific capacities and abilities (mental and physical), foundation (experience, family), and socioeconomics, the second being hierarchical variables, in particular management, initiative, rewards (remuneration), authoritative design, sets of expectations, etc., and the third being mental elements, in particular initiative, demeanour, character, authoritative responsibility, inspiration, and so forth.

In addition, to understand the context in analysing the influence of supervision and work teams on employee performance in state-owned banks, the following things need to be considered: 1) Employee performance assessments are often subjective and can be influenced by the supervisor's personal perception; 2) Employee performance assessments are often subjective and can be influenced by the supervisor's personal perception; 3) Changes in macroeconomic conditions can affect employee performance and need to be considered in the analysis; and 4) Rules and regulations that apply to state-owned banks can affect the way supervision and work teams are carried out.

To uncover the peculiarity in regard to representative execution at the Bank Rakyat Indonesia (BRI) Durian Medan Kedai Unit, specialists conducted interviews with branch chiefs. From the consequences of the meeting, the creator can presume that the ongoing representative presentation peculiarity, among others, is that the nature of worker work is portrayed by a decrease in the nature of client support, which is unacceptable in light of the fact that there are still clients who challenge representatives since they are considered not to answer client demands, whereas normal workers are as yet lacking. meet targets set by the organization, for example, clients being served for quite a while, credit focuses to the public, which should be met in the span of one month, not measuring up to assumptions, dependability at the bank is considered not to meet targets, for example, the time allotment a representative invests in serving clients and worker energy in making reports. Therefore, this research aims to analyse the influence of supervision and work teams on employee performance at the Bank Rakyat Indonesia Durian Medan Kedai unit.

LITERATURE REVIEW

Teamwork

Teamwork is one of the actions that encourage employees to work effectively. With teamwork, it can help employees to be more creative because there is cooperation between employees exchanging ideas and conveying their arguments regarding existing workers. Teamwork is a form of joint work or a well-coordinated group to work with leaders where the team consists of people who have different skills or expertise (Dinh & Salas, 2017). Cooperation is also a number of people who work together, whose efforts are systematically combined to achieve common goals (Marques & Franco, 2020). The performance achieved by a team is better than the performance of each individual in an organization. Even so, teamwork must also be effective to provide a good contribution to employee performance in a company.

Effective teamwork is seen as a major competitive advantage that can provide very good results for the organization. If the organization can improve team performance, then there can be better organizational improvements in the future. Views on the characteristics of effective teams include: 1) Clear goals, namely teams that perform well have a clear understanding of the goals to be achieved. Members are committed to the team's goals: they know what they expect to achieve and understand how they will work together to achieve them; 2) Relevant skills, namely effective teams consist of competent individuals who have the technical and interpersonal skills necessary to achieve the desired goals while working well with others; 3) Shared commitment, namely characterized by dedication to the team's goals and a willingness to expend a great deal of energy to achieve them. Members of effective teams demonstrate strong loyalty and dedication to the team and are willing to do whatever it takes to help their team succeed; 4) Good communication, namely no confusion, effective teams have good communication. Members convey messages both verbally and nonverbally, to each other in a form that is easy and easy to understand; 5) Negotiation skills, namely effective teams continually make assessments such as who does what. This flexibility requires team members to have adequate negotiation skills. Problems and relationships regularly change in teams, requiring team members to confront and reconcile differences; 6) Adequate leadership, namely effective leaders can motivate a team to follow them through the most difficult situations. They also increase the self-confidence of team members and help members realize their full potential. Then, effective team leaders act as coaches and facilitators. They help and support the team, but do not control it; 7) Internal and external support, namely the last requirement needed for an effective team is a supportive climate. Internally, the team must be given a healthy infrastructure. Externally, management must provide the team with the resources needed to complete the task (Jackson et al., 2006).

Furthermore, the elements of an effective team are: 1) Supportive Environment is teamwork is most likely to develop when the leader creates a supportive environment for it; 2) Role Clarity is a group can only work together as a team if all its members know the roles of the other members with whom they will interact (Cassidy & Stanley, 2019). All members must also be adequate to carry out their work and be willing to work together; 3) High Goals are the primary responsibility of managers to keep team members oriented to their overall task. However, there are times when organizational policies, record-keeping requirements, and reward systems favour individual effort and discourage teamwork; 4) Appropriate Leadership is that some task teams exhibit a performance curve similar to the product life cycle of early tentative, middle productive stages and gradually decline after a few years; 5) Potential Team Problems means that because it is complex and dynamic, teamwork must be sensitive to all aspects of the organizational environment. For example, too much change and turnover of members disrupts group relationships and inhibits the growth of teamwork (Humphrey & Aime, 2014).

Employee Performance

Performance is a universal concept that encompasses the operational effectiveness of an organization or institution. The form of performance can be a set of values that can contribute to a person's behavior positively and negatively to achieve the goals of the organization or institution. Performance is the result of work obtained by a person based on job requirements (Peiró et al., 2020). Performance is also one of the independent variables that is directly related to leadership or through intermediary or mediating variables (Alrowwad et al., 2020). Performance is very important for employees to measure their respective performance in developing work quality.

Based on expert opinion, the author concludes that performance is the result of work achieved by an employee in an organization. In the discussion of performance issues, it cannot be separated from the various factors that accompany it. Factors that influence performance are ability factors and motivation factors; 1) Ability Factor where employee abilities consist of potential abilities (IQ) and reality abilities (knowledge + skill) (Aydin et al., 2005). This means that employees who have an above average IQ (IQ 110-120) with adequate education for their position and are skilled in doing daily work, will find it easier to achieve the expected performance; 2) Motivation Factors where motivation is formed from an employee's attitude in facing a work situation. Motivation is a condition that drives employees who are directed to achieve organizational goals (Sekhar et al., 2013). Performance assessments carried out by a company are a process of evaluating individual work implementation, this activity can improve personnel decisions and provide feedback to employees about their implementation and work, and allow the company to know how good an employee is when compared to the standards that apply in the organization. According to Bangun (2012), performance can be measured through: 1) The amount of work, shows the amount of work produced by individuals or groups as a requirement that becomes the standard of work; 2) Quality of work, employees in the company must meet certain requirements to be able to produce work according to the quality required by a particular job; 3) Timeliness, each task has different characteristics for certain types of work must be completed on time, because it has a dependency on other jobs; 4) Presence, a certain job requires the presence of employees in doing it according to the specified time; 5) Ability to cooperate, not all jobs can be completed by one employee alone. Employee performance can be seen from their ability to cooperate with other co-workers.

The Influence of Teamwork on Job Satisfaction

In carrying out teamwork, people are needed who can really be invited to work together. Teamwork is also an important factor in producing good performance. Cooperation will have a good impact on the organization if it carries out good teamwork. This is in line with research conducted by Masyithah and colleagues which shows that there is a positive and significant influence between teamwork and job satisfaction which has an impact on the performance of employees of PT. Bank Muamalat, Banda Aceh Branch (Masyithah et al., 2018).

The Influence of Job Satisfaction on Employee Performance

Job satisfaction can affect employee performance, where employees who are satisfied with their work will improve their performance because they consider the work to be a development of self-existence, and a foundation in encouraging self-quality. This is reinforced by research conducted by Kristianto (2017). Based on the results of research conducted by Rosita, et al., it was concluded that there is an influence between job satisfaction and performance, this can be seen from the positive and significant results on employee performance variables. So, the performance of PT Pharos Indonesia Surabaya employees will be better if the job satisfaction felt by employees is better (Rosita & Yuniati, 2016).

To conquer the peculiarity of representative execution at the Bank Rakyat Indonesia (BRI) Kedai Durian Medan Unit, administration requires compelling oversight with the goal that the exhibition of workers, who are their weight and obligation, can be accomplished. Oversight is the most common way of noticing the execution of all authoritative exercises to gather information with an end goal to see if

objectives have been accomplished and what troubles are experienced in the execution (Rizal & Radiman, 2019). With the management of the administration, they can figure out the genuine exercises of each and every angle and each issue in the execution of assignments at the Bank Rakyat Indonesia (BRI) Durian Medan Kedai Unit, and separately, assuming deviations happen, they can promptly make remedial advances and take action as essential as per recently resolved plans and material regulations and guidelines. The consequences of exploration from (Raira, 2018) state that management meaningfully affects worker execution at the Muara Enim Regime Territorial Secretariat. Rosinta (Hariant, 2020) inferred that oversight affects worker execution. In the interim, research results from (Widiastuti & Laksito, 2014) express that oversight meaningfully affects worker execution at PT. PLN (Persero) UP3 Palopo. From this past exploration, there is as yet an examination hole with various outcomes, so completing further examinations on checking performance is essential.

One more component that can impact worker execution at the Bank Rakyat Indonesia (BRI) Kedai Durian Medan Unit is cooperation. Authoritative work won't be completed on the off chance that hierarchical individuals don't cooperate as one. As indicated by (Ibrahim et al., 2021), cooperation is a procedure for joining crafted by a gathering that is upheld by different abilities with clarity of direction and is likewise upheld by initiative and correspondence to create better execution than individual execution. Bunch cooperation is exceptionally important to increase work effectiveness within an association. The issues that happen in a group joint effort don't give off an impression of being ideal; in particular, there is as yet an absence of connection within the work bunch, continuous contrasts of assessment happen, and the responsibility isn't shared for a shared objective (Darim, 2020).

Past examinations from (Raira, 2018) expressed that collaboration significantly affects worker execution at the Muara Enim Rule Provincial Secretariat. (HIDAYAH, n.d.) likewise express that collaboration meaningfully affects worker execution at PT. Ramayana Lestari Sentosa Samarinda Square Branch. (Marpaung, 2014) inferred that collaboration meaningfully affected representative execution at the Helpful Secretary General of the Service of Schooling and Culture Senayan Jakarta. In the interim, research results from (Yunianti, 2018) presumed that collaboration significantly affected worker execution at PT. Rajawali Nusindo Medan Branch. The consequences of past examinations produce various ends, subsequently making specialists keen on investigating again the impact of cooperation on execution.

According to Kuruway (2021), the progress of an association in accomplishing its objectives really relies on how faculty complete their work as per their separate obligations. In office associations, the achievement or disappointment of office objectives is still up in the air through worker execution. Since the representative's responsibility is to oversee work exercises, with respect to representative execution as a worker, it incorporates parts of individual capacity, proficient capacity and social capacity. A few specialists characterize representative execution in an unexpected way. For instance, Ali & Agustian, (2018) characterizes representative execution as an examination between genuine work results and laid-out work guidelines. Hanafi et al., (2018) urge the fact that representative presentation is the aftereffect of work, both in amount and quality, accomplished by somebody in doing errands as per the obligations given.

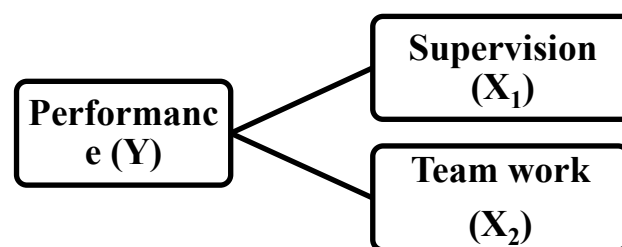


Figure 1. Framework of Thought

Hypotheses

1. **Hypothesis 1 (H1):** Supervision has a positive and significant effect on employee performance at Unit Bank Rakyat Indonesia Durian Medan Kedai.
2. **Hypothesis 2 (H2):** Teamwork has a positive and significant effect on employee performance at Unit Bank Rakyat Indonesia Durian Medan Kedai.
3. **Hypothesis 3 (H3):** Supervision and teamwork together have a greater combined effect on employee performance than when considered individually at Unit Bank Rakyat Indonesia Durian Medan Kedai.

RESEARCH METHODOLOGY

Research Design

This study employs a quantitative research design to examine the impact of supervision and teamwork on employee performance. A survey method will be utilized to collect primary data from employees at Unit Bank Rakyat Indonesia (BRI) Durian Medan Kedai. The research design is descriptive and explanatory, aiming to describe the current state and explain the relationships between the variables (Sugiyono, 2017).

Population and Sample

Population: The population of this study consists of all 30 employees working at Unit Bank Rakyat Indonesia Durian Medan Kedai.

Sample: Given the small population size, a census approach will be used, where all 30 employees will be included in the study to ensure comprehensive data collection and analysis.

Data Collection Methods

Primary Data: Primary data will be collected through structured questionnaires distributed to the 30 employees. The questionnaire will consist of three sections: demographic information, supervision, teamwork, and employee performance.

Secondary Data: Secondary data will be gathered from existing records, reports, and documents from Unit Bank Rakyat Indonesia Durian Medan Kedai to complement the primary data.

Instrumentation

The questionnaire will include Likert-scale questions (ranging from 1 = strongly disagree to 5 = strongly agree) to measure supervision, teamwork, and employee performance.

The questionnaire will be pre-tested on a small group of employees to ensure its reliability and validity.

Data Analysis Techniques

Descriptive Statistics: Descriptive statistics (mean, standard deviation, frequency, and percentage) will be used to summarize and describe the characteristics of the sample and the variables of interest.

Inferential Statistics:

Correlation Analysis: Pearson correlation coefficient will be used to examine the relationships between supervision, teamwork, and employee performance.

Regression Analysis: Multiple regression analysis will be employed to determine the effect of supervision and teamwork on employee performance.

Procedures

Questionnaire Distribution: Questionnaires will be distributed to all 30 employees and collected after one week.

Data Entry: Collected data will be entered into a statistical software program (e.g., SPSS) for analysis.

Data Analysis: The data will be analyzed using descriptive and inferential statistical methods as outlined above.

Interpretation of Results: The results will be interpreted to understand the impact of supervision and teamwork on employee performance.

Ethical Considerations

Informed Consent: Participants will be informed about the purpose of the study and their participation will be voluntary. Informed consent will be obtained from all participants.

Confidentiality: The confidentiality of the participants will be maintained by ensuring that all data collected is anonymized and used solely for the purposes of this research.

Integrity: The research will be conducted with honesty and integrity, ensuring that the data is accurately reported, and findings are not misrepresented.

RESULT AND DISCUSSION

Validity dan Reliability test

The thing legitimacy test is a factual test used to decide how legitimate an inquiry thing is in estimating the variable being contemplated. Thing unwavering quality test is a factual test used to determine the dependability of a progression of inquiry things concerning their unwavering quality in estimating a variable.

Table 1. Validity and Reliability Test Results Monitoring Variables

Variable	Indicators / Questionnaire	Validity test	Reliability Test
		Sig < 0.05	$\alpha > 0.6$
Supervision (X ₁)	X _{1.1}	0.000	0.843
	X _{1.2}	0.000	0.841
	X _{1.3}	0.012	0.900
	X _{1.4}	0.000	0.862
	X _{1.5}	0.000	0.870
	X _{1.6}	0.000	0.843
	X _{1.7}	0.000	0.853

Considering the table above, the importance esteem got for the checking variable pointers/polls shows an importance level ($\text{Sig} \leq 0.05$). So, the poll from the checking factors is declared legitimate and can be utilized for additional examination. Moreover, the Cronbach's alpha (α) value obtained from the checking variable marker/poll showed a number more noteworthy than 0.6. It tends to be reasoned that the respondents' responses to the observing factors are pronounced dependable, so the poll from the checking factors can be utilized for additional examination.

Table 2. Validity and reliability test results for teamwork variables

Variable	Indicators / Questionnaire	Validity test	Reliability Test
		Sig < 0.05	$\alpha > 0.6$
Teamwork (X ₂)	X _{2.1}	0.000	0.877
	X _{2.2}	0.000	0.879
	X _{2.3}	0.000	0.880
	X _{2.4}	0.000	0.852
	X _{2.5}	0.000	0.848
	X _{2.6}	0.001	0.890
	X _{2.7}	0.010	0.899
	X _{2.8}	0.000	0.852
	X _{2.9}	0.000	0.848

Considering the table above, the importance esteem for the cooperation variable marker/poll shows an importance level ($\text{Sig} \leq 0.05$). So, the survey from the collaboration variable is considered legitimate and can be utilized for additional exploration. Then, the Cronbach's alpha (α) value obtained from the collaboration variable marker or survey showed a number more noteworthy than 0.6. It tends to be inferred that the respondent's response to the collaboration variable is proclaimed dependable, so the poll from the BRI Kedai Durian Unit responsibility variable can be utilized for additional examination.

Table 3. Validity and reliability test results of performance variables

Variable	Indicators / Questionnaire	Validity test	Reliability Test
		Sig < 0.05	$\alpha > 0.6$
Performance (Y)	Y ₁	0.000	0.768
	Y ₂	0.000	0.790
	Y ₃	0.001	0.795
	Y ₄	0.018	0.829
	Y ₅	0.000	0.768
	Y ₆	0.004	0.814
	Y ₇	0.003	0.808
	Y ₈	0.000	0.774
	Y ₉	0.000	0.744

In view of Table 3, the importance esteem got for the presentation variable pointers/surveys shows an importance level ($\text{Sig} \leq 0.05$). So, the poll from the exhibition variable is proclaimed substantial and can be utilized for additional examination. Then, the Cronbach's Alpha (α) esteem got from the exhibition

variable markers/surveys shows a number more noteworthy than 0.6. It very well may be inferred that the respondents' responses to the exhibition variable are announced dependable, so the survey from the presentation variable can be utilized for additional examination.

The Effect of Supervision on the Performance of Bank Rakyat Indonesia Employees at the Durian Kedai Unit.

The observing variable affects the presentation of Bank Rakyat Indonesia Durian Kedai Unit workers. The consequences of this exploration show that the top of the Bank Rakyat Indonesia Durian Kedai Unit can give oversight to subordinates at work, and the subordinates feel that they are not annoyed by management from their bosses. Oversight is vital for each occupation in the BRI Kedai Durian Unit, on the grounds that through management you can screen different things that could be adverse to the BRI Kedai Durian Unit, like blunders in the execution of work, lacks and shortcomings in the execution of work strategies, as well as impediments experienced. Fundamentally, management implies noticing and estimating an action, and the outcomes accomplished are contrasted with recently settled targets or guidelines. Management is completed with the end goal of guaranteeing that exercises are as per plans, choice techniques and work programs that have not yet been entirely settled. On the off chance that inside the BRI Kedai Durian Unit the observing variables are not working, then the aftereffects of the work will be exceptionally terrible, not ideal and, surprisingly, a long way from accomplishing the objectives set by the BRI Kedai Durian Unit. Subsequently, pioneers should complete compelling oversight so representatives can accomplish ideal work execution. Seeing the propensity for the absence of management from administration so that workers' awareness of others' expectations will diminish, this ought not be permitted to proceed because it will influence the degree of representative execution.

Supervision within an organization plays a critical role in shaping employee performance. In the context of Unit Bank Rakyat Indonesia (BRI) Durian Medan Kedai, effective supervision can significantly influence various aspects of employee productivity, job satisfaction, and overall performance. This discussion elaborates on the findings of the study and explores how supervision affects employee performance in this unit. Supervision in the banking sector involves overseeing the work of employees, providing guidance, and ensuring that tasks are completed efficiently and effectively. At BRI Durian Medan Kedai, supervision encompasses regular monitoring of employee activities and performance evaluations to identify areas of improvement, providing employees with the necessary resources, training, and support to perform their tasks, and offering constructive feedback to help employees enhance their skills and correct any deficiencies.

The study's findings indicate a positive correlation between effective supervision and employee performance at BRI Durian Medan Kedai. Employees who receive regular and effective supervision tend to be more productive. Supervisors who set clear expectations, provide timely feedback, and support their teams contribute to higher levels of employee output. The guidance helps employees focus on their tasks, avoid mistakes, and complete their work efficiently. Effective supervision also contributes to higher job satisfaction among employees. When supervisors provide support and acknowledge employee efforts, it fosters a positive work environment. Employees feel valued and motivated, which enhances their commitment to their job and reduces turnover rates. Additionally, supervision plays a crucial role in the professional development of employees. Supervisors who engage in coaching and mentoring help employees develop new skills and advance their careers. This not only benefits the employees but also enhances the overall skill set within the organization.

In a banking environment, adherence to policies and regulations is essential. Supervision ensures that employees comply with the necessary standards and procedures. Supervisors hold employees accountable for their actions, which helps in maintaining high standards of service and operational integrity. While the positive impact of supervision on employee performance is evident, several challenges can hinder its effectiveness at BRI Durian Medan Kedai. Limited resources and high workloads can restrict supervisors from providing adequate attention and support to each employee. This can lead to insufficient supervision and negatively impact employee performance. Supervisors

themselves require training and development to enhance their supervisory skills. Without proper training, supervisors may struggle to effectively guide and support their teams. Effective supervision relies heavily on clear and open communication. Any barriers to communication, such as hierarchical constraints or interpersonal conflicts, can impede the supervisory process and affect employee performance.

To overcome these challenges and maximize the positive impact of supervision on employee performance at BRI Durian Medan Kedai, several strategies can be implemented. Implementing regular training programs for supervisors to develop their leadership and supervisory skills will enable them to provide better guidance and support to their teams. Ensuring that supervisors have the necessary resources and manageable workloads to effectively oversee their employees includes providing them with tools and technologies that facilitate efficient supervision. Encouraging a culture of open communication within the organization involves creating platforms for feedback and dialogue between supervisors and employees to address any issues promptly. Establishing robust performance monitoring systems that enable supervisors to track employee progress and provide timely interventions helps in identifying performance gaps and implementing corrective measures. In conclusion, effective supervision is a pivotal factor in enhancing employee performance at Unit Bank Rakyat Indonesia Durian Medan Kedai. By providing clear guidance, support, and feedback, supervisors can significantly improve productivity, job satisfaction, skill development, and compliance among employees. However, to achieve the full potential of supervision, it is essential to address challenges such as resource constraints, training needs, and communication barriers. Implementing strategic measures to enhance supervision will lead to better performance outcomes and contribute to the overall success of BRI Durian Medan Kedai.

The Influence of Teamwork on the Performance of Bank Rakyat Indonesia Employees at the Durian Kedai Unit

The collaboration variable affects the exhibition of Bank Rakyat Indonesia Durian Kedai Unit workers. Research shows that representatives of the Bank Rakyat Indonesia Durian Kedai Unit take care of their responsibilities collectively or together well and accurately. BRI Kedai Durian Unit expects cooperation to satisfy the methods involved with accomplishing its objectives, so collaboration can bring better undertakings to fruition. Collaboration is a gathering that attempts to make more execution than doing it exclusively; strong participation will create positive energy and is significant for bliss and work fulfilment, which can impact individual execution. Collaboration is a variable that impacts worker execution; through viable and facilitated participation, better execution can be accomplished, and collaboration is viewed as the best hierarchical arrangement on the grounds that hierarchical exploration won't be done as expected in the event that it isn't adjusted. A solid group can provide effective execution so representatives can accomplish foreordained hierarchical objectives.

The influence of teamwork on employee performance is a critical factor in the success of any organization, including Unit Bank Rakyat Indonesia (BRI) Durian Medan Kedai. In a banking environment, where tasks often require coordination and collaboration, effective teamwork can enhance productivity, job satisfaction, and overall organizational performance. This discussion delves into how teamwork impacts employee performance at BRI Durian Medan Kedai, drawing insights from the study's findings. Teamwork involves the collective effort of employees working together towards a common goal. It is characterized by open communication, mutual support, and the sharing of responsibilities. At BRI Durian Medan Kedai, teamwork is essential in managing complex financial tasks, providing excellent customer service, and ensuring the smooth operation of daily activities. The study indicates that a strong team dynamic positively correlates with improved employee performance.

One of the primary ways teamwork influences performance is through the enhancement of productivity. When employees collaborate effectively, they can combine their skills and knowledge to tackle tasks more efficiently. At BRI Durian Medan Kedai, teamwork enables employees to pool resources and expertise, leading to quicker problem-solving and more innovative solutions. This collective approach

reduces the burden on individual employees and allows for more efficient use of time and resources. Teamwork also significantly impacts job satisfaction. Employees who work in a supportive team environment tend to feel more valued and motivated. At BRI Durian Medan Kedai, teams that foster a sense of belonging and mutual respect contribute to higher morale and job satisfaction. When employees feel part of a cohesive unit, they are more likely to be engaged in their work and committed to the organization's goals. This increased job satisfaction can reduce turnover rates and improve overall employee retention.

Another critical aspect of teamwork is its role in skill development and knowledge sharing. In a team setting, employees at BRI Durian Medan Kedai can learn from each other and develop new skills. This collaborative environment encourages continuous learning and professional growth. Experienced team members can mentor less experienced colleagues, facilitating the transfer of knowledge and expertise. This not only enhances individual performance but also builds a more capable and versatile workforce. Effective teamwork also fosters better communication within the organization. Open and transparent communication is vital for coordinating tasks, resolving conflicts, and making informed decisions. At BRI Durian Medan Kedai, teams that prioritize clear communication can more effectively manage their responsibilities and respond to challenges. This improved communication streamlines operations and ensures that all team members are aligned with the organization's objectives.

While the benefits of teamwork are clear, several challenges can hinder its effectiveness. Differences in personalities, work styles, and communication preferences can lead to conflicts within teams. At BRI Durian Medan Kedai, it is essential to address these challenges proactively to maintain a positive team dynamic. Implementing team-building activities and conflict resolution strategies can help mitigate these issues and strengthen team cohesion. Additionally, ensuring that all team members are adequately trained and equipped to contribute effectively is crucial. Providing ongoing training and development opportunities can enhance the skills and capabilities of team members, enabling them to collaborate more effectively. At BRI Durian Medan Kedai, fostering a culture of continuous improvement and learning can support the long-term success of teams. In conclusion, teamwork is a vital component of employee performance at Unit Bank Rakyat Indonesia Durian Medan Kedai. Effective collaboration enhances productivity, job satisfaction, skill development, and communication. By addressing challenges and promoting a culture of teamwork, BRI Durian Medan Kedai can harness the full potential of its employees and achieve greater organizational success. The study underscores the importance of fostering strong team dynamics to drive performance and maintain a competitive edge in the banking sector.

CONCLUSION

In conclusion, the study highlights the significant impact of both supervision and teamwork on employee performance at Unit Bank Rakyat Indonesia (BRI) Durian Medan Kedai. Effective supervision, characterized by regular monitoring, support, and constructive feedback, enhances productivity, job satisfaction, skill development, and compliance. Supervisors who set clear expectations, provide timely guidance, and foster open communication contribute to a positive work environment where employees feel valued and motivated. Similarly, teamwork plays a crucial role in the success of the organization. Collaborative efforts among employees lead to increased productivity, higher job satisfaction, and continuous skill development. The study reveals that teams at BRI Durian Medan Kedai, which prioritize open communication and mutual support, achieve better performance outcomes. The sense of belonging and shared responsibility within teams fosters a cohesive work environment, enhancing overall organizational efficiency. However, the study also identifies challenges that can hinder the effectiveness of supervision and teamwork, such as resource constraints, lack of training, and communication barriers. Addressing these challenges through strategic measures like regular training programs, resource allocation, and promoting open communication is essential for maximizing the positive impact on employee performance. Overall, the findings underscore the importance of effective supervision and teamwork in driving employee performance at BRI Durian Medan Kedai. By implementing strategies

to enhance these elements, the organization can achieve higher productivity, improved job satisfaction, and sustained success in the competitive banking sector.

ACKNOWLEDGEMENT

The authors thank the anonymous reviewers for their helpful comments. We also appreciate the feedback provided by our colleagues during the preparation of this manuscript. This research did not receive any specific grants from any funding agency in the public, commercial, or not-for-profit sectors.

CONFLICT OF INTEREST

The authors affirm that there is no conflict of interest in this article.

AUTHOR CONTRIBUTION

All authors jointly contributed to the development of this paper. All authors also contributed to reviewing and refining the paper, providing intellectual and methodological input, and ensuring its academic rigor and clarity. All authors read and approved the final version of the manuscript for publication.

AI GENERATIVE DECLARATION

The author declares that generative AI tools were not used in the creation of this article, except for text paraphrasing and cross-checking references. The author assumes full responsibility for the accuracy, integrity, and final content of this work.

RESEARCH ETHICS STATEMENT

The author(s) declare that this study did not involve any human biological samples or data, or animal subjects. Consequently, formal ethics committee approval and informed consent were not required for this research.

DATA AVAILABILITY STATEMENT

The data supporting the findings of this study are available from the corresponding author upon reasonable request, subject to institutional and ethical requirements.

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