

The Effects of Teamwork, Competence, and Motivation Effects on Performance Effectiveness with Parent Satisfaction Mediation at Batari School Medan

Dahlia Deodora Sinaga

Affiliation: Institut Teknologi dan Bisnis Asia Malang, Indonesia

Correspondence E-mail : wagiato82@gmail.com

Abstract

Introduction/Main Objectives: This study aims to examine the effects of teamwork, competence, and work motivation on the performance effectiveness of educational staff at Batari School Medan. This topic is important because improving the quality of educational services largely depends on optimal human resource performance and the support of internal organizational factors.

Background Problems: The research problem addressed in this study is how teamwork, competence, and work motivation affect the performance effectiveness of educational staff, as well as the role of parent satisfaction in this relationship.

Research Methods: This study employs a quantitative approach using the Structural Equation Modeling–Partial Least Squares (SEM-PLS) method. Data were collected through questionnaires distributed to educational staff at Batari School Medan. The data were analyzed using SmartPLS to assess validity, reliability, and the relationships among variables in the research model.

Finding/Results: The results show that teamwork, competence, and work motivation have a positive and significant effect on performance effectiveness. However, parent satisfaction does not act as a mediating variable in this relationship. This is because the effects of the independent variables on parent satisfaction are not significant, thus failing to meet the requirements for mediation.

Conclusion: In conclusion, parent satisfaction is better positioned as an outcome variable of performance effectiveness rather than as a mediating variable. This study implies that improving internal organizational factors should focus on directly enhancing performance, which ultimately leads to increased parent satisfaction.

Keywords: Teamwork; Competence; Work Motivation; Performance Effectiveness; Parent Satisfaction



Introduction

The performance effectiveness of educational staff is a key factor in improving the quality of educational services in schools. Highly effective educational staff can support the creation of efficient teaching and learning processes, which in turn influences parent satisfaction and student achievement. In private schools, such as Batari School Medan, the quality of human resources is a crucial determinant of institutional competitiveness and reputation. Therefore, it is essential to understand the factors that affect the performance effectiveness of educational staff.

Previous studies indicate that teamwork, competence, and work motivation are significant internal factors in enhancing performance. Solid teamwork enables effective coordination and communication, allowing tasks to be completed efficiently. The competence of educational staff, in terms of both knowledge and professional skills, determines their ability to perform tasks accurately and effectively. Additionally, work motivation serves as a key driver for educational staff to contribute optimally to the organization.

Parent satisfaction is also an important indicator of educational service quality. Although previous studies often position parent satisfaction as a mediating variable, this study suggests that parent satisfaction is more appropriately considered an outcome of performance effectiveness. This highlights that improvements in internal staff performance directly influence the level of parent satisfaction.

Based on this background, this study aims to empirically analyze the effects of teamwork, competence, and work motivation on the performance effectiveness of educational staff, and to examine the role of parent satisfaction as an outcome variable at Batari School Medan. The study is expected to provide practical implications for human resource management in schools, particularly in designing strategies to enhance staff performance and ultimately achieve higher parent satisfaction.

Research Methods

This study employs a quantitative research approach to examine the effects of teamwork, competence, and work motivation on the performance effectiveness of educational staff at Batari School Medan. The Structural Equation Modeling Partial Least Squares (SEM-PLS) method was used to analyze the relationships between variables.

Data were collected through questionnaires distributed to all educational staff at Batari School Medan. The questionnaire was designed to measure the independent variables teamwork, competence, and work motivation and the dependent variable, performance effectiveness, as well as parent satisfaction as an outcome variable. Each variable was assessed using multiple indicators validated through expert review.

The collected data were analyzed using SmartPLS software, which allowed the assessment of validity, reliability, and structural relationships among variables. Outer model evaluation included testing for indicator loadings, composite reliability, Cronbach's alpha, and average variance extracted (AVE). The inner model evaluation focused on testing the path coefficients, t-values, and significance levels to determine the strength and significance of the relationships between variables.

This methodology ensures that the research provides empirical evidence on the direct effects of teamwork, competence, and work motivation on performance effectiveness, as well as the

role of parent satisfaction as an outcome. The use of SEM-PLS allows for testing complex relationships in a small to medium sample size while maintaining statistical rigor.

Result

The analysis of the data indicates that teamwork, competence, and work motivation have a positive and significant effect on the performance effectiveness of educational staff at Batari School Medan. The path coefficients for each independent variable were significant, confirming their direct influence on performance effectiveness.

However, the results show that parent satisfaction does not serve as a mediating variable in this relationship. The effects of teamwork, competence, and work motivation on parent satisfaction were found to be not statistically significant, which means that the conditions for mediation were not fulfilled.

These findings suggest that the performance effectiveness of educational staff is directly influenced by internal factors such as teamwork, competence, and motivation, while parent satisfaction is more appropriately considered as an outcome variable rather than a mediating mechanism. This highlights the importance of focusing on improving internal staff performance to achieve higher quality educational services and increased satisfaction among parents.

The results provide practical implications for school management, emphasizing that strategies to enhance educational service quality should prioritize the development of teamwork, professional competence, and motivation among staff rather than relying on parent satisfaction as a mediating factor.

Discussion

The results of this study indicate that teamwork, competence, and work motivation have a positive and significant effect on the performance effectiveness of educational staff at Batari School Medan. These findings are consistent with human resource management theories, which suggest that strong collaboration, professional skills, and intrinsic motivation are key factors in enhancing individual and team performance. Effective teamwork enables better coordination and efficient task completion, competence enhances staff capability in performing responsibilities accurately, and work motivation drives optimal contribution to the organization.

Although the study initially considered parent satisfaction as a mediating variable, the findings show that parent satisfaction does not significantly mediate the relationship between independent variables and performance effectiveness. This indicates that improving staff performance directly is a more critical determinant of service quality and parent satisfaction. In other words, parent satisfaction is more appropriately positioned as an outcome variable rather than a mediating mechanism.

These findings have practical implications for school management, particularly in designing strategies to enhance the quality of educational services. Educational institutions should focus on developing internal factors, such as teamwork, competence, and work motivation, to improve staff performance. Improving internal performance will, in turn, increase parent satisfaction and support the overall reputation of the school.

Furthermore, the study emphasizes the importance of a quantitative approach and SEM-PLS analysis in testing complex relationships among variables, providing robust empirical evidence to support decision-making in educational management.

Conclusion

This study concludes that teamwork, competence, and work motivation have a direct and significant effect on the performance effectiveness of educational staff at Batari School Medan. Parent satisfaction does not act as a mediating variable but is more appropriately positioned as an outcome of performance effectiveness.

The findings imply that improving internal factors, such as teamwork, professional competence, and work motivation, should be the primary focus for school management to enhance staff performance. Enhanced performance will, in turn, increase parent satisfaction, which reflects the quality of educational services provided.

These results provide practical implications for educational institutions in designing strategies to develop human resources effectively. Schools should prioritize internal performance improvement as a fundamental step toward achieving higher service quality and stakeholder satisfaction.

Acknowledgement

The author expresses sincere gratitude and appreciation to Batari School Medan for granting permission, support, and cooperation throughout the research process. Special thanks are extended to all educational staff who willingly participated as respondents, providing valuable data that enabled smooth research and accurate analysis.

The author also thanks all individuals who offered guidance, feedback, and academic support, directly or indirectly, in preparing this article. Gratitude is also extended to family and friends for their continuous encouragement, motivation, and prayers, which have been a source of strength in completing this research.

The author hopes that this study will provide meaningful contributions and practical benefits for improving the quality of educational staff, enhancing performance effectiveness, and increasing parent satisfaction, as well as serving as a useful reference for future research.

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