
THE INFLUENCE OF COMPETENCE ON PERFORMANCE WITH MOTIVATION AS AN INTERVENING VARIABLE ON MEDICAL EMPLOYEES IN AMERICA PUBLIC SERVICE DEPARTMENT

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Abstract

In this study, the population was employees of Medical Employees In America Public Service Department, namely as many as 43 people. Because the target population is less than 100, the sampling technique used is the census method, where the entire population of 43 people will be used as the research sample. With the results of the first hypothesis being accepted, it means that the Competency variable (X) has a positive and significant effect on Motivation (Z). the second hypothesis is rejected, meaning that Competence (X) has no positive and significant effect on Employee Performance (Y). the third hypothesis is accepted, meaning that motivation (Z) has a positive and significant effect on employee performance (Y).

Keywords: Human resource management, Competence, Motivation, Performance

INTRODUCTION

Human resources in a company play a very important role. Companies must be able to build and improve performance in their environment. One of the resources they have is employees as human resources. The development of employees must be prioritized as the company's main asset. The learning process must become a corporate culture so that the skills of employees can be maintained, even improved.

In this case the loyalty of competent employees must be considered. The State Civil Apparatus (ASN) is referred to as a critical success factor in the ongoing and ongoing process of administering services and government. The good or bad bureaucracy of a region is strongly influenced by the quantity and quality of its regional staff. In addition, that discussion of regional staffing is dominated by the involvement of humans (humans), who have unique characteristics and active personalities, ranging from issues related to basic needs, fair and just treatment, self and emotional development, career development, and so on. other. This requires special and serious attention to efforts to increase the potential of employees in the bureaucracy that can accommodate all the problems that surround them.

To be able to compete with other similar industries or companies, companies must have a competitive advantage, one of which can be obtained from employees, because employees are still in the spotlight for companies to survive in the era of globalization. Employees have a major role in the organization and company, although they are supported by facilities and infrastructure as well as excess funding sources, but without the support of reliable employees the company's activities will not be completed properly. This shows that employees have key points that must be considered with all their needs.

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As the main key, employees will determine the success of implementing company activities. Companies are required to acquire, develop and retain quality employees to suit the ever-changing dynamics of the environment. This is even clearer because it is the role of employees who can determine the success and failure of a company. The low number of employees causes a decrease in performance, which is indirectly determined by competence. Performance is a condition that shows the level of success of management activities in achieving goals. The level of success includes indicators of quantity of work, good quality of work and timeliness in completing work, To achieve good performance, it is necessary to be supported by employees who have the required competencies so as to obtain effective and efficient results. One of the supporting performance is competence.

Competence itself can be interpreted as a person's basic characteristics consisting of knowledge, skills and attitudes that have a causal relationship with good work performance, by evaluating someone's competence, it will be able to predict one's performance results. Wibowo (2014).

Therefore, with good competence, one's work motivation can increase even better so that good performance can be achieved as stated by Herzberg experts cited by Anoraga (2011) where according to experts that competence and organizational culture are several factors that influence work motivation. The definition of competence according to Suparno (2015) is sufficient ability to perform a task or as having the required skills and abilities. The fact of competency in this agency can be interpreted as one of the skills possessed by employees with their respective work fields, but sometimes the appointment of employees who are not proficient at managing a financial asset is a factor in slow performance in the agency.

Medical Employees In America Public Service Department as an institution that has duties and functions in the area of regional financial and asset management as mentioned above, has output activities produced in accordance with applicable laws and regulations, so that financial management control is realized sustainable areas will facilitate financial supervision. On the other hand, there are still a number of regional apparatuses who do not understand financial and asset management, so it is necessary to carry out guidance, monitoring and evaluation to improve financial and asset accountability so that the targets are achieved.

Medical Employees In America Public Service Department in order to increase local tax revenue, efforts have been made to improve services, data collection, inspection of tax objects, implementation of an online regional tax system and conducting PBB week in every sub-district in Tebing Tinggi City and mandatory registration taxes so that the contribution of local taxes to Regional Original Revenue is increasing.

To be able to create high employee performance, one of the references is related to the competence and motivation of the employees they have. Competence is defined as a person's observable ability which includes knowledge, skills and attitudes in completing a job or task in accordance with established performance standards. According to Mathis and Jackson (2012), there are three main factors that affect individual performance, namely the individual's ability to do the job, the level of effort expended and organizational support.

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Abilities are natural abilities that involve the right talents and interests for a given job. Furthermore effort is a practice necessary for safe and efficient organizational activities.

Pamela & Oloko (2015) Motivation is the key to a successful organization to maintain continuity of work within the organization in a strong way and help to survive. Mathis and Jackson (2012) revealed that motivation is a desire in a person that causes that person to act. Effort can be described as the motivation shown by workers to complete a job. According to Hasibuan (2016) effort is willingness, sincerity and enthusiasm for work in achieving needs, goals, expectations and rewards.

Mangkunegara (2016) the notion of performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to Robbins (2012) effort or effort (effort) in performance is the probability perceived by individuals who issue a certain number of efforts that will encourage performance. In expectancy theory, an employee is motivated to carry out a high level of effort if he believes that effort will lead to a good performance appraisal.

LITERATURE REVIEWS

Human Resource Management

According to Handoko (2011: 3), "human resource management is the withdrawal, selection, development, maintenance, and use of human resources to achieve both individual and organizational goals". According to Dessler (2015: 3), "human resource management is the process of acquiring, training, appraising, and compensating employees and for managing labor relations, health and safety, and matters relating to justice".

Competence

According to Boulter et al. in Rosidah (2013), competency is a basic characteristic of a person that allows employees to issue superior performance in their work. Based on the description above, the meaning of competence contains a deep and inherent part of personality in a person with predictable behavior in various situations and work tasks. The prediction of who is performing well and who is not performing well can be measured from the criteria or standards used.

Motivation

According to Siagian in Kartika (2010) the definition of motivation is the whole process of giving work motives to subordinates in such a way that they want to work sincerely to achieve organizational goals efficiently and economically. As'ad in Roesyadi (2012) suggests that motivation is often interpreted as encouragement.

Performance

According to Anwar Prabu Mangkunegara (2014) stated that "Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him".

METHODS

In this study, the population was employees of Medical Employees In America Public Service Department, namely as many as 43 people. Because the target population is less than 100, the sampling technique used is the census method, where the entire population of 43 people will be used as the research sample.

Data analysis is a desire to classify, make a sequence, manipulate and abbreviate data so that it is easy to read and understand. In other words, data analysis activities are raw data that has been collected needs to be categorized or divided into several categories or groups, abbreviated in such a way that the data can answer problems according to research objectives and can test hypotheses (Silaen and Widiyono, 2013).

RESULTS AND DISCUSSION

Multiple Linear Regression Testing

Multiple Linear Regression Results

Model		Coefficients ^a					Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	tolerance	VIF
		B	std. Error	Betas				
1	(Constant)	9,524	1999		4,764	.000		
	Competency_X	.093	.128	.111	.727	.471	.765	1,308
	Motivation_Z	-.672	.178	-.577	3,768	.001	.765	1,308

a. Dependent Variable: Performance_Employee_Y

Based on these results, the multiple linear regression equation has the formulation: $Y = a + b_1X + b_2X + b_3Z + \epsilon$, so that the equation is obtained:

$$Y = 9.524 + 0.093 X + -0.672 Z + \epsilon$$

The description of the multiple linear regression equation above is as follows:

- The constant value (a) of 9.524 indicates the magnitude of Employee Performance (Y) if Competence (X) and Motivation (Z) are equal to zero.
- The regression coefficient value of Competence (X) (b1) is 0.093 indicating the magnitude of the role of Competence (X) on Employee Performance (Y) assuming the variable Motivation (Z) is constant. This means that if the Competency factor (X) increases by 1 value unit, it is predicted that Employee Performance (Y) will increase by 0.093 value units assuming Motivation (Z) is constant.
- The regression coefficient value of Motivation (Z) (b3) is 0.672 indicating the magnitude of the role of Motivation (Z) on Employee Performance (Y) assuming the variable Competence (X) is constant. This means that if the motivation factor (Z) increases by 1 value unit, it is predicted that Employee Performance (Y) will increase by 0.672 value units assuming Competence (X) is constant.

t test (Partial)

Partial Test (t) Equation 1

Model		Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	std. Error	Betas			tolerance	VIF
1	(Constant)	8,262	1,184		6,976	.000		
	Competency_X	.348	.098	.485	3,553	.001	1,000	1,000

a. Dependent Variable: Motivation_Z

Hypothesis test of the influence of the Competency variable (X) on the Motivation variable (Z).

The form of hypothesis testing based on statistics can be described as follows:

Decision Making Criteria:

- 1) Accept H0 If $t_{count} < t_{table}$ or $-t_{count} > -t_{table}$ or Sig. > 0.05 .
- 2) Reject H0 If $t_{count} \geq t_{table}$ or $-t_{count} \leq -t_{table}$ or Sig. < 0.05 .

From the table above, a tcount value of 3.553 is obtained with $\alpha = 5\%$, t_{table} (5%; 43-k = 41) obtained a t_{table} value of 2.019. the significance is 0.001 < 0.05 , it can be concluded that the first hypothesis is accepted, meaning that the competence variable (X) has a positive and significant effect on motivation (Z).

Partial Test (t) Equation 2

Model		Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	std. Error	Betas			tolerance	VIF
1	(Constant)	9,524	1999		4,764	.000		
	Competency_X	.093	.128	.111	.727	.471	.765	1,308
	Motivation_Z	.672	.178	.577	3,768	.001	.765	1,308

a. Dependent Variable: Performance_Employee_Y

Hypothesis Test of the effect of Competence (X) on Employee Performance (Y)

The form of hypothesis testing based on statistics can be described as follows:

Decision Making Criteria:

- 1) Accept H0 If $t_{count} < t_{table}$ or $-t_{count} > -t_{table}$ or Sig. > 0.05
- 2) Reject H0 If $t_{count} \geq t_{table}$ or $-t_{count} \leq -t_{table}$ or Sig. < 0.05

From the table above, a tcount value of 0.727 is obtained with $\alpha = 5\%$, t_{table} (5%; 43-k = 41) obtained a t_{table} value of 2.019. From this description it can be seen that tcount (0.727) $< t_{table}$ (2.019), and its significance value is 0.471 > 0.05 , it can be concluded that the second hypothesis is rejected, meaning that competence (X) has no positive and significant effect on employee performance (Y).

Hypothesis Test of the influence of Motivation (Z) on Employee Performance (Y)

The form of hypothesis testing based on statistics can be described as follows:

Decision Making Criteria:

- 1) Accept H₀ If $t_{count} < t_{table}$ or $-t_{count} > -t_{table}$ or Sig. > 0.05
- 2) Reject H₀ If $t_{count} \geq t_{table}$ or $-t_{count} \leq -t_{table}$ or Sig. < 0.05

From the table above, a t_{count} value of 3.768 is obtained with $\alpha = 5\%$, t_{table} (5%; 43-k = 41) obtained a t_{table} value of 2.019. From this description it can be seen that t_{count} (3.768) $>$ t_{table} (2.019), and its significance value is 0.001 $<$ 0.05, it can be concluded that the third hypothesis is accepted, meaning that motivation (Z) has a positive and significant effect on employee performance (Y).

Direct and Indirect Relations

No	Variable	Direct	Indirects	Total	Criteria	Conclusion
1	Competence (X)	0.111	0.485	-	Significant	No As Independent Variable
2	Motivation (Z)	0.577	-	0.279	Significant	As an Intervening Variable

CLOSING

Conclusion

Based on the results of the research and discussion in the previous chapter, it can be concluded as follows:

- 1) From table 4.16, a t_{count} value of 3.553 is obtained. With $\alpha = 5\%$, t_{table} (5%; 43-k = 41) a t_{table} value of 2.019 is obtained. From this description it can be seen that t_{count} (3.553) $>$ t_{table} (2.019), likewise with the the significance is 0.001 $<$ 0.05, it can be concluded that the first hypothesis is accepted, meaning that the competence variable (X) has a positive and significant effect on motivation (Z).
- 2) From table 4.17, a t_{count} value of 0.727 is obtained with $\alpha = 5\%$, t_{table} (5%; 43-k = 41) obtained a t_{table} value of 2.019. From this description it can be seen that t_{count} (0.727) $<$ t_{table} (2.019), and its significance value is 0.471 $>$ 0.05, it can be concluded that the second hypothesis is rejected, meaning that competence (X) has no positive and significant effect on employee performance (Y).
- 3) From table 4.17, a t_{count} value of 3.768 is obtained. With $\alpha = 5\%$, t_{table} (5%; 43-k = 41) a t_{table} value of 2.019 is obtained. From this description it can be seen that t_{count} (3.768) $>$ t_{table} (2.019), and its significance value is 0.001 $<$ 0.05, it can be concluded that the third hypothesis is accepted, meaning that motivation (Z) has a positive and significant effect on employee performance (Y).

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