

The Effect of Competency, Work Environment and Motivation on the Performance of Makassar BKD Employees

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Abstract:- This study aims to analyze and explain the effect of competence, work environment, and motivation on the performance of Makassar City BKD employees. The research method used by the author is a survey method. This study is primary data using a questionnaire. This research is a descriptive quantitative research, the type of research that will be used in this research is the explanatory type. In other words, this study tries to explain the causal relationship between the variables through hypothesis testing. The hypothesis to be tested is to determine whether there is a relationship between the influence of competence, work environment, and work motivation on employee performance. The results showed that: organizational commitment and leadership style had a positive and significant effect on the performance of civil servants (ASN).

Keywords:- Performance, Competence, Work Environment, and Motivation..

I. INTRODUCTION

Human resource development in Indonesia, which is entering the 21st century, has entered a new phase with the emergence of bureaucratic reforms that lead to good government. Many things have changed completely, especially in optimizing the potential of employees within the scope of both government and private agencies. The success of the institution is very demanding of the maximum willingness to work from employees from the leadership to the subordinates. Because, no matter how modern the organization, the human resource factor is still the key to its success. As stated (Nguyen & Pham, 2020) how an organization will be able to carry out its responsibilities will depend a lot on the people who manage it.

Civil Servants (PNS) often get the spotlight on their performance, because the image created by PNS is already bad, such as being less productive, likes corruption and wasting state money, low work ethic, often absent from work, and so on. of them just come, fill in the absences, chat, then go home without providing their services in a job that can realize the common goal of a government organization.

Seeing the various problems that arise, then a new Law No. 5 of 2014 was made specifically on the State Civil Apparatus which covers recruitment standards based on a merit system, work regulations for state apparatus

employees, to sanctions imposed if they do not comply with the Act. The definition of State Civil Apparatus (ASN) is a profession for Civil Servants (PNS) and Employees. Government with an Employment Agreement (PPPK) working for government agencies. ASN employees consist of PNS and PPPK who are appointed by staffing officers and assigned tasks in a government position or assigned other state duties and are paid according to the laws and regulations. The issuance of the law is expected to bring about changes in personnel management and employee capacity development in Indonesia which will have an impact on the performance of ASN employees which will be measured annually individually and the payroll system is based on the workload assigned.

The Makassar City Government is one of the regions that has programs and attention to improving the competence of human resources oriented to improving employee performance, especially in the Regional Personnel Agency (BKD). Efforts to improve employee performance require adequate competence. Competence has a very important role, because in general competence concerns a person's basic ability to do a job that is based on skills and knowledge. So far, many government agencies do not have employees with adequate competence, this is evidenced by the low productivity of employees and the difficulty of measuring employee performance. To achieve maximum and satisfactory work results, it is necessary to have the competence possessed by an employee in carrying out his work duties so that employee performance can increase.

Another important factor for performance is the work environment, including the physical environment, the color composition is less supportive, the layout of the workspace that is still not considered, such as an untidy workspace and adjacent desks, and a workspace design that does not provide a sense of privacy, air circulation in the workplace. the workplace is not running well, and cleanliness is not being paid attention to. From the non-physical environment, including many employees who do not establish communication or cooperation between co-workers outside of work so that employee harmony is not well established, there are still many employees who feel they are still not so close or familiar with their superiors, agencies do not always give rewards for their work. employees, and agencies are not easy to give promotions to employees, and there are employees who still feel they do not get fair treatment compared to other employees.

In addition, to be able to create employees who have optimal performance, one aspect that is no less important to consider is Work Motivation. Work motivation is an important factor and influences employees in doing their jobs because motivation is what causes, distributes, and supports human behavior so that they want to work hard and enthusiastically achieve optimal results, especially in the management of regional assets.

According to Edy Sutrisno, motivation is a motivating factor for someone to carry out a certain activity, motivation is often interpreted as a driving factor for human behavior, the phenomenon of motivation that occurs in employees at the North Toraja Regional Financial and Asset Management Agency lacks motivation from leaders and co-workers. While work motivation is a driving factor or driving force to work for employees in a company. Work motivation can spur employees to work hard so as to increase employee productivity and will affect the achievement of company goals. Based on this description, the question is whether the implementation of a conducive work environment system, increasing the competence of human resources and employee motivation at the Makassar City BKD can improve employee performance. This study conducted a study to obtain information about The Effect Of Competence, Work Environment, And Motivation On The Performance Of Makassar Bkd Employees.

II. LITERATURE REVIEW

Competence

Competence is a basic characteristic or human resource capability of a person that allows them to perform superior performance in carrying out the tasks and responsibilities assigned to them with adequate education, training, and experience. The level of competence is needed in order to know the expected level of performance for the good or average category. Determining the required competency threshold will certainly be used as the basis for the selection process, succession planning, performance evaluation, and human resource development.

Competence according to the International Federation of Accountants (2014) in the IAESB: Handbook of International Education Pronouncements states that: "Competence is defined as the ability to perform a work role to a defined standard with reference to working environments. To demonstrate competence in a role, a professional accountant must possess the necessary (a) professional knowledge, (b) professional skills, and (c) professional values, ethics, and attitudes".

Work environment

The work environment means the overall tools and materials encountered, the surrounding environment in which a person works, as well as work arrangements both as individuals and as groups (Sedarmayanti, 2011: 2).

Nitisemito (in Sugiyarti, 2012: 75) states that the work environment is everything that is around workers that can affect him in carrying out the tasks assigned to him.

Based on the opinions of the experts above, it is concluded that the employee's work environment has no small influence on the company's operations. This work environment will affect the company's employees, so that both directly and indirectly will affect the company's productivity. A good work environment will of course increase the work productivity of employees. On the other hand, a bad work environment will reduce the company's productivity.

Motivation.

According to Robbert Heller in Wibowo (2014: p.121) work motivation is the desire to act. Everyone can be motivated by several different forces. Work motivation is the result of a collection of internal and external forces that cause the job to choose the appropriate course of action and use certain behaviors. Work motivation is generally related to goals, while organizational goals include work-related behavior (Robbins and Judge in Wibowo (2014: p. 121). Meanwhile, according to Hamzah Uno (2012: p. 72) provides a definition of work motivation as a force in the person who influences the direction, intensity and persistence of a person's voluntary behavior to do work. Work motivation is a psychological process that arouses, directs and perseveres in taking voluntary actions that are directed at achieving goals (Kreitner and Kinicki in Wibowo (2014: p.121) Meanwhile, Colquitt, LePine and Wesson in Wibowo (2014: p.122) provide a definition of work motivation as a set of energetic forces both from within and outside the work, starting from work-related efforts, considering the direction, intensity and persistence.

Performance

The success of a company or organization is largely determined by the performance of the leader and also the performance of the employees who are in it. Because of the performance of employees can measure to what extent the results of the work completed while working.

Bahtiar Herman (2020:31) performance is the result of work in quality and quantity that can be achieved by an individual or group in an organization, in carrying out their duties in accordance with the authority and responsibility given by the organization, through the criteria or standards of employee performance that applicable in the organization, in an effort to achieve the goals of the organization concerned. The definition of performance according to Rivai (2004) which states that performance is a type of function of a person's ability and motivation. To be able to complete tasks and work an individual should have degrees. a certain level of willingness and ability. The willingness and skill of an individual will not be effective enough to do or do something without a clear understanding of what will be done and how to do it. Performance is a real behavior that is displayed by everyone as an achievement in the work produced by employees according to their role in the company or

organization.

This is different from Sutrisno (2014) where he says that performance is the result of employee work output in terms of quality, quantity, working time, and cooperation to achieve organizational goals that have been set by them.

Thus, it can be interpreted that optimal and stable performance is not a coincidence. Of course, it has gone through stages with good performance management, and maximum effort to achieve it. Without good management, the possibility of a proud result is actually false, so that success is a coincidence that is not based on strong conditions.

III. METHODOLOGY

This study aims to analyze and explain the effect of competence, work environment, and motivation on the performance of Makassar City BKD employees. The research method used by the author is a survey method. This study is primary data using a questionnaire. This research is a descriptive quantitative research, the type of research that will be used in this research is the explanatory type. In other words, this study tries to explain the causal relationship between the variables through hypothesis testing. The hypothesis to be tested is to determine whether there is a relationship between the influence of competence, work environment, and work motivation on employee

performance. The number of samples in this study were 65 respondents. The independent variables in this study are competence, work environment and motivation, then the dependent variable in this study is performance.

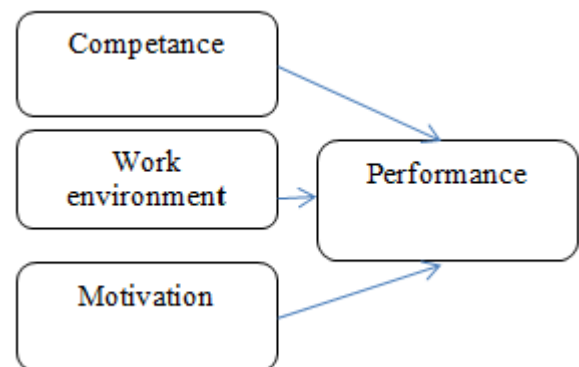


Figure 1 Conceptual Framework

IV. RESULT

Description of Research Results

Multiple Linear Regression Analysis Test

This study uses the SPSS Version 25 data analysis program tool so that the regression coefficient value of each variable in the study which includes competence, environment, and motivation can be explained as follows:

Table 1 Results of regression calculations

Coefficients ^a						
	Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.881	1.655		3.531	.001
	Kompetensi (X1)	.232	.078	.396	2.852	.006
	Lingkungan Kerja (X2)	.230	.075	.326	3.086	.005
	Motivasi (X3)	.205	.057	.288	3.638	.021

1. The multiple linear regression formula above obtained a constant value of 7,881.
2. The value of the competency regression coefficient (X1) of 0.232 means that there is a positive and significant influence on work ability on the performance of employees at the Makassar City BKD of 0.232 so that if the competency value or score increases by 1 point, it will be followed by an increase in the employee's performance score of 0.232 points. In line with Annisa Putri Soetrisno's research (2018), Based on the results of the study, it can be concluded that competence has a positive and significant influence on employee performance at PT. Telekomunikasi Indonesia Tbk Witel Bandung.
3. The value of the work environment regression coefficient (X2) of 0.230 means that there is a positive and significant influence on work ability on the performance of employees at the Makassar City BKD of 0.230 so that if the value or score of the work environment increases by 1 point, it will be followed by an increase in employee

- performance scores of 0.230 points. . In line with the theory of Barry Render & Jay Heizer (2001:239), the work environment is the physical environment in which employees work that affects their performance, safety and quality of work life. This shows that the better the work environment of an employee, the more his performance will increase.
4. The value of the motivation regression coefficient (X3) of 0.205 means that there is a positive and significant influence on work ability on the performance of employees at the Makassar City BKD of 0.205 so that if the value or motivation score increases by 1 point, it will be followed by an increase in employee performance scores of 0.205 points. In line with Maman Abdulrachman's (2014) research, research shows that motivation and work ability greatly determine employee performance improvement, in other words, the higher the employee's motivation and work ability, the higher the employee's performance. Although the Interpersonal

Influence of employees is still low..

Partial Test (t-test)

To find out the relationship between variables, each can be tested using a partial test or test. This can be seen in the results of the SPSS version 25 data processing analysis as shown in table 1 above:

From the table or description of the t test above using a data analysis tool or program, it can be seen that all independent variables (X) have a positive and significant influence on employee performance at the Makassar City BKD with a summary as follows:

- i. Competency variable (X1) with tcount value 3.638 > t table 1.670 and = 0.006 < 0.05
- ii. TPP work environment variable (X2) with tcount 3.086 > t table 1.670 and = 0.005 < 0.05
- iii. Motivation variable (X3) with tcount 2.852 > t table 1.670 and = 0.021 < 0.05

Dominant Testing

Beta test is to test the independent/independent variables (X) which have the most dominant influence on the dependent/independent variable (Y) by showing the variable that has the highest standardized beta coefficient. From the table of data processing results in the table, it can be seen that the results of standardized beta values are known that the variables that include competence, work environment, and work motivation and which have the highest influence or impact on employee performance at the Makassar City BKD are competency variables (X1) of 0.396 or 39.6%..

This study also found the magnitude of the influence of the independent variable on the dependent variable which can be seen from the value of the coefficient of determination (Adjusted R square) as follows:

Model	R	R Square	Adjusted R Square
1	.693 ^a	.477	.549
a. Predictors: (Constant), X3, X1, X2			
b. Dependent Variable: Y			

Source: Primary data processed, 2021

The value of the coefficient of determination (Adjusted R square) is 0.549 which means that the independent/independent variable (X) which includes competence, work environment, and work motivation on employee performance at BKD Makassar City is 54.9%, while the rest is 45.1 % is influenced by other variables that are not included in this research model.

V. DISCUSSION

The Effect of Competence on Employee Performance

According to Sedarmayanti (2017: 11) says that competence is closer to the capabilities or capabilities that are applied and produces employees or leaders or officials who show high performance called competence. Competence is the ability of an individual that is shown by good performance in his position or job. Competence is a

collection of knowledge, skills and behaviors that are used to improve performance or circumstances or qualities that are adequate or of high quality, having the ability to perform certain roles. This means that First, competence is a combination of knowledge, skills, and behavior to improve performance. Second, a strong indicator of competence here is an increase in performance to a good or very good level. Third, combination and behavior are the capital to produce performance.

The results of this study obtained that the t count for the Competence variable is greater than t table, namely 3.638 > 1.670 and the significance value is less than 0.05, namely 0.006. So, the competence variable has a positive and significant influence on performance, thus the hypothesis is accepted. The Beta coefficient value (standardized coefficient) of the influence of the Competency variable on performance is 0.232, which means that the TPP variable contributes 23.2% to the rise and fall of employee performance at the Makassar City BKD. In line with Annisa Putri Soetrisno's research (2018), Based on the results of the study, it can be concluded that competence has a positive and significant influence on employee performance at PT. Telekomunikasi Indonesia Tbk Witel Bandung.

The Effect of Work Environment on Employee Performance

Employee performance in an organization will increase if the organization has a leader who is able to encourage employees to achieve organizational goals. Leaders are people who are able to influence employees in an organizational unit to achieve organizational goals. In addition to being intelligent and wise, the leaders needed in an organization are leaders who are able to serve employees. The leader-employee relationship that is built with service behavior will have a good impact on the leadership-employee relationship. A working environment condition is said to be good or appropriate if the people in it can carry out their activities optimally, healthy, safe and comfortable. The suitability of the work environment can have an impact in a long time, as well as a bad work environment that will make it difficult to obtain an effective and efficient work system. Ardana (2012: 208) argues that "a safe and healthy work environment has proven to have an effect on productivity". In addition, it was also stated that "pleasant working conditions can include a workplace, and auxiliary facilities that speed up the completion of work".

The results of this study obtained that the t count for the Work Environment variable is greater than t table, namely 3.086 > 1.670 and the significance value is less than 0.05, namely 0.005. So, the Work Environment variable has a positive and significant influence on performance, thus the hypothesis is accepted. The Beta coefficient value (standardized coefficient) of the influence of the Work Environment variable on performance is 0.230 which means that the Work Environment variable contributes 23% to the rise and fall of employee performance at the Makassar City BKD.

The results of previous studies indicate that the work environment (physical and non-physical) has an effect on employee performance. Research conducted by Cahyani and Ardana (2013) shows that proper spatial arrangement in the workplace will affect employee performance. This spatial arrangement must be supported by adequate light distribution, selection of the right wall color, air circulation and air temperature according to the room (Norianggono, Hamid, & Ruhana, 2014). Lack of light distribution in each employee's room will result in employees not being able to work quickly and precisely. Work calm is also needed by every employee to do his job (Agastia, 2014).

The Effect of Motivation on Employee Performance

Motivation is a set of attitudes and values that influence individuals to achieve specific things according to individual goals. These attitudes and values are a force to encourage individuals to behave in achieving goals. The urge consists of two components, namely: the direction of work behavior (work to achieve goals), and behavioral strength (as the strength of individual efforts at work). Motivation includes unique feelings, thoughts and past experiences that are part of the company's internal and external relationships.

The results of this study obtained that the t count for the motivation variable is greater than t table, namely $2.852 > 1.670$ and the significance value is less than 0.05, namely 0.021. So, the motivation variable has a positive and significant influence on performance, thus the hypothesis is accepted. The Beta coefficient value (standardized coefficient) of the influence of the Motivation variable on performance is 0.205, which means that the Motivation variable contributes 20.5% to the rise and fall of employee performance at the Makassar City BKD.

This study is in line with Bayram and Zoubi (2020) analyzing the effect of work motivation on individual performance using 270 employees. Work motivation was measured using Perry et al. (2008); in Bayram and Zoubi (2020) with dimensions of compassion, self-sacrifice, and citizenship, while performance uses Vandenabeele (2009); in Bayram and Zoubi (2020), namely; organizational success, good performance, good employees and hard work. The results of the moment of structural analysis show that work motivation has a positive and significant effect on employee performance.

VI. CONCLUSION

Based on the results of the research and discussion above, it can be concluded:

1. Competence has a positive and significant effect on employee performance at the Makassar City BKD.
2. Work environment has a positive and significant effect on employee performance at the Makassar City BKD.
3. Motivation has a positive and significant effect on employee performance at the Makassar City BKD.

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