



THE EFFECT OF COMPETENCE ON THE PERFORMANCE OF EDUCATORS AT THE COLLEGE OF ADMINISTRATIVE SCIENCES BENGKULU

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ARTICLE INFORMATION

Received: 2 APRIL 2023

Revised: 5 MEI 2023

Accepted: 7 JUNE 2023

Available online: -

KEYWORDS

Competence, Ferformance, Educators

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ABSTRACT

This study aims to determine the effect of competence on employee performance in the College of Administrative Sciences in Bengkulu. This type of research is quantitative research using survey research methods. The population in this study were all 45 Higher Education Staff at the College of Administrative Sciences Bengkulu. The sample in this study was taken by total sampling, so that the entire population was used as the research sample. So in this study a sample of 45 people was taken. This study uses bivariate analysis which will be measured by linear regression. The results of the study show that employee competence is in the high category and employee performance is in the high category and there is a positive and significant effect of competence on the performance of Bengkulu Administrative Higher Education College employees, meaning that increased competence has an impact on improving the employee performance of Bengkulu Administrative Higher Education College employees.

INTRODUCTION

Improving performance is one of the efforts made by every organization, both private and government agencies, in an effort to achieve its goals. The success of this business is influenced by several factors, one of the most important factors is human resources or employees (Robbins, 2012). The development of human resources is also demanded to be better because advances in technology, trade and so on are determined by human resources as the actors and drivers of all of that. Human resource management is very much needed by both government and private organizations (Wibowo, 2014).

Explain that the factors that influence performance include ability, discipline, working time, input, effort, initiative, and motivation and job satisfaction. Handoko (2017) said that HR greatly influences the quality of the right workforce, to fill various positions, positions, length of service, staffing position requirements, and ranks to achieve organizational goals. Human resources are people who are ready, willing, and able to contribute to efforts to achieve organizational goals.

Human resources are the driving force in the framework of the activities and routines of an organization or company. As we know, in an organization or company, there are various kinds of individuals belonging to various statuses in the form of educational status, position, class, experience, gender, marital status, expenditure level, and age level of each of these individuals, Hasibuan (2017). For the success of increasing human resources, an organization is needed that can carry out transformations in each of its activities.

To improve Human Resources competency in the transformation process, development activities are carried out related to the main role of the new Human Resources manager, namely as a business person, change maker, consultant for organizations or work partners, strategy formulator and implementer, talent manager, interests, and leadership and as asset manager and cost control. The main task

of the leader in these conditions is to direct and organize training, education and development programs for Human Resources that need to be implemented in companies or organizations to improve existing Human Resources competencies.

The importance of the existence of human resources in the organization begins with the increasing need for the function of human resources for the implementation and development of the organization. The human resource function starts from the administrative function to the management function and strategic function. In line with the increasing demands of the organization, the greater the responsibility that must be carried out by the human resources department in managing and developing employees because employees must be able to carry out their duties and responsibilities in accordance with the demands of the organization. Therefore, human resource activities continue to grow, namely from activities that are administrative in nature to those that are managerial and strategic in nature.

Hutapea and Nurianna (2018) argue that the role of human resources needs to be managed professionally. The role of human resources, which was originally only as a support, needs to be changed to a strategic one, in which the management of human resources is aimed at enabling the organization to operate efficiently so that it can achieve its work targets.

The results of pre-research observations show that the performance of the employees of the Bengkulu College of Administrative Sciences is still not optimal because employees have a lot of workload, causing employees to be less thorough in carrying out their duties. In addition, there are also employees who are not disciplined in carrying out their work.

Another phenomenon that occurs is that the competence of employees is still lacking, this can be seen from the lack of cooperation between employees in carrying out work, so that the completion of work is often hampered.

In this study the researchers chose human resource competencies because human

resources have an important role in supporting an organization, if human resources are good, of course organizational performance is also good. So based on the phenomena that occur, the authors are interested in conducting research on the influence of competency analysis on employee performance in the College of Administrative Sciences College Bengkulu.

MATERIALS AND METHODS

This type of research is quantitative research using survey research methods. Quantitative research methods can be interpreted as research methods based on the philosophy of positivism, used to examine certain populations or samples, data collection using research instruments, data analysis is quantitative/statistical in nature, with the aim of testing established hypotheses (Sugiyono, 2018). Survey methods are usually used to obtain data from certain natural places, but researchers carry out treatments in data collection (questionnaires, tests, interviews, and so on), the treatment given is not the same as in experiments (Sugiyono, 2018).

The data obtained in this study were sourced from primary data, namely research data obtained directly from the research object, which was obtained from distributing questionnaires. Sugiyono (2018) states that a questionnaire is an instrument for data collection, where participants or respondents fill out questions or statements given by researchers. Questionnaires are an efficient data collection technique when the researcher knows exactly the variable to be measured and knows what can be expected from the respondent. Distribution of questionnaires is a method of collecting data by distributing a list of questions to respondents to fill out, with the aim that respondents provide answers to questions about competency and performance.

Questionnaires have their own advantages, including being able to obtain a lot of data in a fairly short time, the effort required is minimal, and respondents can answer freely without the influence of other people. However,

this method also has weaknesses, one of which is because the questions have been predetermined so that the questionnaire is rigid. Another weakness is that there is a possibility that the respondent does not give an answer that is appropriate to his situation. The questionnaire used in this study was a questionnaire with a closed question format, namely a questionnaire with answers already provided, so that respondents only chose and answered directly (Sugiyono, 2018). This method was used to collect data from respondents regarding respondents' responses to the competence and performance of the Education Staff at the Bengkulu College of Administrative Sciences.

The population in this study were all 45 administrative staff at the College of Administrative Sciences of Bengkulu. The sample in this study was taken by total sampling, so that the entire population was used as the research sample. So in this study a sample of 45 people was taken.

Data analysis techniques in this study used descriptive analysis of competence and performance. In this descriptive study, respondents' perceptions of the variables used were used, collecting data and information by distributing questionnaires (Sekaran, 2016). Sugiyono (2018) explains that in quantitative research, data analysis is an activity after data from all respondents or other data sources is collected, data analysis techniques in this study use descriptive statistics. Descriptive statistics are statistics that are used to analyze data by describing or describing the data that has been collected as it is without intending to make general conclusions or generalizations.

This study uses bivariate analysis which will be measured by linear regression. Sugiyono (2018) explains that simple linear regression is a statistical measure used to test the relationship between a dependent variable and one or several independent variables. If the dependent variable is connected to an independent variable the resulting regression equation is simple linear regression.

RESULTS AND DISCUSSION

1. Competence of Higher Education School of Administrative Sciences Bengkulu

The competency of higher education staff at the Bengkulu College of Administration with an average of 3.41 is in the high category because it is in the range 3.40 -4.19. Performance appraisal is a tool for management that can be used to evaluate the performance that has been achieved and can be used to measure the development potential for the subordinates concerned in the future, and this is becoming increasingly important in an era that is increasingly full of challenges and changes (Ilyas, 2011). Ranupandojo and Husnan (2006), argued that the purpose of performance appraisal is to provide information in a form that allows it to be carried out and can support various decisions in the field of personnel. Thus the purpose of carrying out performance appraisal actually covers a broad range of interests for employees and the organization in which they are located.

Performance appraisal includes observational factors which are the process of assessing and having behavior determined by the work system, measures used to measure work performance of a personnel compared to the job description that has been set for personnel and development which aims to motivate personnel to overcome deficiencies and encourage those who concerned to develop the capabilities and achievements that exist in him. In an effort to find out the factors related to a person's performance, whether the performance of a person/team is good or not, according to expectations or not, we need to know the size of the performance itself.

The performance of each personnel is basically strongly influenced by the characteristics of the organization. Personnel with a high performance base will further develop when working in an environment that values the hard work of personnel. Organizations that have a high performance culture usually require personnel to have a high work ethic as well. A work environment like

this will encourage every personnel to exert all their power to achieve high work performance. The more productive the organizational culture, the more it will affect the work culture of the personnel. This will affect the process of growth and development of all personnel, be it individuals, groups or interdisciplinary work units within the organization (Ilyas, 2011).

2. Performance of Higher Education School of Administrative Sciences Bengkulu

The performance of higher education staff at the Bengkulu College of Administrative Sciences with an average of 4.13 is in the high category because it is in the range of 3.40 -4.19.

Wibowo (2014) explains that competence is an ability to carry out or perform a job or task that is based on skills and knowledge and is supported by the work attitude required by the job. Thus, competency shows skills or knowledge characterized by professionalism in a particular field as something that is most important as a superior field.

Meanwhile, Spencer and Spencer (1992) explained that human resources need to understand the tendency of multicultural organizations and cultural diversity. On the other hand, employees and customers vary widely by race, gender, and culture. Thus, human resources need to understand the problems in cultural diversity. This situation makes human resource competence even more important, both for executives, managers/leaders, and workers/employees.

Competence describes what people do in the workplace at various levels and specifies the standards for each level. Identify the characteristics, knowledge and skills needed by employees who carry out their duties and responsibilities effectively so as to achieve professional quality standards at work. Wibowo (2014) provides three competency categories, which consist of: Task achievement is a competency category related to good performance. The indicators are result orientation, technical expertise of employees, continuous change/improvement, and production efficiency, and Relationship is a competency category related to communicating

and working well with others and satisfying their needs. Indicators: conflict resolution, interpersonal care, service orientation, cooperation, and building relationships and Personal attributes (individual traits) are intrinsic individual competencies and relate to how people think, feel, learn, and develop, indicators include: integrity and honesty, assertiveness, and decision quality.

3. The Influence of Competence on the Performance of Higher Education Personnel at the College of Administrative Sciences Bengkulu.

The results of hypothesis testing show that competent si has a significant influence on performance. This is based on the results of data analysis using multiple linear regression analysis proving that competence has a positive and significant influence on performance. The magnitude of the influence value between the two variables is equal to 0.035. This has the meaning that the better the competency, the more it will affect the performance of employees of the College of Administrative Sciences Bengkulu.

In the research that has been done, it is found that competence has a significant influence on performance. Therefore, if the competency of the Bengkulu College of Administrative Science employees can be increased again, it will have a good impact on employee performance. Things that can be done by improving competencies that are still lacking, especially in the dimensions of supportive co-workers and personality compatibility with work.

Sutrisno (2017), argues that competence consists of a number of key behaviors needed to carry out certain roles to produce satisfactory achievements or performance. This behavior is usually required consistently by employees who carry out work activities. Behavior without intent and purpose cannot be called competence. Improving individual employee performance will provide competency for overall human resource performance. Therefore performance appraisal is something that cannot be separated

The research findings are in line with Dharma's opinion (2005) explaining that improving individual employee performance will provide competence for overall human resource performance. The research results also have similarities with research conducted by Winata (2005) who found competence has a significant effect on performance. Therefore performance is something that cannot be separated from organizations and competent human resources

Based on the results of the research, it is necessary to suggest that the employees of the Higher Education School of Administrative Sciences Bengkulu should be able to do the job as well as possible and be more thorough and eliminate competition that occurs among employees at work and be able to coordinate with superiors if the superiors make a decision that need to be taken in carrying out the work. If competence continues to be improved, it will have an impact on the work results of employees in carrying out their work and should be able to fully devote their abilities to carrying out work and propose better room arrangements, especially for room lighting and employees can like the work given by superiors. If employee performance continues to be improved, it will have an impact on the performance of the Bengkulu College of Administrative Sciences in providing services to the community.

Competence is a characteristic that underlies a person related to the effectiveness of individual performance in his work or basic characteristics of individuals that have a causal relationship or as a cause and effect with the criteria used as a reference. Competence lies within every human being and will forever exist in a person's personality which can predict behavior and performance broadly in all situations and work tasks (Dessler, 2014). According to Ilyas (2011) explains that competence is an ability to carry out or perform a job or task that is based on skills and knowledge and is supported by the work attitude demanded by the job. Competence also shows the characteristics of the knowledge and

skills possessed or needed by each individual that enable them to carry out their duties and responsibilities effectively and raise professional quality standards in their work. Meanwhile Robbins (2012), that employee performance is influenced by three factors, namely ability, motivation, and opportunity. Evaluation of employee work is based on the assessment and ability of the employee concerned by assessing the factors of ability, discipline and creativity. Performance is a reflection of the employee's motivation being assessed. So the level of employee performance depends on the reflection of the behavior and ability of employees in carrying out the tasks assigned to them.

CONCLUSION

The results of the research and discussion can be concluded as follows:

1. Competence of Higher Education Staff at the College of Administrative Sciences Bengkulu with an average of 3.41 in the high category because it is in the range of 3.40 -4.19.
2. The performance of higher education staff at the College of Administration Bengkulu with an average of 4.13 is in the high category because it is in the range of 3.40 - 4.19.
3. There is a positive and significant influence of competence on the performance of Higher Education Staff at the College of Administrative Sciences Bengkulu.

Suggest in this study to: 1) College Education Personnel at the Bengkulu High School of Administrative Sciences should be able to do the job as well as possible and be more thorough and eliminate competition that occurs among employees at work and be able to coordinate with superiors if the superiors have decisions that need to be taken in carrying out the work. 2) College Education Personnel at the Bengkulu High School of Administrative Sciences should be able to fully devote their abilities to carry out work and propose better room arrangements, especially for room lighting and employees can like the work given

by superiors, 3) College Education Personnel at the Bengkulu Administrative High School should be able to further improve their already good performance by completing work even better, attending morning apples and always being there during working hours and taking care so that there is no wastage of work tools such as Office Stationery.

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