

Effect of Commitment and Competency on Employee Performance in the Department Of Population and Civil Registration of Muna District

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ABSTRACT

This study aims to determine the effect of commitment and competence on employee performance at the Department of Population and Civil Registration of Muna Regency. Data obtained from a sample of 30 respondents who were assigned based on the Slovin technique. Furthermore, the data were analyzed using descriptive analysis and multiple linear regression analysis.

The results of the analysis show that partially commitment has a positive effect on the performance of the employees of the Muna Regency Population and Civil Registration Service so that the hypothesis is accepted, the competency variable partially has a positive effect on the performance of employees at the Muna Regency Population and Civil Registration Service, so the hypothesis is accepted. While simultaneously commitment and competence have a positive effect on employee performance at the Muna Regency Population and Civil Registration Service, so the hypothesis is accepted.

Keywords: Commitment, Competence, Employee Performance

I. INTRODUCTION

The Indonesian nation in the current development era is faced with various future challenges as well as problems that are not only limited to the rapid process of changing economic and social structures but also the problem of improving employee performance because employee performance will affect the quality and quantity of the organization in facing competition over time. One of the problems faced by the Indonesian nation is regarding the quality of human resources (HR) which is the key to all development efforts in all fields (Sani, 1993: 55).

Civil servant problems in the government bureaucracy are related to the quality of human resources. The human resources in question are civil servants who are placed to work within the bureaucracy, not carrying out their main duties and functions as stipulated. In connection with the above statement, this condition also occurs in the population and civil registration office of Muna Regency, where employees have not carried out their duties in accordance with their respective duties, this can be seen that there are still many employees with low education, different types of work and expertise and the distribution of employees. in every area it is not balanced, this causes a decrease in the quality and work performance of employees at the civil registration and population offices of junior districts.

The empirical study that underlies testing the effect of commitment and competence on employee performance, namely research conducted by (Yunus, 2009) found that employee communication skills are an obstacle to the success of group work or a work team. Communication will produce positive synergy in the group. Good communication will be created through organized efforts by a leader who is able to mobilize, harmonize, lead groups, and have the ability to explain ideas so that they can be accepted by others.

The Department of Population and Civil Registration of Muna Regency, as a government agency that processes population data, must have sufficient expertise in fulfilling its obligations, so it is necessary to increase the skills and expertise of employees to carry out their duties properly. Serving and fulfilling the needs of these employees is needed by employees or officers who really master their fields and are responsible. Managers and leaders can improve the quality of their employees by carrying out development programs, increasing their knowledge and skills.

Based on the description above, which concerns commitment and competence to the performance of the employees of the Muna Regency Population and Civil Registration Service, the authors see that the employees of the Muna Regency Population and Civil Registration Service have been able to provide a good example, regarding commitment and competence. The commitment in question is for example the emotional connection of employees, the involvement of employees in the organization, the feeling of being obliged to remain in the organization. Also related

to competencies such as having the ability in the form of good service, the level of knowledge in carrying out tasks is good, the level of expertise is good in carrying out tasks/jobs, as well as a good attitude in carrying out tasks and responsibilities, this is because more than half the amount Muna Regency Population and Civil Registration Service employees who have a Bachelor's degree (S1), meaning that the level of education that employees have, both in terms of commitment and competence, is able to produce a good performance.

II. LITERATURE REVIEW

2.1 Commitment

Definition of Commitment

Commitment is a strong desire that arises from within a person's heart to stay involved in the organization. Conceptually, commitment is defined as the relative strength of the individual in identifying his involvement in the organization.

According, Sinambela (2012), the higher a person's commitment, the higher the person's performance. If employees do not have a commitment to work, of course, this can result in a decrease in employee performance. According to Dessler (1997: 33), organizational commitment can be defined as the relative strength of an individual's identification to his organization which can be seen at least three factors, namely; 1) a strong belief and acceptance of the goals and values of the organization, 2) a willingness to pursue the interests of the organization, 3) a strong desire to remain a member of the organization.

Based on the existing approach, the commitment will emerge when there is an understanding of work values, communicating work performance standards and linking them to rewards, taking effective evaluation actions, and providing support to managers and supervisors.

Commitment Indicator

According to Luthans (2006: 249-250), explaining the commitment theory proposed by Meyer and Allen is as follows. Commitment is multi-dimensional, so the development of this theory shows the development of support for 3 dimensions, namely:

1. Affective commitment

Affective commitment is an employee's emotional connection, identification, and involvement in the organization.

2. Continuous commitment

Continuous commitment (continuation) is a commitment based on the losses associated with leaving the employee from the organization. This is due to the loss of seniority over promotion or benefits.

3. Normative commitment

Normative commitment is a feeling of obligation to remain in the organization because it has to be, it really has to be done.

2.2 Competence

Definition of Competence

Purwanto (2006: 8) suggests that competence is a requirement for the ability to carry out a position. Usually, this ability is associated with expertise, skills or professionalism, competence in functional positions, as well as competency in-state / political positions which are much different from structural positions, this difference shows that the main tasks, functions, powers, and responsibilities are very different from one another.

Syahroni (2006: 9) argues that competence is a collection of characteristics possessed by a civil servant (PNS) in the form of knowledge, skills, and attitudes/behaviors needed in carrying out their duties so that these civil servants can carry out their duties in a professional, effective and efficient.

According to Tyson (Priansa: 2014), the term competency has been used to describe the attributes needed to produce effective performance. According to Armstrong (Sudarmanto: 2009), competence is what people bring to work in the form of different types and levels of behavior. Competence determines the aspects of the job performance process.

Competency Indicators

1. Knowledge

Poedjawijatna (2000: 14) argues that people who know are called having knowledge. Furthermore, Hadi (2001: 123) argues that knowledge is a belief about an object that has been proven to be true. It should also be clear that we only have knowledge of what is true, so belief which is only accidentally true cannot be accepted as knowledge. Therefore knowledge must be proven.

2. Skills

A skill is something you have that is related to the ability to do your job appropriately and quickly. These skills can be observed through:

a. Carrying out duties, the criteria are: Knowledge provision, providing more work, arousing employee interest, developing work thinking, providing thinking direction, providing technical instructions

- b. To provide reinforcement, the criteria are: increasing employee attention, providing work motivation.
- c. Conducting variations, the criteria are an increasing passion for work, providing work principles, providing opportunities to seek knowledge, providing an understanding of work morale, directing main tasks and functions of the leadership, work planning.

3. Attitude

Mappiare (2002: 58) argues that attitude is generally defined as the individual's willingness to react to something. Attitudes are related to motives and underlie one's behavior. It can be predicted what behavior will happen and will be done if the attitude has been known.

2.3 Employee Performance

Definition of Performance

Simamora (2004: 423) argues that work performance is an achievement of certain job requirements which in the end can be directly reflected in the output produced both in quantity and quality. The definition above highlights work performance based on the results achieved by someone after doing work.

Rucky (2002: 15) provides a definition of work performance as follows: Performance is defined as the record of outcomes produced on a specified job function or activity during a specified time period (work performance is a record of the results obtained from certain job functions or certain activities during a certain period of time).

Manullang (2001: 118) defines that employee appraisal is a systematic assessment of an employee by his superior or some other expert who understands the implementation of the work done by the employee.

Employee Performance Indicators

The government has set a new policy in assessing the work performance of civil servants with the enactment of Government Regulation Number 46 of 2011 concerning the Assessment of Work Performance of Civil Servants. In the policy, the Work Performance Assessment is divided into 2 parts, namely:

1. Work Behavior, namely attitudes or actions taken by a civil servant that should or should not be carried out in accordance with applicable laws and regulations, employee work objectives include the following elements:

- a) Service Orientation
- b) Integrity
- c) Commitment
- d) Discipline
- e) Cooperation
- f) Leadership

2. Employee Work Targets are work plans and targets to be achieved by a civil servant and carried out based on a certain period of time, each behavior, The elements of employee work targets (SKP) include:

- a) Quantity is a measure of the number or amount of work achieved by an employee.
- b) Quality is a measure of the quality of each work achieved by an employee.
- c) Time is a measure of the length of the process of each work achieved by an employee
- d) Costs are the amount of the budget used by each employee's work.

2.4 Independent Variables Relationship To Dependent Variables

The Effect of Commitment on Employee Performance

The level of commitment, both the company's commitment to employees and between employees to the company is needed because through these commitments a professional working climate will be created. Individuals who are satisfied with their jobs tend to fulfill their commitment to the organization, which in turn causes these employees to feel dependent and responsible for the organization. Individuals who have low organizational commitment tend to do ways that can interfere with organizational performance such as high turnover, inaction in work, complaints, and even strikes.

The same thing was also expressed by Rivai (2005) who stated that organizational commitment has a significant effect on performance. The higher the organizational commitment of the employees, the more individual employee performance will be.

Effect of Competence on Employee Performance

The linkage of competence with effective performance has been proven in various studies conducted by several experts. For example, Richard Boyatzis in 1983, his research of more than 2000 managers in different management positions gave conclusions about certain characteristics that are none other than competencies that have influenced the effective performance of various organizations and from various levels of management.

According to Spencer (Sudarmanto: 2009), the basic characteristics of competence have a causal or causal relationship with the criteria used as a reference for effective or superior performance in a particular workplace or situation.

Research Hypothesis

The hypothesis of this study is:

1. Commitment has a positive effect on the performance of employees at the population and civil registration services for the junior district.
 2. Competence has a positive effect on the performance of employees at the population office and civil registration of junior high schools.
- Commitment and competence simultaneously have a positive effect on the performance of employees at the population service and civil registration for junior districts.

III. METHODOLOGY

3.1 Population And Samples

The population of this study was all employees of the Muna Regency Population and Civil Registration Service, totaling 32 people outside the leadership. Because the population is less than 100 people, this study is a census (Sekaran, 2000). So that the sample calculation process does not need to be done. Thus the sample in the study was 32 respondents.

3.2 Types And Data Sources

The type of data used in this research is quantitative data in the form of values or scores on the answers given by respondents to the questions in the questionnaire, and qualitative data, namely data in the form of numbers such as brief company history, organizational structure, job descriptions, respondents' responses. The data sources in this study are primary data and secondary data.

3.3 Data Analysis

The data processing methods used in this study are:

1. Data selection (editing), namely compiling and correcting data obtained through questionnaires that have been given to respondents.
2. Scoring (scoring), namely giving weight to the answers given by respondents using a Likert scale (scores 1, 2, 3, 4, and 5)
3. Data tabulation, which is entering data into a table according to the category of the variables to be analyzed using a computer program (SPSS version 20.0).
4. Interpretation, namely explaining the output of the SPSS program associated with problems, as well as testing hypotheses to obtain conclusions.

IV. RESULT & DISCUSSION

4.1 Result Of Analysis And Hypothesis Testing

To prove the research hypothesis proposed in this study, the multiple linear regression method was used with the following analysis results:

Table 4:11 Multiple Regression Analysis Test Results

Table 11.1 Multiple Regression Analysis Test Results			
Independent Variable	Regression coefficient	t Count	t Significant
Commitment (X1)	0,426	3,285	0,003
Competence (X2)	0,539	4,159	0,000
Correlation Coefficient (R)			
= 0,751			
Determinant Coefficient (R Square)			
= 0,564			
Standard error			
= 1,244			

Source: Results of 2018 SPSS Processing

Based on the results of testing the regression model, the regression model which states the effect of competence and commitment on employee performance can be stated as follows:

$$Y = 0,426X_1 + 0,539X_2$$

Where: X_1 = Commitment
 X_2 = Competence

It can be explained that The regression coefficient (b) beta (X1) commitment is 0.426, which is positive, meaning that if there is an increase in 1 unit of the commitment variable where other factors are constant, it will be able to increase employee performance by 0.426. Thus, the hypothesis which reads: "The higher the commitment, the better the employee's performance", is proven to be true.

Then the regression coefficient (b) beta (X2) competence is 0.539, which is positive, meaning that if there is an increase in 1 unit of competency variable (X2) competence where other factors are constant, it will be able to increase

employee performance by 0.539. Thus, the hypothesis which reads: "the better the competence, the better the employee's performance", is proven to be true.

4.2 F test (hypothesis testing simultaneously)

The results of hypothesis testing which states that commitment and competence have a positive effect on the performance of the employees of the Muna Regency Population and Civil Registration Service can be proven by the significance value of F (Fsig) of = 0,000 which means less than $\alpha = 0.05$ (Fsig 0,000 < 0.05).

It can be interpreted that the variable commitment (X1) competence (X2) simultaneously affects the employee performance variable (Y) of the Department of Population and Civil Registration of Muna Regency. So that the first hypothesis proposed is accepted.

4.3 T-test (partial hypothesis testing)

Partial testing (t test) was carried out by comparing the significance value of t (t sign) with the alpha value ($\alpha = 0.05$) at the 95% confidence level.

The results of hypothesis testing show that:

- Commitment (X1) has a positive effect on employee performance (Y) which is indicated by a significant value of $0.003 < 0.05$, so that the proposed hypothesis can be accepted. On this basis, the commitment variable (X1) can be included as one of the variables that has a positive effect on employee performance (Y), the Department of Population and Civil Registration of Muna Regency.
- Competence (X2) has a positive effect on employee performance (Y) which is indicated by a significant value of $0.000 < 0.05$, so that the proposed hypothesis can be accepted. On this basis, the competency variable (X2) can also be included as one of the variables that has a positive effect on employee performance (Y), the Department of Population and Civil Registration of Muna Regency.

4.4 Discussion

The Effect of Commitment on Employee Performance (Partial Influence)

Based on the results of the research, it was found that the employees of the Department of Population and Civil Registration of Muna Regency already have a high commitment so that they can produce good performance. It can be proven that commitment (X1) obtained a coefficient of 0.426, t-count 3.285 and a significant value of 0.003, which means that if the commitment variable is 1 unit it will improve the performance of employees at the Muna Regency Population and Civil Registration Service by 0.426. In other words, employee performance will increase in line with improved commitment to the Muna Regency Population and Civil Registration Service.

This finding is in line with the theory put forward by Spector in (2000), there are many definitions of commitment, but all involve the relationship between individuals and their work. Commitment is a variable that reflects the degree of relationship that individuals have with certain jobs in the organization. So, commitment can be defined as the degree of an individual's relationship in seeing himself with his job in a particular organization (Jewel and Siegel, 1998).

The results of this study are in line with research conducted by Agustina Hanafi (2009) with the title the influence of motivation, commitment and competence on the performance of high school economics teachers in Palembang where commitment has a positive and significant effect on teacher performance.

Effect of Competence on Employee Performance (Partial Influence)

Research on competency variables on employee performance found that employees of the Department of Population and Civil Registration of Muna Regency already have good competence so that they can produce good performance, this can be seen from the competency values (X2) obtained by a coefficient of 0.539, t-count 4.159 and a significant value. 0,000, which means that 1 unit of competency variable will improve the performance of employees at the Department of Population and Civil Registration of Muna Regency by 0.539. In other words, employee performance will increase in line with the increase in employee competence at the Muna District Population and Civil Registration Service.

This finding is in line with the theory expressed by Sujana (2012) which states that the better the competence possessed by employees and in accordance with the demands of the job, the employee performance will increase because competent employees usually have the ability and fast willingness to overcome work problems at hand, perform work calmly and full of self-confidence, view work as an obligation that must be done sincerely, and openly improve one's quality through the learning process. According to Simanjuntak (in Parukawa, 2014) which states that individual performance is influenced by competency factors, the better the competence of employees the better the performance they achieve.

The results of this study are in line with research conducted by Nita Indrawati (2017) with the title influence of competence on employee performance at the Kendari City Land Office where competence has a positive and significant effect on employee performance.

VI. CONCLUSION

Based on the results of research analysis and discussion of the effect of commitment and competence on employee performance at the Department of Population and Civil Registration of Muna Regency, it can be concluded as follows:

1. Commitment partially has a positive effect on employee performance at the Department of Population and Civil Registration of Muna district. Thus it can be explained that the better the commitment, the better the performance of the Muna Regency Population and Civil Registration Service employees.
2. Competence partially has a positive effect on employee performance at the Department of Population and Civil Registration of Muna district. Thus it can be explained that the better the competence, the better the performance of the staff of the Muna Regency Population and Civil Registration Service.
3. Commitment and competence simultaneously have a positive effect on employee performance at the Department of Population and Civil Registration of Muna district.

Suggestion

Based on the above conclusions, several suggestions can be put forward which are expected to be useful for the parties involved in this research. The suggestions given are:

1. In improving employee performance, an important factor that must be considered by employees, especially at the Muna District Population and Civil Registration Service is the commitment and competence applied by employees, so that employee performance can be maintained and improved even better.
2. Although statistically, the commitment and competence variables have a positive influence on employee performance, these variables are only a determinant part of determining commitment and competence to employee performance at the Muna Regency Population and Civil Registration Service. Therefore, it is hoped that the next researcher will not only include commitment and competence variables, but also need to integrate it with other variables in order to obtain a more comprehensive estimation model.
3. The magnitude of the influence of commitment and competence on employee performance based on this research can be used as a consideration for agencies in improving performance, so that agencies can carry out activities properly and realize their vision and mission effectively and efficiently.

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