

Competence and Motivation and Workplace Performance

Wahyudi¹, Neneng Hayati²

¹Manajemen Pascasarjana, STIE Ekuitas

²STIE Ekuitas

Abstract

PT. Jasindo Insurance Selindo Indonesia is the subject of this study, which intends to investigate and analyse the impact of motivation and competence on performance. Employees of PT. Asuransi Jasindo Selindo, or 122 people in all, will constitute the population studied. The sample formula put forward by Slovin and Husein Umar is used by the authors to calculate the sample size. The sample size for this study is 54 individuals, according to this formula. The design of this study was based on survey research as the primary method of data collecting. Quantitative and qualitative data are the two categories of data used in this study. Multiple linear regression analysis and descriptive analysis will be performed on the acquired data.

Keyword: Staff performance, competence and motivation

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✉ Corresponding author : Wahyudi

Email Address : nenenk.hayati@gmail.com

INTRODUCTION

Companies or institutions must optimize their human resources to a high level of competence. This is because human resources play an important role in any company or agency's activities, since the success of a company or institution depends heavily on human resources, which act as actors in carrying out such activities.

Human resources, as well as adequate facilities and supplies, are essential for business success. However, without the support of experienced human resources, it all would not be enough. This shows that competent human resources are an important thing that a company or agency should pay attention to. For effective management, skilled and experienced staff are required to improve their performance. In other places, employee construction should be the primary asset of a company or agency.

Performance assessments are also beneficial as they can be used as a measure to improve staff performance. Thus, this research will be very important to know the level of motivation of employees and their level of performance. In addition, this study is expected to explain the elements that support and hinder PT performance. Jasindo Selindo Insurance, which consists of various elements that are interrelated and integrated to the company's goals. Human resources should be managed professionally so that the needs of employees correspond to the ability and needs of the organization. It is unnatural that many employees are actually very talented but unable to perform in the workplace. Performance, leadership, and employee motivation are all factors that contribute to this. When we think about it, an office or company would be very disadvantaged if they had a highly potential workforce but were unable to produce sufficient results. Employee performance is influenced by change, competence, and motivation.

LITERATURE REVIEW

Human resources

Human resource management is the planning, organization, management and termination of employment relationships, development of compensation, integration, maintenance and elimination of work relationships with human resources to the goals of individuals, organizations and society. (Boon et al., 2018).

According to Wright & Ulrich (2017) Human Resource Management is replaced by workforce management, i.e. employment, construction, knowledge, arrangement, development, elements of workforce. Good and bad employees or employees to useful results and the greatest use capacity according to the organization. Managing human resources is the process of planning, organizing, implementing and controlling human resources within an organization to its goals effectively and effectively. Human Resource Management has a broad scope, one of the concepts and limitations used is human resource management, is the policy and practice required by a person to run the human resources aspect from the position of a manager. (Boon et al., 2018).

Competence

Today the concept of competence has begun to be applied in various aspects of human resource management although most are in the fields of competency-based training, recruitment and selection, and the system of remuneration (competence-based payment). (Salman et al., 2020). Moreover, the concept of Competence Based Human Resource Management has now begun to be introduced. The concept of competence is becoming increasingly popular and is already widely used by a variety of large companies with the reason to clarify the work standards and expectations to be achieved, tools of employee selection, maximizing productivity, and the basis for the development of remuneration systems.

Motivated

One thing to pay attention to is that employees and companies do not suffer losses due to motivation shutdown, then we need to address the problem and prevent by trying to anticipate the conditions that occur. Some approaches to overcome or reduce the lack of enthusiasm and motivation in carrying out work are with curative and preventive approaches. (van Tuin et al., 2020). A curative or overcoming approach is to see whether a problem that causes an influence on motivation is important or not in work. When the problem is not so important, we don't need to feel desperate. (Pancasila et al., 2020). But if it turns out that the problem is important in the job, then talk openly and directly with the authorities to get similar perceptions so that a way out can be found, for example, a boss or a counselor. If the authorities cannot be found directly, contact by mail or telephone (Lorincová et al., 2019). Officers should work as best they can and in accordance with the established conditions. Try to calm your heart while working and not be disturbed by feelings of anxiety. If you feel anxious about things that are not related to work, it is best to calm yourself outside of the workplace in ways that you believe will work, such as prayer or yoga. Employees are advised to behave and think positively about work. (Thokozani & Maseko, 2017).

Operations of Officers

Performance is generally defined as performance, work outcome or work achievement. Performance has a fairly broad meaning, not only expressed as a result of work, but also how the work process takes place. (Audenaert et al., 2019). Performance is about doing the work and the results obtained from that work. Performance management should be carried out collaboratively and cooperatively between officials, leaders and organizations, through the understanding and explanation of performance within a framework of planned goals, standards and competences agreed on jointly. (Buil et al., 2019).

And lastly, Checklists, is an assessment method that is not as an employee's assessment but merely a report on employee behavior. (Buil et al., 2019).

Based on the background and purpose of the research, the research hypothesis is as follows:

- H1:** There is a positive influence of the leadership variable, Office officer of PT. Insurance company Jasindo Selindo Indonesia..
- H2:** Partially there is a positive influence of the variable of motivation on the performance of PT officers. Insurance company Jasindo Selindo Indonesia
- H3:** The combined variables of competence and motivation have a significant Positive impact on the performance of employees at the office of the planning body. Development of Indonesia.

RESEACH METHOD

To obtain the data required in this research, then the author chooses the PT office. Insurance Jasindo Selindo Indonesia as a place of research. The population that will be used as research is the PT officer. The insurance company Jasindo Selindo has 122 people. The sample is the portion or representative of the population being studied. To determine the size of the sample, the authors used the sampling formula proposed by Slovin and Husein Umar. Based on the formula, a sample of 54 people will be examined. In this research, the design used is based on the data collection method, i.e. survey research. Survey is a quantitative study used to study the symptoms of a group or individual behavior. A survey is a design used to investigate information related to the prevalence, distribution and relationship between variables in a population.

Table 1. Operational Variables

Variable	Cod e	Indicator	Reference
Competen ce(X1)	X1.1	Knowledge	(Saban et al., 2020; Tarigan & Setiawan, 2020; Ye & Dong, 2019)
	X1.2	Skills	
	X1.3	Behavior	
Motivat ion (X2)	X2.1	Performance	(Krisnaldy et al., 2019; Thokozani & Maseko, 2017)
	X2.2	in power	
	X2.3	Affiliated	
Performanc e (Y)	Y1.1	Individual Factors	(Buil et al., 2019; Sendawula et al., 2018)
	Y1.2	Psychological Factors	
	Y1.3	Organizational Factors	

RESULT AND DISCUSSION

Multiple Linear Regression Analysis

Multiple linear regression analysis is an equation that describes the effect of two or more independent variables on the dependent variable. Or used to determine the effect simultaneously or partially between the independent (X) and the dependent variable (Y). And the following results of multiple linear regression analysis in this study using the SPSS (Statistical Program for Social Science) version 21 Statistics program are presented in table 4. Table

Table 4. Multiple Linear Regression Test Results

Model	Unstandardized Coefficients		standardized Coefficients	Q	Sig
	B	std. error	Betas		
(Constant)	1933	.478		3,982	.000
Competence	.477	.099	.503	3,431	.001
Motivation	.282	.123	.178	1,509	.154

Based on the results of the analysis in Table 4, it can be explained by the following formula $Y = 1.933 + 0.477 X_1 + 0.282 X_2$. Looking at table 4 and based on the regression problem formula above, it can be interpreted as follows:

- 1) $a = 1.933$ indicates that if Competence and Motivation are constant then the performance of the employee is 1.933.
- 2) $b_1 = 0.477$ This indicates that when Competence is upgraded then performance will increase by 0,477 with the assumption of X_2 constant.
- 3) $b_2 = 0.282$ This indicates that when Motivation is upgraded then performance will increase by 0.282 with the assumption of X_1 constant.

Test F (Simultan)

The first hypothesis is that there is an influence of the variables Competence(X_1), Motivation (X_2), together (simultaneously) on the performance of employees. (Y). The first hypothesis is tested using the F test. Based on the results of the study determined $df_1 = 2$, and $df_2 = 65$, and a significant improvement rate of 5% (0,05), then the FTable value is 3.16. Here are the results of the F (Simultaneous) test presented in Table 5.

Table 5. Simultaneous Test Results

Model	Sum of Squares	df	Mean Square	F	Sig
1 Regression	1,561	2	.780	11022	.000b
residual	4,002	56	.073		
Total	5,563	58			

SPSS 21 data source processed by the author

Based on table 5, it shows that the Fcount is 11,022, while the results of the distribution Ftable with a significant level of 5% (0.05) is 3.16. This means that $F_{count} > F_{table}$ ($11.022 > 3.16$), so there is a strong reason that H_1 and H_2 are accepted. Strengthened by a significant value ($0.000 < 0.05$), then there are reasons to be accepted and rejected. So that the calculation concludes that the variable Competency (X_1), Motivation (X_2), simultaneously influences the dependent variable, namely employee performance (Y).

Partial Test (t test)

The second hypothesis is that there is influence between the variables Competence (X_1), Motivation (X_2), individually or partially on employee performance (Y). The test carried out in testing this second hypothesis is using the t test. Based on the results of the research that is

determined in degrees of freedom $df = (nk-1) = 56$ with a significant level of 5% (0.05), then the value of t_{Table} is 1.672. The following results of the t test or partial test are presented in table 6.

Table 6. Partial Test Results

Model		t	Sig
1	(Constant)	3,982	.000
	Competence	3,431	.001
	Motivation	1,509	.154

SPSS 23 data source processed by the author

Based on Table 6, a partial or individual hypothesis test can be described as follows:

The Competence (X1)

The t_{hitung} value for the Competence variable is 3.517 and then the value on the 5% distribution table (0.05) is 1.672. Then the $t_{hitung} > t_{Table}$ ($3.517 > 1.672$) It is reinforced by a value of significance ($0.001 < 0.05$), so it can be understood that Competence has a positive and significant impact on the performance of employees.

Motivated (X2)

The t_{hitung} value for the Motivation variable 1.492 then the value on the 5% distribution table (0.05) is as much as 1.672 so the $t_{hitung} < t_{table}$ value ($1.492 < 1.672$). This is reinforced by a value of significance ($0.141 > 0.05$). So it can be understood that motivation is less influential, but not significant on employee performance.

Coefficient of Cholera (R)

Based on the results of the study, table 7 collateral coefficients are as follows:

Table 7. Correlation Test Results (R)

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.762a	.694	.541	.27022

SPSS 23 data source processed by the author

By looking at table 7, it can be concluded that the determinant coefficient (R^2) in this study is 0.694 or 69% so that it can explain the variable Competence (X1), Motivation (X2). This shows that there are many other factors that affect the performance of employees. The range of R values is between 0 and 1. The closer 1 is, the stronger the relationship between the free variable and the bound variable. And then the closer to 0 means the relationship between free variables together the bound variables are becoming weaker or even absent at all. Looking at Table 15 above, it can be concluded that the value of the double collateral coefficient (R) is 0.762 or a sum that is close to 1, which means that there is a relationship between the free variable including Competence (X1), Motivation (X2), with the bound variable being Employee Performance. (Y).

In the world of work, competence is needed to know what kind of job is right for an employee or prospective employee. When the competence over an employee has been known, the company can also help to develop personal through certain training or training. In addition, the competence that an employee possesses can be an indication for the company to know to what extent they are able to present themselves and provide optimal work outcomes to the company. It is not a raw reference that competence becomes one of the most important things to have an employee, but as a potential employee we need to know about what kind of competence the company generally

wants. In this case, we are expected to be competent in doing work in the world of work. Competence is the ability and authority of a person to perform a job based on knowledge, skills and attitudes in accordance with the established standards of work.

In providing services to stakeholders it is necessary to have a high work drive and motivation. The effort to increase the working spirit is not independent of motivation. Motivation means impulse or driving force. Motivation is given only to humans, especially to subjects. Work motivation is so important for those who want to survive in a career, to develop a career even to reach a higher level of career, without work motivation it is not possible to high work performance. Successful people are those who have a high motivation. The motivation of employees is different and also varied. There is someone who works with enthusiasm because they want extra income or promotion of the office, that's natural. Motivation often goes up. Not always the excitement in work is at the maximum point. Sometimes a worker experiences a decrease in work enthusiasm because of satiety or maybe because of something he faces.

CONCLUSION

Problems identified and structured in the formulation of research problems. The aim of this study is to find answers to the formula of the problems raised in it, namely, about the positive and significant influence between competence and motivation on the performance of employees at the PT Office. Insurance company Jasindo Selindo Indonesia. The results of these research findings to prove and answer the question that briefly leads to a general conclusion to improve the performance of employees in the agency.

(X1) and the Motivation Variable (X2) influence the bound variable (Y), which is the performance of employees in PT. Insurance company Jasindo Selindo Indonesia. A coleration coefficient (R) value of 0.762 indicates that there is a very strong relationship between the free variables (X1 and X2) to the performance variables. (Y). A R2 value of 0.694 or 69.4% indicated that the free variables (X1 and X2) simultaneously had a positive and significant effect on the performance variable (Y) while the rest were influenced by other variables not studied in this study.

The results of research show that in part, competence has a dominant influence on employees in PT offices. Insurance company Jasindo Selindo Indonesia. Thus, the priority attention is directed to these variables so that the performance of employees can be increased. In addition to the variables of competence and motivation, the company should also pay attention to other factors that affect the performance of employees that are not included in this study.

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