The Effect of Competence and Work Environment on employee performance at the One Roof Administration System of Ternate City

Sintia Ningsi Sehe
Universitas Khairun
sintianingsi.05@gmail.com

Abdullah W. Jabid
Universitas Khairun
abdullah.jabid@unkhair.ac.id

Adnan Rajak
Universitas Khairun
adnan.rajak@unkhair.ac.id

Abstract
The purpose of this study are: (1) To analyze the influence of competence on employee performance at the One Roof Administration System of Ternate City; (2) To analyze the influence of work environment on employee performance at the One Roof Administration System of Ternate City; and (3) Analyzing the influence of competence and work environment on employee performance at the One Roof Administration System of Ternate City. The number of sample is 70 employees. The test equipment used is multiple regression analysis using statistical package for social scientists (SPSS) as a statistical test tool. The results showed that: (1) Competence has a positive and significant influence partially on the performance of employees at the One Roof Administration System of Ternate City. This result is based on a $t$-value greater than the value of $t$ table and a value of greater significance than alpha; (2) Work environment has a positive and significant partial effect on the performance of employees at the One Roof Administration System of Ternate City. This result is based on a $t$-value greater than the value of $t$ table and a value of greater significance than alpha; and (3) Competence and Work Environment simultaneously have a positive and significant effect on employee performance at the One Roof Administration System of Ternate City. This result is based on a larger $F$ count value and a smaller significance value than the alpha value.

Keywords: competence, work environment, and employee performance

INTRODUCTION

The current era of the industrial revolution 4.0 organizations are required to work more efficiently and effectively. Increasingly fierce competition causes organizations to be required to be able to increase competitiveness in order to maintain and improve organizational performance in a sustainable manner. Therefore, it is necessary to manage human resources in an organization to play a very important role. In other words, organizational information technology still requires competent human resources.

Along with the development of information technology and competitive business competition today and in the future, encouraging organizations in any form to improve quality and competitiveness by innovating continuously, in order to meet the increasing needs and expectations of customers. Seeing this condition, there is no other choice for agencies to survive and develop their business by always improving the quality of service to customers through improved performance. Public services can be defined as all forms of service services, both in the form of public goods and public services which in principle are the responsibility and are carried out by Government Agencies at the Center, in the Regions, and within State-Owned Enterprises (BUMN) or Regionally Owned Enterprises, in order to meet the needs of the community and in the context of implementing the provisions of laws and regulations (Moenir, 2008).

The need for public services such as the management of a Motor Vehicle Number Certificate (STNK), Driver's License (SIM), Identity Card (KTP) and so on is very absolute. The paradigm that has often developed so far is that the public service sector seems to forget, that society is a customer or consumer. People have paid taxes, levies or other fees
to get a service. As consumers of public services, people also have a desire to be served as well as possible. But sometimes the service received is often not as expected. The One-Stop Manunggal Administration System (SAMSAT) as one of the government agencies that provide services to the motor vehicle community, is required to improve the quality of service performance provided to the community. The good and bad performance of SAMSAT depends on the quality of the services it provides to the community.

To encourage or motivate employees to work, organizational leaders at various levels of the organization must understand the factors that influence it. Because, the success of an organization in achieving its goals is inseparable from the success of its employees (human resources). In other words, employees or employees are human resources who will organize and manage other resources owned by the organization to help realize the goals of the organization itself. Therefore, every organization in any form must have human resources who have knowledge, skills, and abilities in carrying out the tasks charged by the organization so that comprehensive organizational goals can be achieved. This indicates that, organizational performance or organizational goals can be realized if the employees have performance in accordance with the goals of the organization that have been set.

One-Stop Manunggal Administration System (SAMSAT) of Ternate City The achievement of goals based on human resource management will show how the organization should foster, evaluate, and prosper employees in the right number (quantity) and type (quality). Human resource management is, recognition, of the importance of human resources in achieving organizational goals, the use of various functions and activities of employees to ensure that they are effectively fostered to benefit individuals, organizations, and even society at large.

There are many factors that can improve employee performance including human resources and the work environment so as to create productive work. The work environment includes the creation of good relations between fellow employees, good relations between superiors and subordinates, the existence of a physical work environment which includes the size of the workspace, lighting, air temperature, color, noise level control, workplace cleanliness, and the availability of work equipment. If the work environment is not conducive, it will cause stress for employees which will eventually lead to a decrease in employee performance.

The description above gives an idea that if the performance of the employees is good, the performance of the organization will increase. On the other hand, if the employee’s performance is poor, it can cause a decrease in organizational performance. Therefore, the One-Stop Manunggal Administration System (SAMSAT) of Ternate City needs to understand about what factors affect employee performance. Employee performance is theoretically influenced by many factors including competence and work environment.

According to Bernardin (2010:107) that competence is a job related to knowledge, skills, and attitudes that affect a large part of a person's work (role or responsibility), which correlates with performance on the job, and can be measured against accepted standards. It is further explained that, in one retail management research, competencies are defined as measurable and relevant behavioral groups based on the characteristics and abilities of people. Thus, competency factors consisting of: motive's, innate traits, self-concept, knowledge, and skills can affect performance.

Research results of Mulyasari (2018); Bahri et al., (2019); Samiran et al., (2019); Rismawati (2019); and Rijal and Agus (2020) showed that competence has a positive and significant effect on employee performance. This shows that as soon as the employee's work competence increases, employee performance will increase. The work environment can affect employee performance. This means that the work environment, both physical and non-physical, is a condition that at all times is faced with employee work attitudes and behaviors. According to Nitisemito (1992: 25) the work environment is everything that exists around the workers and can affect themselves in carrying out the tasks charged, but in general the definition of the work environment is the

Join with us at http://journal.neolectura.com/index.php/Literatus | 204
The Effect of Competence and Work Environment on Employee Performance at the One Roof Administration System of Ternate City

S. Ningsi Sehe, A. W. Jabid, Adnan Rajak

environment where the employees carry out their duties and work. This statement shows that the work environment is directly related to the employees. Therefore, factors of the work environment, both physical and non-physical, will directly affect the good or bad performance of employees.

Based on the author's observations on the One-Stop Manunggal Administration System (SAMSAT) of Ternate City, the working environment conditions can be said to be not good, where each part does not have its own room, insufficient work facilities and inadequate work room size, poor temperature and air quality. In addition, there are several rooms that are narrow so that it causes stress or saturation at work. This condition can affect employee performance. The results of the study conducted by Burhanudin et al., (2019); Decyinta (2019); Ronal and Siregar (2019); and Arlanti and Fetty (2020) showed that the work environment has a positive and significant influence on employee performance.

Departing from the foregoing about the relationship between competence and the work environment affecting employee performance at SAMSAT Ternate City, the author is interested in knowing more about whether there is an influence of competence and work environment on employee performance at SAMSAT Ternate City.

Problem Formulation

Based on the description in the background above, the issues raised in this study are.
1. Does competence affect the performance of employees in the One-Stop Manunggal Administration System (SAMSAT) of Ternate City?
2. Does the work environment affect the performance of employees in the One-Stop Manunggal Administration System (SAMSAT) of Ternate City?
3. Does competence and work environment simultaneously affect the performance of employees in the One-Stop Manunggal Administration System (SAMSAT) of Ternate City?

Research Objectives

The objectives in the study were:
1. Knowing the effect of competence on employee performance in the One-Stop Manunggal Administration System (SAMSAT) of Ternate City.
2. Knowing the influence of the work environment on employee performance in the One-Stop Manunggal Administration System (SAMSAT) of Ternate City.
3. Knowing the influence of competence and work environment simultaneously on employee performance in the One-Stop Manunggal Administration System (SAMSAT) of Ternate City.

METHOD

The research design used by the author is an associative design. This design is useful for analyzing the relationship/influence between free variables and bound variables. Through this research, a theory will be built that can serve to explain, predict, and control a symptom. The data obtained in this study will be processed, analyzed, and further processed on the basis of the described theory. Research methods are designed through research steps ranging from variable operations to testing research hypotheses.

Data Types and Sources

The types of data in this study are primary data and secondary data. To obtain primary data, the authors went directly to the One-Stop Manunggal Administration
System (SAMSAT) of Ternate City to interview and distribute questionnaires in a structured manner to employees. While the secondary data, the author obtained the Rank Order List (DUK) and the One-Stop Manunggal Administrative System Performance Accountability Report (SAMSAT) of Ternate City.

**Data Collection Techniques**

The data that will be taken from this instrument is all primary data related to competence and work environment, organizational culture, and employee performance. The type of questionnaire used is a closed questionnaire. A closed questionnaire was used because, the variation of answers from the questionnaire was determined and compiled in advance for the respondents to choose from.

**RESULTS AND DISCUSSION**

**Result**

**Normality Test**

In the linear regression model there is an assumption that must be met that the residue must be normally distributed. Testing of this assumption was carried out using the *Kolmogorov-Smirnov* Test and the results of the SPSS calculation (output) the results were as follows:

<table>
<thead>
<tr>
<th>Source: Data processed in 2022</th>
</tr>
</thead>
</table>

**Table 1. Normality Test Results**

<table>
<thead>
<tr>
<th>Tests of Normality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statistics</td>
</tr>
<tr>
<td>------------------</td>
</tr>
<tr>
<td>X1</td>
</tr>
<tr>
<td>X2</td>
</tr>
<tr>
<td>Y</td>
</tr>
</tbody>
</table>

* Lilliefors Significance Correction

The results of the normality test showed that the residual value of the model was normally distributed. It is indicated from the probability value (sig.) *The Kolmogorov-Smirnov* Test obtained were 0.288, 0.062, and 0.071, respectively, greater than 0.05.

**Multicolinearity Test**

The multicolinearity test is used to determine the presence or absence of linear relationships between indentent variables in the regression model. The test results using SPSS can be seen in the table below:

<table>
<thead>
<tr>
<th>Source: Data processed in 2022</th>
</tr>
</thead>
</table>

**Table 2. Variable Multicolinearity Test Results X<sub>1</sub> and X<sub>2</sub> Against Y**

<table>
<thead>
<tr>
<th>Coefficients&lt;sup&gt;a&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Beta</td>
</tr>
<tr>
<td>(Constant)</td>
</tr>
<tr>
<td>X1</td>
</tr>
<tr>
<td>X2</td>
</tr>
</tbody>
</table>

* Dependent Variable: Y

* Source: Data processed in 2022
That the linearity test results on the output coefficient column value inflation factor (VIF) have their respective values for competence (X₁) of 1.063 and work environment (X₂) of 1.063. Since the VIF value is less than 5, it can be concluded that in the regression model there is no multicholinearity problem found.

**Heteroskedasticity Test**

The heteroskedasticity test is used to determine the presence or absence of variant inequality from residual in regression models. The test results using SPSS can be seen in the table below:

**Table 3. Heteroskedasticity Test Results**

<table>
<thead>
<tr>
<th>Correlations</th>
<th>Unstandardized Residual</th>
<th>XX1</th>
<th>XX2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spearman's rho Unstandardized Residual</td>
<td>1.000</td>
<td>-.104</td>
<td>-.127</td>
</tr>
<tr>
<td>Correlation Coefficient</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sig. (1-tailed)</td>
<td>.196</td>
<td>.147</td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>70</td>
<td>70</td>
<td>70</td>
</tr>
<tr>
<td>X1 Correlation Coefficient</td>
<td>-.104</td>
<td>1.000</td>
<td>.343**</td>
</tr>
<tr>
<td>Sig. (1-tailed)</td>
<td>.196</td>
<td>.002</td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>70</td>
<td>70</td>
<td>70</td>
</tr>
<tr>
<td>X2 Correlation Coefficient</td>
<td>-.127</td>
<td>.343**</td>
<td>1.000</td>
</tr>
<tr>
<td>Sig. (1-tailed)</td>
<td>.147</td>
<td>.002</td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>70</td>
<td>70</td>
<td>70</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (1-tailed).
Variables X₁ and X₂ Against Y
Source: Data processed in 2022**

Based on table 3 above, it shows that the correlation between competence (X₁) and Unstandardized Residual resulted in a significance value of 0.196 and the correlation of the work environment (X₂) with Unstandardized Residual resulted in a significant value of 0.147. The value is greater than 0.05, so it is concluded that the regression model did not find any heteroskedasticity problems.

**Discussion**

**The Effect of Competence on Employee Performance**

The results of the second hypothesis test showed that competence had a positive and significant effect on employee performance at the Ternate City One-Stop Manunggal Administration System Office (SAMSAT). This result shows that the better the competence will make a positive contribution to the performance of civil servants. The results of this test are based on partial test results that show the value of t counting the competency variable is greater than the value of the table t.

The results of respondents’ responses to the previous competency variable showed that overall it was good, because the average score was 3.67. In theory, this implies that indicators: Motives, Innate traits, Self-Concept, Knowledge, Skills are able to grow employee performance at the One-Stop Manunggal Administration System Office (SAMSAT) of Ternate City.

The results of the study are in accordance with the opinion of Amstrong & Murlis (2003:47) that, competence is a fundamental characteristic of the individual that is causally related to effectiveness or excellent performance. So, the ability of SAMSAT employees is needed to achieve work productivity or performance that is in line with the goals of SAMSAT. Therefore, employees in the SAMSAT Office of Ternate City have the responsibility to carry out tasks in accordance with the factors of competence to achieve
the expected performance. This is in line with the opinion of Stone (2005:172) that, Competence is the ability to carry out activities in a job with the standards expected in the work or as an observable behavior required of a single obligation to perform their work (the employees) effectively.

As previously explained, overall the indicators of organizational culture affect employee performance, and all indicators of organizational culture are in the good category. However, there are several things that need to be considered related to organizational culture by the Ternate City One-Stop Manunggal Administration System Office (SAMSAT) for the improvement of employee performance in the future. Things that need to be considered are: 1) re-evaluating the work in accordance with the rules that apply consistently; 2) planning the development of human resources according to organizational needs or the results of employee position evaluation; 3) provide formal and non-formal understanding to employees regarding work-related laws and regulations; and 4) consistency in applying employee discipline.

Based on the descriptions above, it can be concluded that employee competence partially has a positive and significant effect on employee performance can be proven in this study both in theory and the facts found and have been analyzed. In addition, the results of this study are able to re-prove the studies conducted previously by: Ismail and Abidin (2010: 35); June and Rosli Mahmood (2011:86); and Rande (2016:107-108) who shows that competencies consisting of motives, traits, self-concepts, knowledge, and skills have a simultas or partial effect on employee performance.

Environmental Influence on Employee Performance

The results of the first hypothesis test showed that the work environment had a positive and significant effect on employee performance in the One-Stop Manunggal Administration System (SAMSAT) of Ternate City. This result shows that the high work environment will make a positive contribution to the performance of civil servants. The results of this test are based on partial test results that show the calculated t value is greater than the table t value.

The results of respondents' responses to the previous work environment variables showed that overall it was good, because the average score was 3.70. In theory, this implies that indicators: physical work links, and non-physical work environments are able to grow employee performance at the One-Stop Manunggal Administration System Office (SAMSAT) of Ternate City.

The results of this study are in line with the opinion of Sarrwono (2005: 34) that, the work environment can have an impact on work performance and can and change a person's heart, temperature, noise, air pollution, distress and can give someone behavior. In line with this, according to Nitisesemito (2000: 183) the work environment is everything around the employees that can influence themselves in carrying out the tasks carried out. This gives an idea that the work environment of everything that is outside the individual that can be seen and felt by employees has an impact on work performance. Therefore, employees and leaders at the One-Stop Manunggal Administration System Office (SAMSAT) of Ternate City need to synergize for the work environment both physical and non-physical.

As explained earlier, the average score is in the good category, however, there are how many things still need to be improved because, there are still employees who perceive disagree or disagree related to work environment variables. Therefore, the Ternate City One-Stop Manunggal Administration System Office (SAMSAT) needs to do or re-evaluate several things as follows: 1) cleanliness of the workspace, air circulation, room lighting; 2) provide facilities, especially prayer rooms, restrooms or adequate toilets; and 3) create or establish cooperative relationships between employees at all levels of the organization.

Based on the descriptions above, it can be concluded that the work environment partially has a positive and significant effect on employee performance can be proven in
The Effect of Competence and Work Environment on employee performance at the One Roof Administration System of Ternate City

S. Ningsi Sehe, A. W. Jabid, Adnan Rajak,

research. The results of this study are related to previous research conducted by: Sofyan (2013: 23); Setiawan (2013: 55); and Rahmawanti, Swasto, Prasetya (2014: 5) showed that, the work environment, both physical and non-physical, has a positive and significant effect on employee performance.

CONCLUSION

Competence has a positive and partial significant effect on employee performance in the One-Stop Manunggal Administration System (SAMSAT) of Ternate City. This result is based on a calculated t value that is greater than the table t value and a significance value smaller than alpha.

The work environment has a positive and partial significant effect on employee performance in the One-Stop Manunggal Administration System (SAMSAT) of Ternate City. This result is based on a calculated t value that is greater than the table t value and a significance value smaller than alpha.

Competence and work environment simultaneously have a positive and significant effect on employee performance in the One-Stop Manunggal Administration System (SAMSAT) of Ternate City. These results are based on a greater calculated value and a significance value smaller than the alpha value.

BIBLIOGRAPHY


Our focus:
Social and Culture

Our Scope: