
The Influence of Competence and Work Motivation on Employee Performance at the Office of the Population Control, Family Planning, Women Empowerment, and Child Protection Agency in Banjarbaru City

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Abstract

This study aims to analyze the influence of competence and work motivation on employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection in Banjarbaru City. The research method used is quantitative with multiple linear regression analysis technique. The population in this study consists of all Civil Servants in the institution, totaling 30 individuals. The results of the study indicate that competence and work motivation simultaneously have a significant effect on employee performance. Partially, competence does not have a significant effect, while work motivation significantly influences employee performance. The work motivation variable is the most dominant variable affecting employee performance in the institution.

Keywords: Competence, Work Motivation, Employee Performance

1. Introduction

Every job requires a set of specific competencies to be carried out efficiently. In governmental institutions such as the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection in Banjarbaru City, human resource management (HRM) is the primary key to success. This institution plays a central role in sustainable community development, with its main responsibility being to design and implement programs related to population control, family planning, community empowerment, and child protection (Banjarbaru City Regulation Number 4 of 2016). The quality of employee performance in this office is crucial as it directly impacts the effectiveness of the programs implemented and the quality of life of the community in Banjarbaru City.

Employee performance is closely related to their competence and work motivation, which includes knowledge, skills, and experience to execute tasks effectively (Sutrisno, 2017). Competence is the underlying characteristic that enables someone to achieve superior performance (Wibowo, 2016), while work motivation is the driving force that creates enthusiasm for individuals to work together, work effectively, and integrate all their efforts to achieve satisfaction (Hasibuan, 2016).

Although awareness of the importance of efficient and effective human resource management is increasing, especially in the public service sector such as population control and family

protection (Dessler, 2015), there is still a need to further understand the extent to which competence and work motivation affect employee performance. Differences in the context and characteristics of work in the public service sector raise questions about how competence and work motivation play a role in improving employee performance (Rivai & Sagala, 2013).

Based on the existing phenomenon and issues, the research question related to The Influence of Competence and Work Motivation on Employee Performance at the Office of the Population Control, Family Planning, Women Empowerment, and Child Protection Agency in Banjarbaru City, is:

1. Does Competence and Work Motivation significantly influence employee performance simultaneously at the Office of the Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City?
2. Do Competence and Work Motivation significantly influence employee performance partially at the Office of the Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City?
3. Among Competence and Work Motivation, which variable has a significantly dominant influence on employee performance at the Office of the Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City?

2. Literature Review

2.1 Competence

according to Wibowo (2016:271), is the ability to carry out or perform a job or task based on skills and knowledge, supported by the work attitudes required by the job. Competence encompasses the aspects of knowledge, skills, and attitudes.

Knowledge refers to the concepts, procedures, policies, or other information needed to perform the job. Skills are the ability to apply this knowledge in work practices. Attitudes refer to the behavioral patterns that individuals possess in completing their work.

Competence forms the foundation of a person's characteristics and indicates how they behave or think in all situations, enduring over time. Someone with good competence tends to have the best performance. Therefore, competence is an important factor that every employee must possess in carrying out their duties and responsibilities. Furthermore, competence enables a person to identify deep-seated talents related to the skills and knowledge they possess. Competence can also be used to predict who will perform well and who will perform less well based on the criteria or standards used.

2.2 Work Motivation

According to Hasibuan (2016:141), work motivation is the driving force that creates enthusiasm for individuals to work together, work effectively, and integrate all their efforts to achieve satisfaction. Work motivation is crucial in enhancing productivity and employee performance. Work motivation can come from within the individual (intrinsic motivation) or from external sources (extrinsic motivation). Intrinsic motivation arises from within the individual themselves, such as satisfaction with the job, responsibility, and opportunities for self-development. On the

other hand, extrinsic motivation comes from external sources, such as salary, allowances, praise, rewards, and a conducive work environment.

Work motivation serves several important functions, including:

- a. Fostering enthusiasm and work spirit among employees.
- b. Increasing morale and job satisfaction among employees.
- c. Enhancing employee productivity.
- d. Maintaining employee loyalty and stability in the company.
- e. Improving discipline and reducing employee absenteeism rates.
- f. Creating a good work atmosphere and relationships.
- g. Increasing employee creativity and participation.
- h. Improving employee welfare.
- i. Heightening employees' sense of responsibility towards their tasks.

Therefore, work motivation becomes one of the crucial factors that organizations or companies need to consider in efforts to improve the performance of their employees or workers. With high work motivation, it is expected that employees will be more productive and provide their best contributions to the organization.

2.3 Employee Performance

Performance is the result of work achieved by an individual or a group of people in carrying out their tasks according to the responsibilities assigned to them. Performance can be measured from various aspects, such as quantity, quality, time, and cost.

According to Mangkunegara (2019), performance is the quality and quantity of work achieved by an individual in carrying out their tasks according to the responsibilities assigned to them. According to Manullang (2018), performance is the level of achievement that can be attained by an individual, group, or organization.

According to Marwansyah (2018), performance is the result of work achieved by an individual or a group of people in carrying out their tasks according to the responsibilities assigned to them. From these definitions, it can be concluded that performance is the result of work achieved by an individual or a group of people in carrying out their tasks according to the responsibilities assigned to them. Performance can be measured from various aspects, such as quantity, quality, time, and cost.

According to Mangkunegara (2017:67), employee performance is the quality and quantity of work achieved by an employee in carrying out their duties in accordance with the responsibilities assigned to them. Employee performance is one of the crucial factors determining the success of an organization or company in achieving its goals and objectives. Employee performance reflects how well an employee performs their duties and responsibilities according to the standards or criteria that have been established.

Employee performance can be measured from several aspects, including:

- a. Work quality, which includes neatness, precision, and skill in performing tasks.
- b. Work quantity, which refers to the amount of work that can be completed within a certain period.

- c. Timeliness, which is the ability to complete tasks within the specified deadline.
- d. Attendance, which is the level of employee presence at the workplace according to the schedule set.
- e. Ability to work collaboratively, which is the ability to work productively with colleagues and other parties.

Good employee performance can benefit an organization or company by increasing productivity, efficiency, and effectiveness, enhancing customer satisfaction, and strengthening the organization's competitiveness in the market.

To improve employee performance, organizations or companies need to consider factors that can influence performance, such as competence, motivation, work environment, leadership, and adequate compensation. Additionally, organizations or companies also need to conduct regular performance evaluations to identify employees' strengths and weaknesses, as well as provide feedback and opportunities for necessary development.

2.5 Conceptual Framework and Research Hypothesis

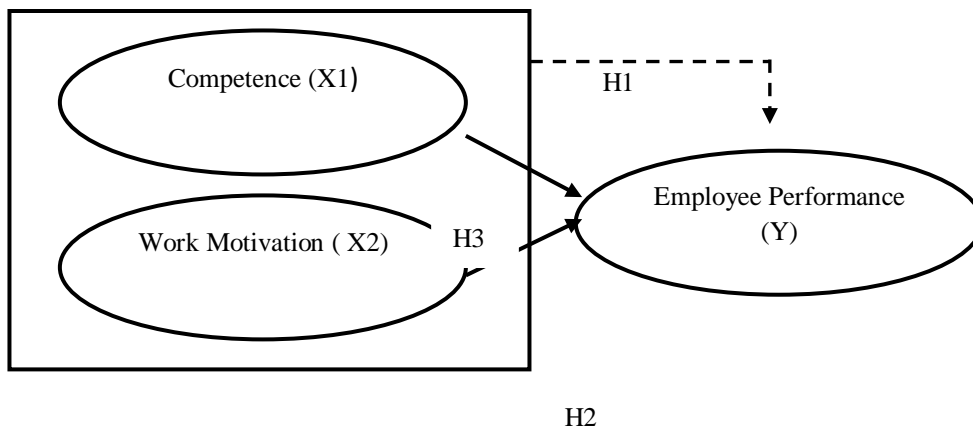


Figure 1. Conceptual Framework

- H₁: Competence and Motivation have a simultaneous effect on employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City.
- H₂: Competence and Motivation have a partial effect on employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City.
- H₃: Competence is the dominant variable influencing employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City.

3. Research methods

The type of research used in this study is the Quantitative Research Method. The purpose of quantitative research is to develop and utilize mathematical models, theories, and/or hypotheses related to a phenomenon. The variables in this study are independent and dependent variables. The independent variables in this study are Competence and Work Motivation, while the dependent variable is Employee Performance. The population and sample in this study are all Civil Servants at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City, totaling 30 respondents. The sampling technique used in this research is saturated sampling. According to Sugiyono (2018:85), saturated sampling is a technique for determining a sample when all members of the population are used as samples. Questionnaires were distributed through form sheets with a 5-point Likert scale measurement. The total number of collected samples is 30 respondents. The data analysis technique used is Multiple Linear Regression Analysis.

4. Research Result

4.1 Validity Test

1. Competence (X1)

Table 1
Validity Test Result

| Item | Corrected Item Total Correlation | r-Table |
|-------|----------------------------------|---------|
| X1.1 | 0,854 | 0,361 |
| X1.2 | 0,854 | 0,361 |
| X1.3 | 0,854 | 0,361 |
| X1.4 | 0,854 | 0,361 |
| X1.5 | 0,481 | 0,361 |
| X1.7 | 0,716 | 0,361 |
| X1.8 | 0,512 | 0,361 |
| X1.9 | 0,663 | 0,361 |
| X1.10 | 0,753 | 0,361 |

Source: SPSS data output 26, 2024

2. *Work Motivation (X2)*

Table 2
Validity Test Result

| Item | Corrected Item Total Correlation | r-Table |
|-------------|---|----------------|
| X2.1 | 0,860 | 0,361 |
| X2.3 | 0,844 | 0,361 |
| X2.4 | 0,617 | 0,361 |
| X2.6 | 0,728 | 0,361 |
| X2.7 | 0,766 | 0,361 |
| X2.9 | 0,829 | 0,361 |
| X2.10 | 0,820 | 0,361 |

Source: SPSS data output 26, 2024

3. *Employee Performance (X3)*

Table 3
Validity Test Result

| Item | Corrected Item Total Correlation | r-Table |
|-------------|---|----------------|
| Y.1 | 0,619 | 0,361 |
| Y.4 | 0,559 | 0,361 |
| Y.5 | 0,673 | 0,361 |
| Y.6 | 0,807 | 0,361 |
| Y.7 | 0,860 | 0,361 |
| Y.8 | 0,860 | 0,361 |

Source: SPSS data output 26, 2024

Based on the results above, the findings are considered valid. This is because the calculated r is greater than the r table.

4.2 Reliability Test

Table 4
Reliability Test Result

| Variable | Cronbach's Alpha |
|--------------------------|------------------|
| Employee Performance (Y) | 0,854 |
| Competence (X1) | 0,882 |
| Work Motivation (X2) | 0,853 |

Source: SPSS data output, 2024

Based on the Reliability test above, it can be concluded that each positive statement item of every variable provides a value $>(\alpha) 0.60$, indicating that these statements are reliable.

4.3 Multiple Linear Regression

Table 5
Coefficients Results

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
|-----------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
| | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 (Constant) | -3,881 | 21,999 | | -,176 | ,861 | | |
| Competence | 5,149 | 6,500 | ,147 | ,792 | ,435 | ,755 | 1,325 |
| Work Motivation | ,435 | ,177 | ,458 | 2,466 | ,022 | ,755 | 1,325 |

Source: SPSS data output, 2024

Based on Table 5, the multiple linear regression equation is $Y = -3,881 + 5,149X_1 + 0,435X_2 + \epsilon$

The test result for work motivation shows a Standardized Coefficients Beta value of 0.458. Thus, the work motivation variable is the most dominant variable influencing employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection in Banjarbaru City.

4.4 F test (simultaneous)

Table 6
F Test Results

| ANOVA ^a | | | | | | |
|--|------------|----------------|----|-------------|-------|-------------------|
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| | Regression | 59,252 | 2 | 29,626 | 5,725 | .008 ^b |
| | Residual | 139,715 | 27 | 5,175 | | |
| | Total | 198,967 | 29 | | | |
| a. Dependent Variable: Employee Performance | | | | | | |
| b. Predictors: (Constant), Competence, Work Motivation | | | | | | |

Source: SPSS data output 26, 2024

If the calculated F is greater than or equal to the tabled F, the null hypothesis (Ho) is rejected; if the calculated F is less than the tabled F, the null hypothesis (Ho) is accepted. The F table value with df1 (number of variables - 1), which is 3 - 1 = 2, and df2 (n-k), which is 30 - 2 = 28, yields an F table value of 3.35. The calculated F value is 5.725, which is greater than 3.35, with a significance value of 0.008, which is less than 0.05. Therefore, the simultaneous effect of variables, namely competence and work motivation, significantly influences the employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection in Banjarbaru City, thus the null hypothesis is rejected.

4.5 t test (partial)

Table 7
Partial Test Results

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|---|-----------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | std. Error | Betas | | |
| 1 | (Constant) | -3,881 | 21,999 | | -,176 | ,861 |
| | Competence | 5,149 | 6,500 | ,147 | ,792 | ,435 |
| | Work Motivation | ,435 | ,177 | ,458 | 2,466 | ,022 |
| a. Dependent Variable: Employee Performance | | | | | | |

Source: SPSS data output 26, 2024

Based on Table 7, the results of the t-test can be explained as follows:

- a. The significance value of the competence variable is 0.435, which is ≥ 0.05 . This proves that competence does not have a partial effect on employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection in Banjarbaru City. Therefore, the null hypothesis (Ho) is accepted, and the alternative hypothesis (Ha) is rejected.

- b. Meanwhile, the significance value of the work motivation variable is 0.02, which is ≤ 0.05 . This proves that work motivation has a partial effect on employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection in Banjarbaru City.

Based on Table 7, The test result for work motivation shows a Standardized Coefficients Beta value of 0.458. Thus, the work motivation variable is the most dominant variable influencing employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection in Banjarbaru City.

5. Discussion

Competence and work motivation have a significant simultaneous effect on employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City.

Based on the research on competence and work motivation variables, the researcher found that the majority of employees at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City agree that the studied variables of competence and work motivation have a significant simultaneous effect on employee performance at the said office. This is evident from the positive responses provided by questionnaire respondents, consisting of 10 questions each regarding the variables of competence and work motivation, which depict the adequacy or inadequacy of employee competence and work motivation at the office under study. All statements are derived from the elaboration of 5 competence and work motivation indicators raised by the researcher in this study. The five competence indicators include skills, knowledge, social roles, self-image, and attitude. The five work motivation indicators include physical needs, security needs, esteem needs, social needs, and the need for goal achievement drive.

Competence and Work Motivation have a significant partial effect on employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City.

The results of this study indicate that the Competence variable does not have a significant partial effect, while Work Motivation has a significant partial effect on employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City. Work motivation can be interpreted as the characteristics of work motivation partially having a positive and significant impact on the performance of employees at the mentioned office. Thus, it can be stated that the work motivation variable influences employee performance.

Therefore, if the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City provide advantages that can build work motivation, employees will feel comfortable and free in their work. And employee performance will also increase. Of course, these results are positive and can be proven from the partial test table that work motivation has significant results. Of these two variables, work motivation has the highest value compared to other variables. This indicates that the work motivation possessed by the Office of Population Control, Family Planning, Community

Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City needs to be improved because work motivation has the most significant impact on current employee performance. The results of this study indicate that the competence variable does not have a significant effect on employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City. This can be interpreted as the competence possessed by the said office not being too poor, thus not having a significant impact on employee performance at the moment.

Among Competence and Work Motivation variables, Work Motivation is the one that is more dominant in influencing employee performance at the Office of Population Control, Family Planning, Community Empowerment, Women's Empowerment, and Child Protection Agency in Banjarbaru City.

Looking at the comparison between Competence and Work Motivation variables, it can be observed that the Competence variable does not have a dominant effect; rather, the Work Motivation variable does. Work Motivation is the variable that is more dominant in influencing employee performance at the mentioned office. This is because, between these two variables, Work Motivation has a higher value compared to Competence, which is most crucial for the institution when observing the decline in employee performance. The institution's experience provides information about the level of work motivation within the organization, which is often experienced by some employees and can have adverse effects on the institution itself. Based on the results of multiple linear regression analysis directed at the table of significant variable test results (t-test), specifically in the Standardized Coefficients Beta column, it is shown that the Work Motivation variable has a dominant influence on employee performance.

6. Conclusion

Based on the research results and discussion of the simultaneous, partial and dominant influence of training and work experience variables on the performance of firefighters at the Banjar Regency Fire Department, it can be concluded:

1. Competence and Work Motivation have a significant simultaneous influence on employee performance at the Office of Population Control, Family Planning, Women Empowerment, and Child Protection Agency in Banjarbaru City.
2. Competence and Work Motivation have a significant partial influence on employee performance at the Office of Population Control, Family Planning, Women Empowerment, and Child Protection Agency in Banjarbaru City.
3. Work Motivation is the dominant variable influencing employee performance at the Office of Population Control, Family Planning, Women Empowerment, and Child Protection Agency in Banjarbaru City.

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