

THE INFLUENCE OF COMPETENCE AND NON-PHYSICAL WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE MEDIATED BY WORK MOTIVATION IN THE REPRESENTATIVE OFFICE OF THE FINANCIAL SUPERVISORY AND DEVELOPMENT AGENCY IN MALUKU PROVINCE

Ivansyah¹, Conchita V Latupapua², Agusthina Risambessy³

^{1,2,3} Program Pascasarjana, Universitas Pattimura

ARTICLE INFO

ABSTRACT

Keywords:

Competence,
Non-Physical Work
Environment,
Performance,
Work Motivation

This study aims to analyze the effect of work motivation and non-physical work environment on employee performance, mediated by work motivation, on BPKP Pfovinsi Maluku employees. The research design used data analysis methods using the path paradigm with data analysis techniques using PLS-Path Modeling with the SMART PLS 3 application. The population used in this study were BPKP employees in Maluku Province with a purposive sampling technique, namely as many as 52 people. The results obtained found from this study that competence has a significant positive effect on performance, Non-Physical Work Environment has a significant positive effect on performance,

E-mail:

ivansyahbidar@gmail.com

Copyright © 2023 Economic Journal. All rights reserved.

is Licensed under a [Creative Commons Attribution-NonCommercial 4.0 International License \(CC BY-NC 4.0\)](https://creativecommons.org/licenses/by-nc/4.0/)

1. INTRODUCTION

The Maluku Province BPKP Representative Office is a non-governmental agency whose operations require employees who must be competent, professional in their field of work where knowledge, skills and experience must be possessed by employees. Competence has a very important role, because in general competence involves a person's basic ability to do a job (Moeheriono, 2009). Competence is an ability to carry out or carry out a job or task that is based on skills and knowledge and is supported by attitudes that are individual characteristics (Wibowo, 2010:324). This competency is also very important to improve employee performance.

So far, many government agencies do not have employees with adequate competence, this is evidenced by the low productivity of employees and the difficulty of measuring employee performance (Sriwidodo and Agus Budhi, 2010). Meanwhile competence has a significant and partially positive effect on employee performance. (Literature, 2017)

In improving employee performance in addition to competence, motivation and an adequate work environment are also needed. In research (Yusmidi: 2015) states that competence and work motivation have a significant effect on performance. Partially work motivation is also very influential with employee performance. This is supported by studies that have been conducted by several researchers including Tindow, Mekel, Sendow: 2014 entitled Work Discipline, Motivation and Compensation influence on employee performance at PT. Bank Sulut Calaca Branch. The results of this study indicate that work motivation has a positive and significant effect on employee performance both simultaneously and partially. Suwati, (2013) also conducted research on the effect of compensation and work motivation on employee performance at PT. Complete Green Samarinda with a sample of 57 respondents. The results of

the study state that compensation and motivation affect employee performance. On the other hand, in a study (Wahyuningtyas, et al: 2013) concerning the effect of the work environment and compensation satisfaction on employee performance (Case Study at Bank Jateng, Semarang Coordinator Branch) using a sample of 78 respondents, it shows that the work environment and compensation satisfaction are equally has positive and significant results on employee performance. But in research conducted by (Hanafi: 2017) with the title influence of motivation and work environment as a mediating variable at PT BNI Life Insurance. By using 220 respondents. The results of this study indicate that the work environment has a negative and significant effect on employee performance.

The phenomena that occur in employees of the Maluku Provincial BPKP Representative Office are not much different where competence, motivation and work environment are of full concern in order to achieve performance. In fact, in the BPKP office in Maluku Province, it was found that the number and use of employee competencies were not optimal. In addition, the working relationship between superiors and subordinates has not been fully able to increase subordinates' work motivation

Table 1. Composition of Education

Level of education	Number of people
high school	6
D1	1
Sarmud/D3	21
S1/D4	47
S2	6

With the level of employee education as shown in the table above, it shows that BPKP Representatives of Maluku Province employees need a lot of effort, motivation and capacity building and competency so as to support performance achievement

2. METHODS

2.1 Competence

Competence according to (Amstrong, 2004: 8) is the attitude required by a person to carry out his work satisfactorily. Competence includes attitudinal characteristics that can indicate differences among high performers in this context regarding achievement. According to (Sedarmayanti, 2004: 179) that competence is a fundamental factor that a person needs to have so that he has more abilities and will make him different from someone who has average or ordinary abilities.

Competence describes the quality of insight, skills, behavior, and proficiency to do a particular job or role effectively. Knowledge describes what is in a person's head, knowing awareness or understanding of something, for example understanding of work. Skills describe measurable abilities that have been developed through practice, training or experience (Wirawan, 2009:9).

So competence can be interpreted as the ability of a person/individual to complete a job using the knowledge and skills possessed by that person/individual. Competence affects Performance. This is also in line with research conducted by Boy (Aulia Sastra: 2017), Mas Yusmidi, (Levana Renny NB: 2017), Tri Rahayu Wulandari, Layaman and Sofyatun Nidak who found research results that the competence of employees has a very positive and significant effect on employee performance.

2.2 Work environment

According to (Sutrisno: 2010: 118), the work environment can be interpreted as work facilities and infrastructure that exist around employees to do work which can later affect the implementation of the employee's work. So it can be concluded that the work environment greatly influences employees in carrying out the tasks assigned to them.

Several studies have stated that there is a positive and significant relationship between the work environment and employee performance, including those conducted by (Komaling, et al: 2016), in a study entitled the effect of recruitment, motivation and work environment on employee performance at PT. Bank Rakyat Indonesia Tbk Manado Branch, shows that recruitment, motivation, and work environment have a positive and significant effect both partially and simultaneously on employee performance. And in research

(Wahyuningtyas, et al: 2013) with the title the effect of the work environment and compensation satisfaction on employee performance (Case Study at Bank Jateng, Semarang Coordinator Branch).

2.3 Performance

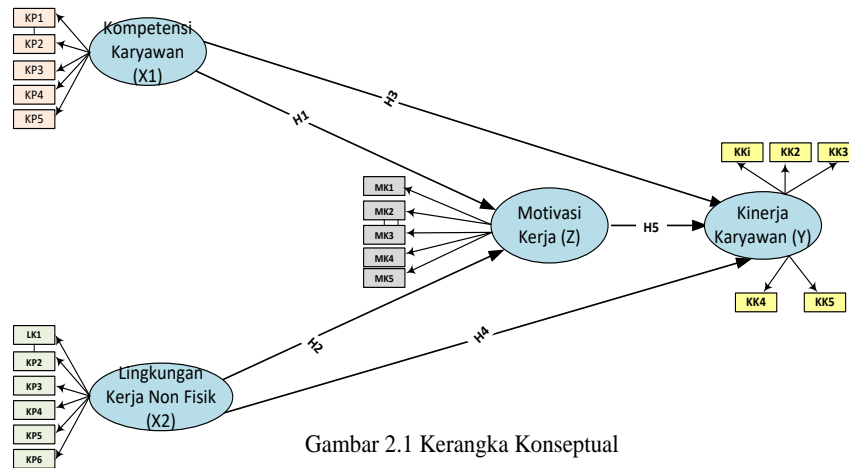
A person's performance is a record of outcomes resulting from certain employee functions or activities carried out during a certain period of time (Sulistiyani, 2003:223)

A person's performance is a combination of abilities, efforts and opportunities that can be assessed from the results of his work. In line with that, according to (Wibowo, 2007:7) Performance is about doing the job and the results achieved from the job. Performance is about what is done and how to do it. Performance is largely determined by competence. Marwansyah (2015) with research results showing that the competence of employees has a positive and significant effect on employee performance, so that the higher the competency of an employee, the higher the employee's performance.

2.4 Work motivation

Robbins, 2006 says that motivation is a process that plays a role in the intensity, direction, and duration of individual efforts towards achieving goals. Motivation is an encouragement to act on a series of processes of human behavior by considering the direction, intensity and persistence in achieving tasks (Wibowo, 2013: 111). According to (Nawawi: 2000), motivation is a condition that encourages or causes a person to carry out an act or activity that takes place consciously. Employee motivation will increase if the competencies possessed and the work environment support work activities. Work motivation is also influenced by the work environment.

Research showing that the competency variable has a strong effect on work motivation as a moderating variable, among others, was conducted by (Rissami 2016), (Mahdani 2015), and (Marwansyah 2015) with the results of the research showing that the competencies possessed by employees have a positive and significant effect on performance employees, so that the higher the competency of an employee, the higher the employee's work motivation. This has been researched by several researchers, including those conducted by (Rezita, 2014) The Influence of the Work Environment on Employee Motivation at Bank Jatim, Surabaya Main Branch and (Setyadi: 2015). Which shows the results that the work environment has a positive and significant effect on employee motivation. So,



Gambar 2.1 Kerangka Konseptual

Based on the results of theoretical and empirical studies that have been developed, the research hypothesis is as follows:

- H1: There is a positive influence between the effect of competence on employee performance
- H2: There is a positive influence between the influence of the work environment on employee performance.
- H3: There is a positive influence between the influence of employee competence on employee performance mediated by work motivation.
- H4: There is an influence of the work environment on employee performance mediated by work motivation
- H5: There is an effect of work motivation on employee performance

3. RELUST AND DISCUSSION

3.1 Path analysis of the influence of Non-Physical Competence and Work Environment on Work Motivation

PKPMK path = competency variable (KP) has an effect on work motivation variable (MK), PLKMK path = non-physical work environment variables have an effect on work motivation, the results of calculating the path analysis using the Smart PLS vs 3.0 program are as follows:

Table 1. Result of Competency Path Coefficient, and Scope Handling Non-Physical Work, Against Work Motivation

Variable endogenous	exogenous variable	Standardized Coefficients Beta	t value	Sig
MK	KP	0.396	3,093	0.042
	LK	0.460	3,654	0.011
RSquare		= 0.369		
Adjusted RSquare		= 0.344		

Source: Primary data processed in 2022

Table 1 describes the results of the path test, in the form of the following equation: $MK = 0.369 + 0.469$. The competency variable (KP) on work motivation (MK) shows that the coefficient of 0.303, the value of rho (ρ) in the sig table is 0.042 is smaller than the value of the degree of freedom (α) 0.05 or $0.042 < 0.05$, then the proposed hypothesis 1 can be accepted or H_0 is rejected and H_1 is accepted, this means that the result of the path analysis coefficient statistical test is significant. The meaning of the results of this test is that the acceptance of hypothesis 1 is that competence (KP) has a significant effect on work motivation (MK). The results of this test explain that the diversity of work motivation at the Maluku Provincial BPKP Office.

The path coefficient value of the non-physical work environment (LK) on work motivation (MK) is 0.365, the rho value (ρ) in the sig table is 0.011, which is less than the degrees of freedom (α) value of 0.05 or $0.011 < 0.05$, so hypothesis 2 can be accepted (H_0 is rejected and H_2 is accepted), this means that the result of the path analysis coefficient test is significant. The results of this test explain that partially the diversity of work motivation at the Maluku Provincial BPKP Office can be explained by the diversity of non-physical work environments.

3.2 Path Analysis of Influence of Competence, Non-Physical Work Environment and Work Motivation on Employee Performance

PKPMK, PLKMK, PMKKI paths = competency variables, non-physical work environment and work motivation affect employee performance at the BPKP Office of Maluku Province can be explained by looking at the results of the standardized regression coefficient (Standardize). Can be seen in the following table:

Table 2. Path Coefficient Results 2 Competence (KP), Work Environment (LK) Work Motivation (MK), Against Employee Performance KI

Dependent variable	Free Variables	Standardized Coefficients Beta	t value	Sig
KI	KP	0.186	3,291	0.026
	LK	0.610	3,034	0.046
	MK	0.003	2,554	0.047
RSquare		= 0.470		
Adjusted RSquare		= 0.307		

Source: Primary data processed in 2022

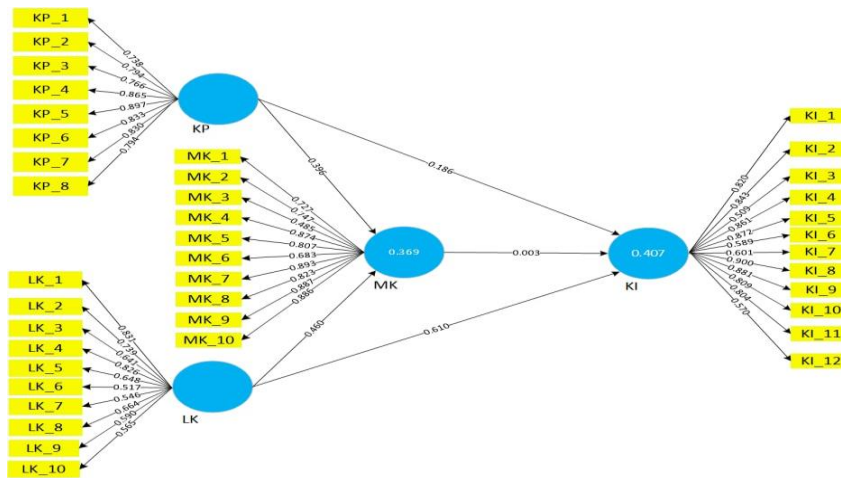
Table 4.10 describes the results of the path analysis test, in the form of the following equation: $KI = 0.186 + 0.610 + 0.003$. Mediationally the competency variable (KP) on employee performance is mediated at the BPKP Office of Maluku Province with a path coefficient value (Beta) of 0.351 with a large value of rho (ρ) in the sig table is 0.007, this value is smaller than the value of degrees of freedom (α) 0.05 or $0.007 < 0.05$

then the proposed hypothesis can be accepted or H0 is rejected and H3, this means that the result of the path analysis coefficient statistical test is significant. The meaning of the results of this test is that the acceptance of hypothesis 3 means that competence has a direct and significant effect on employee performance mediated by work motivation at the BPKP Office of Maluku Province.

Table 2 data reveals that the work environment on employee performance is mediated by work motivation at the Maluku Provincial Office of PERBPKP. indicated by the value of the path coefficient (Beta) of 0.233. the value of rho (ρ) in the sig table is 0.011, this value is smaller than the value of degrees of freedom (α) 0.05 or $0.011 < 0.05$ then the hypothesis proposed can be accepted or H0 is rejected and H4 is accepted, this means that the results of the statistical test of the analysis coefficient path is significant. The meaning of the results of this test is that hypothesis 4 is accepted, the non-physical work environment (LK) has a significant effect on employee performance (KI) mediated by work motivation at the BPKP Office of Maluku Province. The results of this test explain that the diversity of employee performance is explained by the diversity of non-physical environments.

Data Table 2 also reveals the path relationship between work motivation (MK) and employee performance (KI) at the BPKP Office in Maluku Province indicated by a path coefficient value (Beta) of 0.140. the value of rho (ρ) in the sig table is 0.023, this value is smaller than the value of degrees of freedom (α) 0.05 or $0.023 < 0.05$ then the hypothesis proposed can be accepted or H0 is rejected and H5 is accepted, this means that the results of the statistical test of the analysis coefficient path is significant. The meaning of the results of this test is that the acceptance of hypothesis 5 is, work motivation (MK) has a significant effect on employee performance (KI) at the BPKP Office of Maluku Province.

The results of this test explain that the diversity of employee performance at the Maluku Provincial BPKP Office can be explained by the diversity of work motivation.



The accuracy of the hypothesis model from the research data is measured from the relationship of the three coefficients of determination (R2) in the first equation obtained a value of 0.396 (R21), and the second equation is 0.470 (R22). The results of the model accuracy are:

$$\begin{aligned} R2 \text{ models} &= 1 - (R21)(R22) \\ &= 1 - (0.396)(0.470) \\ &= 1 - 0.186 \\ &= 0.814 \text{ or } 81.4\% \end{aligned}$$

The results of the calculation of the model accuracy of 81.4% explained that the contribution of the model to explain the causal relationship of all the variables studied.

3.3 Mediation Effects.

Table 3. Path Test Results, Mediation and Total Influence

Exogenous Variables	Endogenous Variables	Track	Mediation	Total Impact
---------------------	----------------------	-------	-----------	--------------

Ivansyah, The Influence of Competence and Non-Physical Work Environment on Employee Performance Mediated by Work Motivation in The Representative Office of The Financial Supervisory and Development Agency in Maluku Province

Competency (KP)	Work Motivation (MK)	0.396	-	0.396
Non-physical work environment (LK)	Work Motivation (MK)	0.460	-	0.460
Competency (KP)	Employee Performance (KI)	0.185	0.001	0.440
Non-physical Work Environment (LK)	Employee Performance (KI)	0.611	0.001	0.439
Work Motivation (MK)	Employee Performance (KI)	0.003		0.003

Source: Primary Data Processed, 2022

Based on the data in Table 3, it can be statistically proven from the comparison of the total influence value with the influence value of each path, if the total influence value is greater than the influence value of each path, then it can be said that the relationship path has the influence of the mediating role. employee performance.

3.4 Discussion

a. The Effect of Non-Physical Work Environment on Employee Performance at the BPKP Office of Maluku Province

From the results of the research tested, it proves that competency influences employee performance. The competency variable has a statistical/count t value of 3,291. This value is greater than t table ($3.291 > 1.691$). Thus the results of the t test, contain the meaning of analysis, namely, statistically show that, reject H_0 and accept H_a or the hypothesis is proven. This means that competence has a significant positive effect on employee performance. This research supports the results of this study in line with (Rissami 2016), (Mahdani 2015), and (Marwansyah 2015) with the results of the research showing that the competencies possessed by employees have a positive and significant effect on employee performance mediated by motivation, so that the higher the competency possessed by a employees, the higher the employee's work motivation.

b. The Effect of Non-Physical Work Environment on Employee Performance at the BPKP Office of Maluku Province

From the results of the research tested, it proves that the non-physical work environment influences employee performance. The non-physical work environment variable has a statistical/count t value of 3,034. This value is greater than t table ($3.034 > 1.691$). Thus the results of the t test, implies an analysis that is, the non-physical work environment has a significant positive effect on employee performance, reject H_0 and accept H_a or the hypothesis is proven. The results of this study are in line with (Rissami 2016), (Mahdani 2015), and (Marwansyah 2015) with the results of the research showing that the competencies possessed by employees have a positive and significant effect on employee performance mediated by motivation, so that the higher the competence possessed by an employee, the the higher the employee's work motivation.

c. The Effect of Competence on Employee Performance is Mediated by Work Motivation at the BPKP Office of Maluku Province

Statistically it can be proven from the comparison of the total influence value with the influence value of each path, if the total influence value is greater than the influence value of each path, then it can be said that the relationship path has the influence of the mediating role.

Competence influences employee performance mediated by work motivation. This research is in line with research conducted by Ade Rizky Prasetya (2018) The Effect of Competence and Work Environment on Performance and Job Satisfaction as Intervening Variables. Shows That Competence, Work Environment and Job Satisfaction are Proven to Significantly Have a Positive Influence on Performance. Competence and Work Environment are proven to have a Significantly Positive Influence on Performance.

This research is in line with research conducted by Ade Rizky Prasetya (2018) The Effect of Competence and Work Environment on Performance and Job Satisfaction as Intervening Variables. Shows That

Competence, Work Environment and Job Satisfaction are Proven to Significantly Have a Positive Influence on Performance.

d. The influence of the non-physical work environment is mediated by work motivation on performance Employees at the Maluku Province BPKP Office

Statistically it can be proven from the comparison of the total influence value with the influence value of each path, if the total influence value is greater than the influence value of each path, then it can be said that the relationship path has the influence of the mediating role.

The non-physical work environment influences employee performance mediated by work motivation. This research is in line with research conducted by (Rezita, 2014) The Effect of the Work Environment on Employee Motivation at Bank Jatim Surabaya Main Branch. Also research conducted by (Setyadi: 2015). The results of the study prove that the work environment has a positive and significant effect on employee motivation. So, the better the work environment, the higher the level of motivation possessed by employees,

e. The Influence of Work Motivation on Employee Performance at the Maluku Province BPKP office

From the results of the research tested, it proves that work motivation influences employee performance. It is shown that the work motivation variable has a statistical/count t value of 2,654. This value is greater than t table ($2,656 > 1,691$). Thus the results of the t test, contain the meaning of analysis, namely, statistically show that, reject H_0 and accept H_a or the hypothesis is proven. This shows that the higher the work motivation, the employee's performance will increase. This study supports the results of research conducted by: Namira Mardin Amin (2015). The Influence of Competence and Motivation on Employee Performance at the Regional Secretariat of Sidenreng Rappang Regency. Shows that the effect of competency variables on employee performance at the Regional Secretariat of Sidrap Regency is 95.3%.

4. CONCLUSION

The conclusions from the results of this study are: Competence has a significant positive effect on employee performance. The work environment has a significant positive effect on employee performance. Competence affects work motivation. Competence influences employee performance mediated by work motivation. The work environment influences employee performance mediated by work motivation

REFERENCES

- Adinata, Ujang Wawan Sam. 2015. Pengaruh Kepemimpinan Transformasional, Motivasi dan Budaya Organisasi terhadap Kinerja Karyawan KJKS BMT Tamzis Bandung. Jurnal Ilmiah. Bandung: STIE Pasundan.
- Aditya, Dodiet, 2008. Metode Research Variabel Penelitian dan Definisi Operasional: Surabaya
- Agustin dan Ismail, 2018. Pengaruh Kompensasi dan Disiplin Kerja terhadap Motivasi Pegawai UPT Pemadam Kebakaran. Festival Riset Ilmiah Manajemen & Akuntansi: STIE Nusantara Sagata
- Amstrong. 2004. Performance Management
- Anggraeni, Lia. 2013. Pengaruh Kompetensi Guru terhadap Motivasi Belajar Siswa Pada Mata Pelajaran Akuntansi di SMA N 14 Bandung. Thesis, Universitas Pendidikan Indonesia, Responsitory. Upt.edu
- Arianto, Dwi Agung Nugroho. 2013. Pengaruh Kedisiplinan, Lingkungan Kerja dan Budaya Kerja terhadap Kinerja Tenaga Pengajar. Jurnal Ilmiah. Jepara: Universitas Islam Nahdlayul Ulama.
- Hanafi, Yohana 2017. Pengaruh Motivasi dan Lingkungan Kerja terhadap Kinerja Karyawan dengan Kepuasan Kerja Sebagai Variabel Mediasi Pada PT BNI Lifeinsurance. Jurnal Pendidikan Ekonomi dan Bisnis. Jakarta: Universitas Negeri Jakarta
- Komaling, dkk 2016. Pengaruh Rekrutmen, Motivasi dan Lingkungan Kerja Terhadap Kinerja Pegawai Pada PT. Bank Rakyat Indonesia TBK Cabang Manado. Jurnal Berkala Ilmiah Efisiensi. Vol 16. No 01. Manado: Universitas Sam Ratulangi
- Mangkunegara, Anwar Prabu. 2008. Manajemen sumber daya manusia perusahaan. Bandung: PT. Remaja Rosdakarya.
- Martono, Nanang. 2011. Metode Penelitian Kuantitatif. Jakarta: Rajawali Pers

- Marwansyah, Yohanes Oemar. 2015. Pengaruh Kepemimpinan dan Kompetensi Terhadap Motivasi serta Dampaknya terhadap Kinerja Karyawan PT. Bank OCBC NISP Tbk Cabang Pekanbaru. Jurnal Tepak Manajemen Bisnis 207, Vol . VII No.2 Mei 2015.
- Renny, Levana NB 2017. Pengaruh Penilaian Prestasi Kerja, Kompetensi dan Promosi Jabatan Terhadap Kinerja Karyawan Bank BNI KCU USU Medan. Skripsi. Medan: Universitas Sumatera Utara
- Rezzita, Revi, 2014. Pengaruh Lingkungan kerja terhadap Motivasi Kerja Karyawan di Bank Jatim Cabang Utama Surabaya. E-Jurnal Administrasi Perkantoran (JPAP), Vol2 No.2