

ANALYSIS OF THE FACTORS THAT INFLUENCE THE PERFORMANCE OF EMPLOYEES OF REGIONAL OFFICE IN THE BARRU DISTRICT

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ABSTRACT

This study aims to 1) find out how much of the influence of the variable quality of human resources in the local government of Barru Regency. 2) find out how much influence the variable level of welfare has on the performance of local government employees in Barru Regency 3) know how much influence the variable work motivation has on the performance of local government employees in Barru Regency .4) find out how much influence the disciplinary variable has on local government employees in Barru Regency .5) find out how much influence the work ethic variable has on the performance of Barru Regency regional government employees. This type of research is quantitative research. Based on the source, the type of data used is primary data and secondary data. Data collection techniques used were interviews and documentation. The results of the research based on the F test show that the quality of human resources, the level of welfare, work motivation, discipline and work ethics jointly affect the performance of employees in the Barru Regency regional office. Meanwhile, based on the T test, the welfare level variable did not significantly influence the performance of Barru Regency regional office employees. In the variable quality of human resources, work motivation, discipline, and work ethics have a significant effect where the tcount is greater than the ttable value.

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1. INTRODUCTION

It is the duty of the state apparatus to provide the best service for people who need government services and protection. In reality, the community is often faced with various problems in administration and requires unsatisfactory service from unscrupulous officials. In addition, they are often faced with convoluted procedures and incur unclear costs. This condition has been going on for a long time, and occurs almost evenly in all regions. This indicates the low quality of government apparatus services. In line with this, it is still found that the placement of employees is not in accordance with their competence, and the graduation of employees is still colored by an element of kinship with the leadership.

In order to realize good governance (good governance) oriented to the quality of public services, it is necessary to be supported by the availability of human resources who have capabilities in accordance with the field of duties and responsibilities. In line with technological advances, several government institutions provide easy service through electronic devices. Several e-commerce-based public service programs are currently receiving good reception from the public. This is in line with research [1]. That e-commerce-based public services as a form of institutional innovation play an important role in facilitating community services. Good governance involves not only the government and the state, but also parties in various sectors outside the government and the state [2].

In its implementation, good governance-based public services still found community obstacles to getting quality service from government employees, where employees were found to arrive late and go home early and found employees who were still chatting or using cellphones and playing games during working hours. The quality of service depends on aspects such as the pattern of implementation, human resource support, and institutional management [3]. This indicates that no matter how well the service system is built in an institution, it will return to the resources of the government apparatus. Human resources as the main resource among other resources in an institution, in carrying out their duties are required to be able to provide the best results. However, on the other hand, every individual cannot be separated from his hopes to get a guaranteed level of welfare for his life and that of his family. Increasing the welfare of government apparatus must be based on granting rights and obligations as a Civil Servant

(PNS) [4]. his right to receive various allowances in accordance with his obligations as a government apparatus. This condition needs to be addressed by the Regional Secretariat of Barru Regency, so that in making policies there needs to be alignment between employee capabilities and performance achievements that refer to the targets of the institution itself.

Improving the quality of regional office employees is an ongoing effort and requires commitment from the government and all relevant agencies. Improving the quality of regional office employees is an important goal for the government in an effort to provide better and more efficient public services to the community. Through consistent steps, it is hoped that the quality of public services can be improved so that people's satisfaction with government services also increases. Several factors causing the not optimal quality of public services in the government bureaucracy, among others caused by: the quality of human resources, work motivation, and low employee discipline. As stated in Kepmenpan No.63/KEP/M.PAN/7/2003, the public is all services carried out by the administration of public services, as an effort to fulfill the needs of service recipients and the implementation of statutory provisions. Furthermore, Public service to the community, the principles of public service include simplicity and clarity of employment status in institutions [5]. Types of public services according include administrative services, goods services and services [6]. While the quality of public services can be identified by comparing people's perceptions of the real services they receive with the services they actually expect or want based on the service attributes that exist in an institution[7].

Literature Review

Quality of Government Officials

The ability of officials is the same as administrative capability through the administration system in accordance with established procedures. Administrative capability includes: 1) Capacity which includes competence (having authority) and exposure (ability to use authority), 2) Ability consisting of personality (individual ability) and means (ability to use tools)[8]. Administrative ability is demonstrated through individual characteristics over a long period of time and is relatively stable which describes the implementation of the development of individual strengths in general[9].

Divides abilities into four groups, namely: technical abilities, managerial abilities, human abilities and conceptual abilities. Technical abilities include an understanding of a specific activity, especially regarding methods, procedures and techniques[10]. Managerial abilities involve planning, coordinating, monitoring, controlling, assessing, supervising and so on.

Based on the theories mentioned above, it can be stated that the ability that the capacity of an individual can carry out various tasks or work that is technical in nature is related to methods, procedures and techniques. Thus the technical ability of an employee in every organization or agency is highly prioritized in carrying out and completing tasks or work properly and correctly in accordance with established procedures. From this description it can be concluded that the capabilities of the apparatus include skills in using equipment and technology, managerial skills, human relations, problem solving, all of which are obtained through education and training as well as experience.

Welfare Theory

The employee welfare is complementary compensation from (material and non-material) given based on policy [11]. With the aim of maintaining and improving the physical and mental condition of workers so that their productivity increases. And compensation from an agency will be given in the form of salary or wages, so here it is said that the welfare program is included in indirect remuneration which consists of separate profits/(benefits) from welfare services [5].

Work Motivation

The role of humans is very important in achieving organizational goals. To move people to meet expectations, we must understand human motivation for working in an organization, because this motivation determines people's behavior at work, or in other words, behavior and traits can be the simplest reflection of motivation. The definition of motivation according to experts is as follows: According to Motivation means something that gives rise to encouragement or a situation that gives rise to encouragement [12]. So motivation can also be interpreted as factors that encourage people to act in a certain way.

Dicipline

Employee discipline is the nature of an employee who consciously obeys certain organizational rules and regulations [13]. Discipline greatly influences employee performance in an agency. Discipline should be seen as a form of training for employees in implementing company rules. The more disciplined, the higher the employee's performance.

Work Etchics

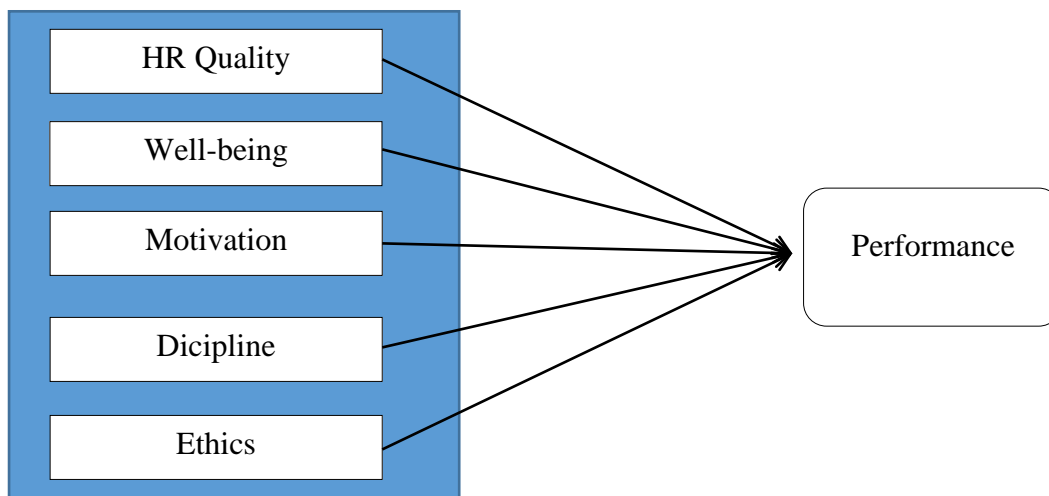
Work ethics are attitudes and views towards work, work habits of a person, a human group or a nation. Work ethics are a set of positive and high-quality work behaviors, which are rooted in clear awareness and a strong belief in an interrelated work paradigm [14].

Employee Performance

Performance is the overall results achieved by individuals in carrying out their activities during a certain period of time[11]. While organizational performance is the overall results both financial and non-financial in nature achieved by the organization within a certain period of time through the achievement of accumulated human resource performance by utilizing existing resources[12].

Conceptual framework

Based on the description above, it can be built research framework as follows:



2. METHOD

Types of research

This research was conducted using a survey method, namely: a method that aims not only to describe existing concepts and facts, but to analyze and explain the relationship between the influence of factors that influence employee performance through hypothesis testing. Thus the research method used is a survey method with correlation and regression techniques. The location of this research activity was carried out at the Regional Office of Barru Regency which was effectively planned to be carried out for 2 months after obtaining administrative approval. The population in this study were all employees or government officials at the Barru Regency Regional Office, totaling 130 employees, especially those within the scope of the Barru Regency Regional Secretary. The sample in this study was determined as large as the total population which is called the full sample, that a saturated sample is sampling that is carried out thoroughly, that is, all members of the population are used in total, that is, all members of the population are used in total. sample (census) or saturated sampling[15].

Data analysis technique

In the analysis phase, the data is processed and processed into groups, classified, categorized and used to obtain the truth as an answer to the problems in the hypotheses proposed in the research. To process the data obtained, the authors use two methods at once, namely;

a. Descriptive analysis

Qualitative descriptive analysis aims to discuss and draw conclusions about research data expressed in writing, words or sentences. This is done to reveal the existence of a relationship/influence between the independent variable and the dependent variable.

b. Quantitative descriptive analysis

Quantitative analysis in this research is the interpretation and measurement of research data in the form of numbers. In this research, a multiple regression approach is used, with the following formulation:

$$KP = \beta_0 + \beta_1 KSDM + \beta_2 Kpg + \beta_3 Mpg + \beta_4 Dsp + \beta_5 Eth + e$$

Where:

- KP : Employee Performance
- β_0 : Constant Number
- KSDM : Quality of Human Resources
- Kpg : Employee Welfare
- Mpg : Employee Motivation
- Dsp : Employee Discipline
- Eth : Work Ethics
- e : The magnitude of the possibility of irregularities or errors that occur

Normality test

In statistics, the data normality test is a technique used to determine whether a data set comes from a normal distribution or not. Simply put, the normality test is a statistical process used to test whether a sample/population follows a normal distribution or not.

Normality can use the following formula:

$$X^2 = \sum \left(\frac{(O_i - E_i)^2}{E_i} \right)$$

Where :

X² = Value X²

O_i = Observation value

E_i = the area of the data interval

E_i = p_i x N

N = Total frequency in all data.

Multicollinearity Test

Multicollinearity means that there is a perfect or definite linear relationship between some or all of the variables that are independent of the existing model. As a result of this multicollinearity the regression coefficients are not certain and the standard errors are infinite. This will introduce a bias in the specifications. The multicollinearity test aims to test whether correlations between independent variables are found in molecular regression. In a good regression model there should be no correlation between the independent variables. The method for testing the presence of multicollinearity can be seen from the tolerance value or variance inflation factor (VIF). The limit of the tolerance value <0.1 or the VIF value is greater than 10, then multicollinearity occurs. As for the magnitude of the possibility of error in data analysis, in this study using alpha (α) of 0.05 so that the expected truth value is 0.95.

3. RESULT AND DISCUSSION

Validity Test Results

The results of the validity test in this study found that all correlation coefficients of the variable indicators tested had a value higher than 0.05. This illustrates that all indicators in this study proved valid. In more detail, the results of the validity test are shown in Table 1. below this.

Variabel	Koefisien Korelasi	Keterangan
X1.1	0,917	Valid
X1.2	0,901	Valid
X1.3	0,841	Valid
X2.1	0,679	Valid
X2.2	0,726	Valid
X2.3	0,780	Valid
X3.1	0,795	Valid
X3.2	0,834	Valid
X3.3	0,845	Valid
X4.1	0,815	Valid
X4.2	0,869	Valid
X4.3	0,798	Valid
X5.1	0,899	Valid
X5.2	0,894	Valid
X5.3	0,743	Valid

Y1.1	0,844	Valid
Y1.2	0,837	Valid
Y1.3	0,876	Valid
Y1.4	0,897	Valid

Source: Processed Data, 2023

Reliability Test

In the reliability test carried out on each research instrument, the results showed that the Cronbach's Alpha value for each instrument showed a value higher than 0.6. This indicates that all instruments are reliable so they can be used to conduct research. In more detail, the reliability test results are shown in Table 2.

Variabel	Alpha Croncbach	Keterangan
Kualitas SDM (X1)	0,877	Reliabel
Kesejahteraan Pegawai (X2)	0,884	Reliabel
Motivasi Kerja (X3)	0,561	Reliabel
Kedisiplinan Kerja (X4)	0,760	Reliabel
Etika Kerja (X5)	0,761	Reliabel
Kinerja Pegawai (Y)	0,770	Reliabel

Classic assumption test

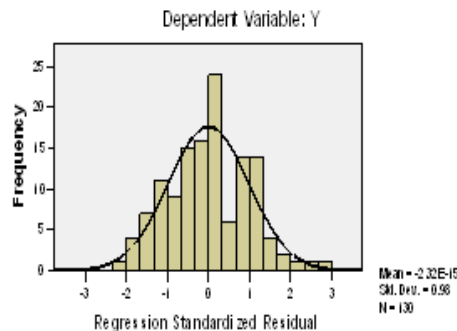
The classical assumption test is carried out to show that the test carried out has passed data normality, multicollinearity, autocorrelation and heteroscedasticity so that the test can be carried out into linear regression analysis.

Normality test

Tabel 3 Hasil Normalitas

NO	Normal Paramters	Sig	Keterangan
1	Kolomgrov- Sminovz	0,560	Normal
2	Asymp Sig (2. Tailed)	0,913	Normal

Based on data management in the table above using the normality test with the Kolmogrov-Smirnov formula, the KSZ value was 0.560 and Asymp.Sig 0.913 was greater than 0.05, so it can be concluded that the data is normally distributed. The normality test results show that the Asym.sig (2-tiled) value has a value greater than the alpha value of 0.05 using the Kolmogorov Smirnov method. The image of data distribution can be seen as follows.



Sumber: Data Diolah, 2023

Multicollinearity Test

Tabel 4. Hasil Uji Multikolineritas

Model	Collinearity statistic	
	Tolerance	VIF
Kualitas SDM	0,996	1,004
Tingkat Kesejahteraan	0,975	1,026
Motivasi Kerja	0,989	1,011
Kedisiplinan	0,976	1,024
Etika Kerja	0,968	1,033

Source: Processed Data, 2023

The multicollinearity test also shows no signs of multicollinearity between the independent variables in the regression model because the tolerance and VIF values each show that the tolerance

value of all independent variables is higher than the value of 0.10 and the resulting VIF value is less than 10.

Autocorrelation Test

Tabel 5 Hasil Uji Autokorelasi

Test Value	Undstandardized Residual
Asymp. Sig. (2-tailed)	0,218

Source: Processed Data, 2023

The table above shows the Asymp value. Sig. (2 - tiled) > 0.05, it can be said that there are no symptoms of autocorrelation.

Discussion

Table 6 Discussion of Research Results

Variable Independent	T.H	β	t _{count}
Kualitas SDM	+	0,307	10.593
Tingkat Kesejahteraan	+	-0,051	-1.593
Motivasi Kerja	+	0,331	10.458
Kedisiplinan	+	0,240	6.602
Etika	+	0,355	10.440
Dependen: Kinerja Pegawai			
F _{hit}			72,059
Sig F			0,000
R ²			0,863
Adjusted R ²			0,744

Source: Processed Data, 2023

From the table above it can be concluded as follows: The R² value of 0.744 indicates that 74.4 percent of the variation in employee performance can be explained jointly by the quality of human resources, level of welfare, work motivation, discipline and work ethics, the remaining amount is 25.6 percent is explained by other factors not analyzed. The value of the regression coefficient (X₁) which is positive (0.307) indicates in the study that there is a positive influence between the quality of human resources on employee performance. Tcount = 10,593 > ttable 1.657, meaning that H₀ is rejected and H₁ is accepted. This result indicates that the quality of human resources has a positive and significant influence on the performance of regional office staff in Barru Regency. This result occurs because of the quality of human resources where the results show that good data is in line with the theory (Garna, 2000) that the ability or quality of human resources is the same as the ability of administration through a system with predetermined procedures. This is in accordance with the results of research conducted by Aditya (2017).

The value of the regression coefficient (X₂) which has a positive value (0.307) shows in the study that it does not affect the level of welfare on employee performance. Tcount = -1.593 < ttable 1.657, meaning that H₀ is accepted and H₁ is rejected. This result shows that the level of welfare has a negative and insignificant effect on the performance of employees in the Barru Regency regional office. This result occurs because the level of well-being where the results show that data is lacking, especially in career fulfillment, is not in line with the theory (Hasibuan, 2014) stating that welfare is complementary remuneration (material & non-material) provided based on the policies of a company or agency, where there should be, but in this agency there is no level of welfare. This can be seen from the results of data processing. This is in line with the results of research conducted by Pahriyatul Ummah (2017).

The value of the regression coefficient (X₃) which is positive (0.331) indicates in the study that there is a positive influence between work motivation on employee performance. Tcount = 10,458 > ttable 1.657, meaning that H₀ is rejected and H₁ is accepted. This result indicates that work motivation has a positive and significant effect on the performance of regional office staff in Barru Regency. This result occurs due to work motivation, which results show that the processed data is well in line with the theory according to Manulang (1982: 76) that: Motivation means something that gives rise to encouragement or circumstances that give rise to encouragement. So motivation can also be interpreted as a factor that encourages people to act in a certain way. This is in accordance with the results of research conducted by Wijayanti (2010) and Subono (2010).

The value of the regression coefficient (X₄) which is positive (0.240) indicates in the study that there is a positive influence between work discipline on employee performance. Tcount = 6,602 > ttable 1.657, meaning that H₀ is rejected and H₁ is accepted. This result indicates that work discipline has a positive and significant effect on the performance of regional office employees in Barru Regency. This

result occurred because based on the results of data processing, it showed that work discipline was good at the Barru Regency Regional Office. In line with the theory according to Mangkuprawira (2007) that: Employee discipline is the nature of an employee who consciously obeys certain organizational rules and regulations. Discipline greatly influences employee performance in an agency. This is in accordance with the results of research conducted by Sutrisno (2013) and Natalia Susanto (2019).

The regression coefficient value (X_5) which is positive (0.335) shows in the research that there is a positive influence between work ethics on employee performance. The value of $t = 10.440 > t$ table 1.657, meaning that H_0 is rejected and H_1 is accepted. This result shows that work ethics has a positive and significant influence on the performance of Barru Regency regional office employees. This result occurred because based on the results of the data showing a good work ethic at the Barru District office. In line with theory (Yanesti, 2018) work ethics are attitudes and views towards work, work habits of a person, a human group or a nation. This is in accordance with the results of research conducted by Diana Sari (2019).

Based on the results of the F test, the Fhitung value is greater than Ftable, namely 72.5. It can be concluded that the quality of human resources, level of welfare, work motivation, work discipline and work ethics simultaneously have a significant influence on the performance of Barru Regency Regional Office employees. The research results are in accordance with the first hypothesis which states that there is a significant simultaneous influence between the quality of human resources, level of welfare, work motivation, discipline and work ethics on employee performance.

4. CONCLUSION

Service quality, work motivation, discipline and work ethics have a positive effect while welfare has no effect on the performance of Barru Regency regional office employees. Welfare has a negative effect based on a questionnaire that welfare in terms of career fulfillment is very low in the Barru Regency Regional Office. employee performance decreases. Where are other factors in the leadership style that show less attention to their subordinates. This attention can be physical or non-physical.

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