THE EFFECT COMPETENCE, COMMUNICATION, WORK ETHIC AND WORK MOTIVATION TOWARDS EMPLOYEE PERFORMANCE PUBLIC RELATIONS AND PROTOCOL SECTION SUNGAI PENUH CITY REGIONAL SECRETARIAT

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ARTICLE INFO	ABSTRACT
Keywords: Competence, Communication, Work Ethic, Motivation	This study aims to see the influence of (1) Competence on employee performance in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City. (2) Communication to the performance of the employees of the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. (3) Work Ethic on the performance of employees of the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. (4) Motivation for employee performance In the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City (5) Motivation, communication, work ethic and motivation affect jointly the performance of employees in the Public Relations Section and the Protocol of the Regional Secretary of the Sungai Penuh City. The population in this study was 35 employees in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City. And this sampling technique uses the total sampling technique (overall sample), *total sampling* is a sampling technique where the number of samples is equal to the population (Sugiyono, 2017). The results of this study show that (1) Competence has a positive influence on employee performance in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City. (2) Communication has a positive influence on the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. (3) Work Ethic has a positive influence on the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. (4) Motivation has a positive influence on Employee Performance in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City (5) Competence, communication and work ethic, motivation together positively affect the performance of employees in the Public Relations Section and the Protocol of the Regional Secretary of Sungai Penuh City.
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1. INTRODUCTION

Every government agency is required to be able to optimize human resources and how human resources are managed. Human resource management starts from the recruitment process, training to the maintain process. The management of human resourcesthat must be mature starts from scratch because it will greatly determine the continuity of the agency. This is the responsibility of management or agency leaders, therefore management must be able to make careful planning, develop effective strategies and be able to coordinate all components of the company in general and resources in particular (Sutrisno, 2011).

The success of an organization is inseparable from the improvement of human resources. Human resources are one of the elements of the organization and have an important role in organizational activities. Notoatmodjo (2009) stated that humansas one of the components of the organization are the determining resource for achieving the vision and mission of the organization. Human beings always play an active and dominant role in every organizational activity because humans are the planners, actors, and determinants of the realization of the goals of the organization. Goals cannot be realized without the active role of employees even though the tools owned by the company are so sophisticated (Hasibuan, 2013).

The success of an agency does not only depend on sophisticated technology, because the performance of an employee is important in achieving the agency's goals. Employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara, 2012). To create high performance, it is necessary to increase optimal work and be able to utilize the potential of human resources owned by employees to create agency goals, so that it will make a positive contribution to the development of the agency. Improving employee performance in public institutions theoretically and empirically can be influenced by several factors, such as competence, communication, work ethic and work motivation. Employee performance is the answer to the success or failure of the agency's goals that have been set.

The Public Relations and Protocol Section is one of the Work Units of the Sungai Penuh City Regional Apparatus, domiciled as an element of the technical implementation of the Sungai Penuh City Government. However, in reality, the performance of the public relations and protocol of the Regional Secretary of Sungai Penuh City is still relatively low Here is a table of targets and realizations of the performance of the Public Relations and Protocol Section Employees of the Regional Secretary of the Sungai Penuh City in 2020.

Table 1 Performance Report Based on Budget and Expenditure Realization per 2020 APBD Strategic Goals

No.	Strategic Goals	Budget (Billion RP)	Realization (Billion RP)
1.	Quality Information Services	8.512.819.307	7.967.703.007
2.	Optimal Protocol Service	9.114.067.008	6.006.286.834
	Total	17.626.886.315	13.973.989.841

Source: Performance Report of the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City

When viewed from the table above, the realization of the work program of the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City for the last 1 (year) year did not reach the target. In the first strategic target, it can be seen that the budget for the planned program is Rp. 8,512,819,307, but what is realized in this target is only Rp. 7,967,703,007, and in the second target the budget for the predetermined program is Rp. 9,114,067,008, and the realized budget is only Rp. 6,006,286,834. From this dat a, it can be concluded that there is a problem with employee performance because the realization does not reach the target. From the above problems, it is suspected that there are several factors that affect the condition. Some of the alleged factors are the competence possessed by employees, communication between employees that has not gone well, low employee work ethic in responding to work problems and lack of motivation from superiors in managing archives.

Based on the results of research conducted by Wardaya and Satriawan (2017) stated that motivation, communication and competence simultaneously have a positive and significant effect on the performance of PT Employees. Capella Dinamik Nusantara Batam. In line with the results of research conducted by Segantar (2017) whose results state that there is a positive and significant relationship together between work motivation, teacher competence and work ethic with teacher performance. As well as the results of research from Sijabat (2018) which states simultaneously there is a positive and significant influence between communication and work ethic on performance. One of the ways agencies maintain employee performance is by paying attention to employee competencies. Amstrong and Baron in Abdullah (2014: 50) competence is a behavioral dimension that is behind competent performance that shows how people behave when they perform their role well. Meanwhile, according to Wibowo (2013: 323) that competence is said to be one of the factors that affect performance. Competencies are needed to help organizations create a high work culture, the abundance of competencies used by human resources will improve performance.

Meanwhile, competence according to Spencer & Spencer (2006) (in Manopo 2011: 30) is a number of individual characteristics that relate to the reference criteria of expected behavior and best performance in a job or situation that is expected to be met. So, competence is the basic characterist ik of each individual that includes aspects of knowledge, skills, and work attitudes that allow a person to provide superior performance in his work. Based on the results of research conducted by Radiansyah, (2014) that competence has a direct positive effect on performance. The same thing is also found in the results of

research by Satriawan and Wardaya (2017) that competence has a positive and significant effect on the performance of PT Employees. Capella Dinamik Nusantara Batam. And also supported by the results of research by Mohklas., (2015) that competence has a positive and significant effect on employee performance. Based on this research, it can be seen that competence is very important in supporting the performance of a staff memberat work. However, the competence of the employees in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City has not been fully good.

Employee competence is important to be considered by every organization, in this case employees are the main factor in the work process which will ultimately make the overall performance of the agency take place properly or not. Employees can cooperate with other employees in completing work or a task determined by the company. So in terms of communicationbetween employees and superiors, it is necessary to pay attention to being able to create good competence for the agency. Communication is what binds the unity of the organization. Communication helps members of the organization achieve individual and organizational goals, respond to and implement organizational changes, coordinate organizational activities and play a role in almost all relevant organizational actions. With communication, leaders can provide intensive sec ara employee trainingin order to keep pace with the rapidly changing demands of society.

Ruben and Steward (2013:16) on human communication are: "Human communication is the process through which individuals in relationships, groups, organizations and societies-respond to and ahacreate messages to adapt to the environment and one another". That human communication is a process that involves individuals in a relationship, group, organization and society that respond and create messages to adapt to each other's environment.

In addition to competence, communication also determines the success of achieving performance. Communication andK inerja according to Sudarwan (2010: 102) that a conducive communication climate between subordinate leadersor vice versa, and between fellow employees is a necessity for the creation of morale in the group. Then Mangkunegara (2012: 10) stated that the formation of good performance is produced if there is communication between allemployees. Communication process that is established between superiors and subordinates, between top management and labor / employees. The ability to communicate horizontally and vertically well will have an impact on the good work performance of employees.

The results of research from Sriwidodo and Haryanto (2010) that communication has a positive and significant effect on employee performance. Meanwhile, the results of research from Hastuti (2013) that communication has a significant effect on employee performance. The resultsof research from Hedriani and Hariyandi (2014) that communication partially has a significant effect on employee performance. Previous experts and research above have further explained that communication is one of the factors that affectpeople. The function of the environment for a person is very large in living life, survival, society or in work as well as in communication. If the communication of the agency is correct, it will improve the performance of employees.

The work ethic inthe pegawi also needs to be considered in improving the performance of an employee. Work ethic is said to be the determining factor of the success of individuals, groups, institutions and also the widest is the nation in achieving its goals. In the future, public administration is also influenced by the work ethic possessed by public officials in their duties to provide for the needs of the community. Sinamo (2011:26), the term ethos contains the meaning not only as the typical behavior of an anizationorg or community, but also includes the motivations that move them, the main characteristics, the basic spirit, the basic thoughts, the code of ethics, the moral code, the code of conduct, the attitudes, the aspirations, the beliefs, the principles, and the standards . The implementation of public administration is also influenced by the work ethic possessed by public officials in their duties to provide for the needs of the community. Ethos is shaped by various habits, cultural influences, and value systems that it believesin (Tasmara, 2002:15).

The results of research from Hastuti (2013) that work ethic has a significant effect on employee performance. The results of research from Samiran (2019) that work ethic has a positive and significant effect on employee performance. And the resultsof research from Segentara (2017) that there is a positive and significant relationship between work ethic and teacher performance.

An Employee carrying out the work charged to him can succeed well or vice versa. Employees who work well are the dream of an organization but if the work charged to employees is not carried out properly, it is necessary to find the cause. It is possible that the employee is unable to complete the assigned

work or does not have the motivation to work well, it becomes the task of the leader to be able to provide motivation to his subordinates so that they can work in accordance with the directions given.

The improvement of high employee performance is also inseparable from the employee's work motivation. Motivation is a will or desire that arises in employees that generates enthusiasm or encouragement to work optimally to achievegoals. Work motivation has an important role in terms of growing passion, feeling happy and enthusiastic to work optimally. Employees who have strong work motivation will have a lot of energy to carry out activities. According to Siagian (2014) motivation is the thrust that results in a person or oraganization willing and willing to exert his abilities in the form of expertise or skills, energy and also his time to organize various activities that are his responsibility and fulfill his obligations in the context of achieving predetermined goals and various organizational goals. Hasibuan (2013:141), motivation is increasingly important because superiors share work with their subordinates to do well toachieve the desired goals. So motivation is the spirit of desire and drive in working to achieve a certain goal by providing a positive energy and making humans or their workers willing to work together to achieve optimal results.

Work motivation is a person's attitude towards his work that leads to job satisfaction (Herzberg in Robbins, 2008). Work motivation is defined as a state in the individual that encourages the individual's desire to carry outcertain activities in order to achieve goals. Motivation has both inner and outer components. The inner component is the change in a person, the state of dissatisfaction, psychological tension, the outer component is what a person wants, the goal that is the direction of his behavior, So the inner component is the needs that want to be satisfied while the outer component is the goal to be achieved. Motivation is a model in moving and directing employees to be able to carry out their respective duties in achieving goals with full awareness, excitement and responsibility.

2. METHODS

Population and sample in a study have a central and decisive role (Muri, 2015: 144). The population is the entirety of the objectthat gives a precise picture of the study. According to Hamid (2014: 55) population is the total number of objects or subjects that are used as data sources in a study that have the same traits or characteristics. Thus, the population in this study was all employees of the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City as many as 35 people. The study sample is a finite number and part of the population, a portion of the population selected and representative of that population (Muri, 2015:150). Whereas according to Sugiyono (2017: 120) the sample is part of the number and characteristics that the population has and what is learned from the sample, the conclusion will be applicable to the population.

This sampling technique uses the total sampling technique (overall sample), total sampling is a sampling technique where the number of samples is equal to the population (Sugiyono, 2017). The reason for taking the total sampling is because according to (Sugiyono, 2017) the total population that is less than 100 the entire population is used as a sample of all studies. So the number of samples in this study amounted to 35 (Thirty-five) people who were Employees of the Public Relations and Protocol of the Regional Secretary of the Sungai Penuh City. Hypothesis testing in this study used double linear regression analysis. Multiple linear regression analysis aims to determine the causal relationship between the influencing variable and the influenced variabel. With the model of the multiple regression equation as follows:

$$Y = a + b_1. X_1 + b_2. X_2 + b_3. X_3 + b_4. X_4 + e \text{ .... (4)}$$

Where:

Y	= Employee Performance
a	= Instersep constant
X_1	= Competence
X_2	= Communication
X_3	= Work Ethic
X_4	= Work Motivation
$b_1, b_2...$	= Regression Coefficient
e	= Eror Term

3. RESULTS AND DISCUSSION
Test Classical Assumptions
Normality Test

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This normality test is used by the authors to test the normality of the regression model. The test was carried out using the *kolmogorov-smirnovtest* method against each variable. The regression model is normally distributed when the sign value of *kolmogorov-smirnov* is each variable g greater than α = 0.05. Normality test results can be seen in table 2 below:

Table 2   Normality Test Results
One-Sample Kolmogorov-Smirnov Test

		Performance	Competence	Communication	Work Ethic	Motivation
N		35	35	35	35	35
Normal Parameters[a]	Mean	43.4826	33.9884	43.5233	69.2326	43.0523
	Std. Deviation	3.10343	2.99900	3.37769	3.42565	3.73112
Most Extreme Differences	Absolute	.142	.118	.105	.095	.116
	Positive	.069	.077	.058	.057	.069
	Negative	-.142	-.118	-.105	-.095	-.116
Kolmogorov-Smirnov Z		1.860	1.545	1.378	1.246	1.528
Asymp. Sig. (2-tailed)		.302	.217	.145	.089	.219

a. Test distribution is Normal.

From Table 2 above which is a normality test, it can be seen that in regression models, disruptive or residual variables have a normal distribution. This can be seen from the result that the sig value of the performance variable (Y) is 0. 302 > 0.05 competency variable (X1) is 0. 217 > 0.05; the communication variable (X2) is 0. 145 > 0.05; the work ethic variable (X3) is 0. 089 > 0.05 ; the motivation variable (X4) is 0. 219 > 0.05. So it was concluded that for the variables of performance, competence, communication, work ethic and motivation in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City were normally distributed.

Uji Multicollinearity
The Multicollinearity test is useful for testing whether regression models found correlations between independent variables. A good regression model should not have a correlation among free variables if free variables correlate then these variables are not orthogunal. Orthogunal variables are free variables whose correlation value between fellow free variables = 0 (Ghozali, 2011). Multicolonierity can be seen from tolerance and *Variance Inflation Factor* (VIF). The way to find out whether there is a deviation of the multicollinearity test is to look at the Tolerance and VIF values of each independent variable, if the Tolerance value > 0.10 and the VIF value < 10 then the data free from the symptoms of multicollinearity can be seen in table 3 below:

Table 3 Multicholinearity Test Results
Coefficients[a]

Model		Collinearity Statistics	
		Tolerance	BRIGHT
1	Competence	.967	1.034
	Communication	.980	1.021
	Work Ethic	.969	1.032
	Motivation	.991	1.009

a. Dependent Variable: Y

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Based on the multicollinerity test in the table above, it can be seen that there is no relationship between fellow free variables.

Heteroskedasticity Test

The heteroskedasticity test aims to test whether in a regression model there is a dissimilarity of variants from the residual of one observation to another. If the variant from the residual of an observation to another observation is called homokedasticity and if it is different it is called heteroskedasticity. Detecting the presence of heteros of plasticityin this study using the Park Test. This test if there is no clear pattern, such as the spread point above and below the number 0 (zero) on the Y axis then there is no heterochedadicity. The criteria for Uji Park according to Ghozali (2013) are as follows:

1. If the probability value > 5% (0.05) then it is said that there are no symptoms of heteroskedasticity.
2. If the probability value < 5% (0.05) then it is said that there is a symptom of heteroskedasticitys. In table 4.17 in a bag it can be seen that on the park test can be a probability value of > of 5% (0.05) it can be said that there is no heteroskedaticity in the regression model used. Thus the assumption of no heteroskedasticity has been fulfilled. The test results can be seen in Figure Table 4:

Table 4 Heterochedasity Test Results (Park Test)
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Itself.
		B	Std. Error	Beta		
1	(Constant)	55.425	6.965		7.958	.000
	X1	.461	.846	.155	1.020	.545
	X2	.381	.330	.088	1.153	.600
	X3	.531	1.212	.034	.438	.732
	X4	.372	.437	.087	.142	.851

a. Dependent Variable: Lnei2

Multiple Linear Regression Alisis

In testing the hypothesis of this study, multiple linear regression tests were used, which aimed to find out how much influence some free variables have on bound variables. Multiple regression analysis was performed by comparing t_{count} with t_{table} and sig value with $\alpha = 0.05$. In detail the results of multiple regression testing can be seen in Table 5

Table 5 Multiple Regression Equation
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Itself.
		B	Std. Error	Beta		
1	(Constant)	35.485	6.109		5.808	.000
	Competence	.161	.080	.155	2.020	.045
	Communication	.181	.044	.088	4.153	.000
	Work Ethic	.231	.095	.034	2.438	.032
	Motivation	.572	.182	.087	3.142	.001

a. Dependent Variable: Y

Based on Table 5 above, the estimation model can be analyzed as follows:

$Y = 35,485 + 0.161 (X_1) + 0.181 (X_2) + 0.231 (X_3) + 0.572 (x_4)$

Based on the above equation it can be explained that:

a. From the equation above, it can be seen that there is a constant value of 35,485 which means that if competence, communication, work ethic, motivation is zero, then the value of the performance

variable is at 35,485. this means that the variables of competence, communication, work ethic, motivation contribute to the improvement of employee performance in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City.

b. The value of the competency regression coefficient is positively valued at 0. 161. This means that if work competence increases by one unit, it will result in an increase in performance by 0. 161 units.

c. The value of the communication regression coefficient is negative which is 0. 181. This means that if communication increases by one unit, it results in an increase in employee performance by 0. 181units.

d. The value of the work ethic regression coefficient is positive which is 0. 231. This means that if the work ethic increases by one unit, it will result in an increase in employee performance by 0. 231 onean.

e. The value of the motivation regression coefficient is positive which is 0. 572. This means that if motivation increases one unit will result in an increase in employee performance by 0. 572 units.

Exam Statistics
t-Test Results **(Partially)**
Hypothesis Testing 1

The first hypothesis proposed, that competence partially positively affects employee performance. Based on the results of the analysis of the t test, it is known that the significance level of the competency variable is 0.045 < of the significance value (0.05). Thus H_o is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant influence between competence on EMPLOYEE PERFORMANCE in the Hu mas Sectionand the Protocol of the Regional Secretary of the Sungai Penuh City.

Hypothesis Testing 2

The second hypothesis proposed is that communication partially negatively affects employee performance. Based on the results of the analysis of the t test, it is known that the significance level of the communication variable is 0.000 < of the significance value (0.05). Thus H_o is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant negative influence between communication on employee performance in the Public Relations Section and the Protocol of the Regional Secretary of the Sungai Penuh City.

Hypothesis Testing 3

The third hypothesis proposed, that work ethic partially positively affects performance. Based on the results of the analysis of the t test, it is known that the significance level of the Work Ethic variable is 0.032 < the significance value (0.05). Thus H_o is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant influence between work ethic on employee performance in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City.

Hypothesis Testing 4

The fourth hypothesis proposed, that motivation partially has a positive effect on performance. Based on the analisis results from the t test, it is known that the significance level of the motivation variable is 0.001 < the significance value (0.05). Thus H_o is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there isa significant gap between the motivation for employee performance in the Public Relations Section and the Protocol of the Regional Secretary of the Sungai Penuh City.

Hypothesis Testing 5

The fourth hypothesis proposed is that competence, communication, work ethic and motivation together have apositive impact on employee performance. Based on the results of the analysis of the F test, it is known that the level of significance of the variables of competence, communication, and work ethic is 0.000 < 0.05. Thus H_o is rejected and H_a is accepted. So that the altern atif hypothesisproposed in this study is accepted, meaning that there is a significant influence together between competence, communication,

and work ethic on employee performance in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. As canbe seen in table 6 below:

Table 6 F Test Results

ANOVAᵇ

Model		Sum of Squares	df	Mean Square	F	Itself.
1	Regression	72.122	4	18.030	3.912	.000ᵃ
	Residual	1574.826	30	9.430		
	Total	1646.948	34			

a. Predictors: (Constant), X3, X1, X2

b. Dependent Variable: Y

Coefficient of Determination Testing (*R Square*)

The Coefficient of Determination aims to see or measure how far the model's ability to explain the variation of independent variables, where the value of R *square* is used for research with 2 variables and the value of *Adjusted R Square* is used for researchersand more than 3 variables. The value of the coefficient of determination in this study is taken from the value of *R Square* which can be seen in table 7

Table 7 *R Square* Test Results

Model Summaryᵇ

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.879ᵃ	.772	.751	3.07085

a. Predictors: (Constant), X4, X3, X2, X1

b. Dependent Variable: Y

Based on the results of the R square analysis is 0.772 this means that 77.2% of employee performance is influenced by independent variables of competence, communication, work ethic and motivation. While the remaining 22.8% is influenced by other variables outside the model.

Discussion
The Effect of Competence on Employee Performance in the Public Relations and Protocol Section of the Regional Secretary of **the Sungai Penuh City.**

The results of this study show that competence has a significant positive influence on employee performance in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. This indicates that competence determines the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. This means that the better the competence of employees and agencies, the better the employee performance.

From the results of this study, it can be seen that the competence variable hasa coefficient of 0.161, which means that competence has a great influence. This indicates that competence can play a role in improving employee performance. If in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City wants to improve the work of employees, it must increase good competence in employees and agencies.

This is in line with the opinion according to (Sutrisno, 2011: 202) competence is an ability based on skills and knowledge supported by a work attitude that refers to the established work requirements. The same thing was also conveyed by Mc. Lelland in Moeheriono (2012) competence is a basic characteristic of personnel that is a determining factor in whether a person is successful in doing a job or in a particular situation. Meanwhile, according to Wibowo (2013: 323) that competence is said to be one of the factors that affect performance. Competence is needed to help organizations create a high work culture, the number of competenciesused by human resources will improve performance.

The results of this study are in line with Adrian's research (2014) which shows that competence has a positive and significant effect on employee performance. Adi (2017) the results of his research also show that competence has a significant effect on employee performance.

The Effect of Communication on Employee Performance in the Public Relations and Protocol Section of the Regional Secretary of **the Sungai Penuh City.**

The results of this study show that communication has apositive significant influence on   the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. This indicates that employee communication determines the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City. This means that the better the communication of the agency, the more it will improve employee performance.

From the results of this study, it can be seen that the work communication variable has a coefficient of 0.181, which means that communication has a great influence. This insinuatesthat good and good communication can play a role in improving employee performance. If the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City wants to improve Employee Performance, it must create an existing Employee Communication agency.

  This is in line with Sudarwan's opinion (2010: 102) that a conducive communication climate between leaders and subordinates or vice versa, and between fellow employees is a necessity for the creation of morale in the group. Then Mangkunegara (2012: 10) stated that the formation of good performance is produced if there is communication between all employees. The communication process that is established between superiors and subordinates, between top management and workers / employees. The ability to communicatehorizontally and vertically well will have an impact on good employee work performance as well.

The results of this study are in line with Adi's research (2017) which shows that communication affects employee performance. Ivo (2013) the results of his research also showed that communication has a significant effect on employee performance.

The Effect of Work Ethic on Employee Performance in the Public Relations and Protocol Section of the Regional Secretary of **Sungai Penuh City.**

The results of this study show that work etos have a significant influence on the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City. This indicates that work ethic determines the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City. This means that the better and better the work ethic of employees to the agency, the more it will improve employee performance.

From the results of this study, it can be seen that the work ethic variable has a coefficient of 0.231, which means that work ethic has a great influence. This indicates that Work Ethic can play a role in improving employee performance. If in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City wants to improve employee performance, it must improve the work ethic of employees in the agency.

Inaccordance with the opinion of Sinamo (2011:26), the term ethos contains the meaning not only as the typical behavior of an organization or community, but also includes the motivations that move them, the main characteristics, the basic spirit, the basic thoughts, the code of ethics, the moral code, the code of conduct, attitudes, aspirations, beliefs, principles, and standards. Ethos is an evaluative aspect, which is judgmental in nature. Thus, work ethic affects the morale and work spirit of the workforce or employees in carrying out work ethic is a set of positive behaviors rooted in fundamental confidence accompanied by a total commitment to an integral work paradigm (Sinamo, 2011: 151).

The results of this study are in linewith Ista's research (2018) which shows that there is a positive significant influence between work ethic on employee performance.

The Effect of Motivational Influence on Employee Performance in the Public Relations and Protocol Section of the Regional Secretary of **the Sungai Penuh City.**

The results ofthis research show that motivation has a significant influence on the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. This indicates that motivation determines the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of the City of Sungai Penuh. This means that the better and better the motivation of employees to the agency, the more it will improve employee performance.

From the results of this study, it can be seen that the motivation variable has a coefficient of 0.572, which means that motivation has the most influence from other variables. This indicates that motivation can play a role in improving employee performance. Ifa In the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City wants to improve the performance of employees, it must increase the motivation of employees in the agency.

This is in accordance with the opinion of Robbins and Judge (2012:222), arguing that motivation as a process yang explains the intensity, direction, and perseverance of an individual to achieve his goals. While motivation is generally related to trying to achieve a goal, the discussion is narrowed down and focuses on the goals of achieving the organization toreflect our interest in work-related behaviors. Whereas according to Mitchell (2006:15), motivation represents psychological processes, which cause the arising, directing, and persistence of activitiesdirected towards a specific goal.

The results of this study are in line with Adrian's research (2014) which shows that there is a significant positive influence between motivation on employee performance.

The Effect of Competence, Communication, Work Ethic and Motivasi on Employee **Performance in the Public Relations and Protocol Section** of the **Regional Secretary** of **the Sungai Penuh City.**

The results of this study show that competence, communication, work ethic and motivation together have a significant influence on employee performance in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City. This indicates that competence, communication, work ethic and motivation determine the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. This means that competence, communication, ethos,good motivation will improve employee performance.

This is in line with the research of Adrian (2014), Adi (1017) and Ivo (2013) which shows that the results show support for a positive and significant influence between competence, communication, work ethic and motivation on employee performance.

4. CONCLUSIONS

Based on the results of testing and discussion of hypotheses that have been described in the previous chapter, several conclusions can be drawn as follows: Competence has a positive influence on the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. This means that employee performance will increase if the competence in the agency is good and good for employees, it is able to provide encouragement to employees in improving their performance.

Communication has a positive influence on the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. This means that employee performance will increaseif good communication is able to provide morale to employees in carrying out work. The better the communication of an employee in the agency, the better his performance in doing his work in the agency. Kerj a's ethoshas a positive influence on the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City. This means that employee performance will increase if the agency's work ethic is good for employees, thus making employees enthusiastic and able to carry out their jobs well. And a good work ethic will drive high performance.

Motivation has a positive influence on the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of the Sungai Penuh City. This means that employee performance will increase if employee motivation is high towards the agency, thus making employees enthusiastic and able to carry out their jobs well. And a good work ethic will drive high performance. Competence, communication,work ethic and motivation together positively affect the performance of employees in the Public Relations and Protocol Section of the Regional Secretary of Sungai Penuh City. With an F Anova Test number of 0.000 < 0.05, employee performance is influenced by independent variables of competence, communication, work ethic, and motivation.

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