

An Enhance Performance of State Court Office Employees Based on Competency, Motivation and Communication

Muhammad Arief Pohan¹, Hasrul Azwar Hasibuan², M. Isa Indrawan³

^{1,2,3}Faculty of Social and Science, Universitas Pembangunan Panca Budi, Indonesia
ariefpohan15@gmail.com

Abstract

This research was conducted to explain the partial or simultaneous influence of competence, motivation, and communication variables on the performance of the Medan District Court's employees. The total population used was 65 respondents who worked at the Medan District Court Office which was taken using a questionnaire that was used as a data collection method in this study. Where using multiple linear regression analysis and the results of the analysis show that there is a simultaneous significant effect between the three variables, and a partially significant influence between the variables of competence, motivation, and communication on the performance of Medan District Court employees.

Keywords

Competence; motivation; communication; performance



I. Introduction

The organization contains various visions for the benefit of humans. Where, it requires every organization to get qualified and productive employees in running the organization. An organization that is formed, of course, has set a certain goal which is a direction for the leadership and all employees of the company. This is because the organization is a place to achieve certain goals. The success of an organization in achieving its goals also depends on the human resource factor, which requires an interaction and coordination designed to link tasks, both individual and group in order to achieve organizational goals.

Employee performance that occurs at the Medan District Court is considered to be still less than optimal based on the Pre-Survey conducted to 65 employee correspondents at the Medan District Court Office. The results of the pre-survey questionnaire recapitulation regarding performance show that currently employees are still lacking in innovation in completing their work. This is due to the lack of motivation by the leadership towards employees. The work motivation of employees is still relatively low. They just run their jobs and don't think about the targets that have been set by the agency.

The performance that occurs in the Medan District Court is considered to be still less than optimal based on the Pre-Survey conducted to 65 correspondent employees in the Medan District Court work environment. The results of the pre-survey questionnaire recapitulation on performance, the authors found a decrease in the quality of employee work due to lack of training for employees in mastering components. It can be seen that currently employees are less motivated to get the best results at work and consider work targets unimportant. This is due to the low performance of employees. Employees who work only as a routine or obligation, and there is no desire to increase knowledge. This causes the administrative motivation to be loyal and do their work on time to decrease.

II. Review of Literature

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 2013). What is seen from a person in working to carry out their duties, all of which can be supported by independence, creativity, commitment, responsibility and individual self-confidence at work (Mariam, 2016). The performance of employees greatly affects the success of an organization. There are many factors that affect performance, both related to the workforce and related to the company environment and government policies as a whole.

Competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job (Wibowo, 2014). Factors that affect competence include various technical and non-technical factors, personality and behavior, soft skills and hard skills. Serdamayanti, 2017).

Define that motivation According to Nitisemito (2014:73) is a stimulated need that is oriented to individual goals in achieving satisfaction. Motivation is also a condition that moves people towards a certain goal. According to Mangkunegara (2017), one of the factors that affect employee performance is motivation. Motivation is defined as an attitude that leaders and employees have towards the work situation of their organizational environment. Employees will show positive and negative values to their work situations, and all of that can show how high and low motivation is owned by leaders and employees. Motivation has a strong influence on employee performance.

Employees always face various forms of concerns and problems. Some forms of difficulties occur outside of work, but other difficulties are related to work and it is recognized that communication is one of the important factors that greatly enhances employee performance. Therefore, for the smooth implementation of the work program compiled by the superior management, good communication between all employees is needed (Didi, 2019).

III. Research Methods

3.1. Conceptual

Conceptually, competence (X1), motivation (X2), and communication (X3) affect the performance (Y) of employees at the Medan District Court, either simultaneously or partially. The research framework can be described as follows.

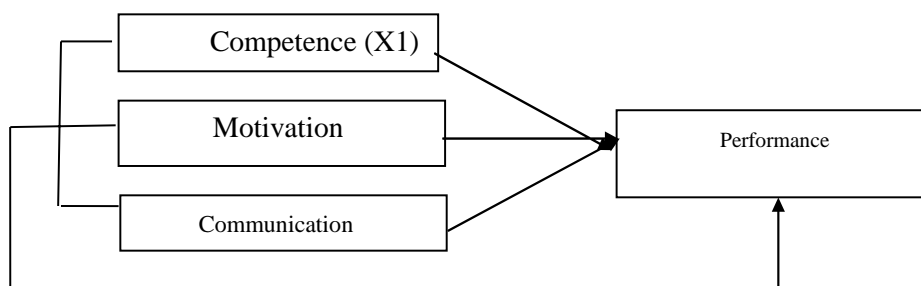


Figure 1. Conceptual Framework

The population in this study were Medan District Court employees, totaling 131 people. While the determination of the number of samples using the Slovin formula. So based on this formula, the number of samples to be taken is 65 people.

The data collection technique used in this research is to use a questionnaire with a Likert scale consisting of 5 alternative answers, namely:

Strongly Agree (SS) is given a score 5 Agree (S) scored 4 Disagree (KS) is given a score 3 Disagree (TS) is given a score of 2 Strongly Disagree (STS) was given a score of 1. After testing the validity, reliability, and classical assumption tests (Data Normality Test, Heteroscedasticity Test, and Multicollinearity Test), then the following analysis is carried out.

3.2. Multiple Regression Method

To find parameters and constants as well as F-count and t-count values, computer assistance will be used with SPSS version 20.00 for windows program. Regression test was used to determine the magnitude of the effect of Competence (X1), Motivation (X2), and Communication (X3), on Employee Performance (Y) at the Medan District Court. The regression equation is as follows:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$$

Where:

Y = Performance

X1 = Competence X2 = Motivation X3 = Communication

b1 = Regression coefficient of Competence b2 = Regression coefficient of Motivation

b3 = Regression coefficient of Communication

a = Constant

e = Error Rate (standard error) = 0.05 (5%)

3.3. Hypothesis Testing

F test was conducted to see whether the independent variable; Competence (X1), Motivation (X2) and Communication (X3) together on Performance at the Medan District Court Office. The F test (simultaneous test) is to test whether there is an effect of the independent variables Competence (X1), Motivation (X2) and Communication (X3) simultaneously (simultaneously) on the dependent variable Performance (Y).

If the F test is obtained the value of $F_{count} > F_{table}$ will be continued with the t test. The t-test aims to see partially the effect of the independent variables Competence (X1), Motivation (X2) and Communication (X3) on Employee Performance at the Medan District Court Office. -t test (Partial Test) which is to test whether there is an effect of the independent variable (X) partially on the dependent variable (Y).

IV. Results and Discussion

4.1. Validity Test

Validity test is used to measure the validity or validity of a questionnaire. The instrument used in the form of a questionnaire that was tested on 65 employee respondents at the Medan District Court Office. This validity test is carried out by comparing the values of r_{count} and r_{table} for each of the existing statement items. If the value of $r_{count} > r_{table}$, then the item of the instrument is said to be valid. The method used in testing the validity uses a product moment correlation approach with the provisions of instrument validity if $r_{count} > r_{table}$ at $N = 65$. So that the r_{table} value is 0.206. Validity test results can be seen from the following table:

Table 1. Test the Validity of Competency Instruments (X1), Motivation (X2) and Communication (X3) and Performance (Y)

No Question	r-count (X1)	r-count (X2)	r-count (X3)	r-count (Y)	r table
1	0.353	0.417	,304	,434	0.206
2	0.470	0.539	,617	,313	0.206
3	0.601	0.565	,541	,455	0.206
4	0.796	0.781	,250	,286	0.206
5	0.732	0.441	,259	,442	0.206
6	0.832	0.809	,478	,308	0.206
7	0.748	0.764	,367	,551	0.206
8	0.718	0.417	,542	,562	0.206
9	0.559	0.648	,435	,374	0.206
10	0.493	0.621	,372	,446	0.206
11	0.700	0.659	,366	,270	0.206
12	0.853	0.782	,369	,614	0.206
13	0.772	0.811	,393	,451	0.206
14	0.730	0.742	,347	,573	0.206
15	0.687	0.557	,374	,403	0.206

Based on the attachment table 2, the validity test conducted on the competence, motivation, and communication variables can be seen that all statement components in these variables are valid. It can be seen in the table above that the variables have $r_{count} > r_{table}$. The above instrument is declared valid because it has met the requirements of $r_{count} > r_{table}$ 0.206, so it can be concluded that the instrument of competence, motivation, and communication, and performance can be used for research purposes.

4.2. Reliability Test

The results of the validity test of the competence variable (X1), motivation (X2), and communication (X3) on the performance (Y) of employees at the Medan District Court Office can be seen as follows:

Table 2. Reliability Test of Competency Instruments (X1), Motivation (X2) and Communication (X3) and Performance (Y)

VariableS	Cronbach's	
	Alpha	Description
Competence	0.925	Reliable
Motivation	0.920	Reliable
Communication	0.773	Reliable
Performance	0.798	Reliable

Table 2 the results of the reliability test for each variable using the Cronbach's Alpha technique, it can be seen that the Cronbach's Alpha value is > 0.6 , for the competency variable the Cronbach's Alpha value is 0.925, while for the motivation variable is 0.920, then communication is 0.773 and for performance is 0.925. 0.798. So, the instruments of the four variables are declared reliable because they meet the requirements of Cronbach's Alpha value > 0.6 .

4.3. Data Normality Test

The normality test is intended to determine whether the samples taken in the study are normally distributed or not. The normality test was carried out with the one sample Kolmogorov-Smirnov Test and was said to be normal if the residual value which was normally distributed had a significance probability greater than 0.05.

Table 3. Data Normality Test

TOTAL_X1 (Unstandardized Residuals 1)		TOTAL_X2 (Unstandardized Residuals 2)	TOTAL_X3 (Unstandardized Residuals 3)	TOTAL_Y (Unstandardized Residuals 4)
N		65	65	65
Normal Parameters, b	Mean	0.000	0.000	0.000
	Std. Deviation	3.648	2,562	3.582
Most Extreme Differences	Absolute	0.063	0.064	0.108
	Positive	0.045	0.060	0.041
	negative	-,063	-,064	-,108
Test Statistics		0.063	0.064	0.108
asymp. Sig. (2-tailed)		0.257^c	0.263^c	0.294^c

4.4 Linearity Test

The linearity test was carried out by looking for the regression line equation for the Competency (X1), Motivation (X2), and Communication (X3) variables on the Performance variable (Y). Based on the regression line that has been made, then the significance of the regression line coefficient and its linearity is tested by using a test for linearity at a significance level of 0.05. The criterion in the linearity test is that two variables are said to have a linear relationship if their significance (linearity) is more than 0.05.

Table 4. Test resultsLinearity

		Sum of Squares	df	mean Square	F	Sig.
Unstandardized Residual * Unstandardized Predicted Value	Between Groups	(Combined)	811.5	73	2.59	0.55
		linearity	0	3	0	1,000
		Deviation from Linearity	706.35	61	2,626	0.56
	Within Groups		37,667		4.708	
	Total		226,706	64		

Based on the results of the linearity test between compensation variables, organizational culture, work stress and productivity variables in Table 4. above, it is known that the linearity significance value is 1,000. That is, the significance value is more than 0.05 so it can be concluded that there is a linear relationship between the two variables.

4.5. Heteroscedasticity Test

Table 5. Heteroscedasticity Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	1.193	2.418		0.493	0.62
TOTAL_X1	0.023	0.043	0.007	0.058	0.95
TOTAL_X2	0.034	0.052	0.067	0.593	0.56
TOTAL_X3	0.089	0.052	0.103	0.90	0.37

Based on the results of the heteroscedasticity test in table 6 above, it can be said that the three independent variables, namely competence (X1), motivation (X2), and communication (X3) have a significance value of more than 0.05 so that it can be concluded that there is no heteroscedasticity problem in the regression model. in this research.

4.6. Multiple Linear Regression Test Results

To see the regression equation between competence (X1), motivation (X2) and communication (X3) on performance (Y) can be seen.

Table 6. Li Regression Equation Resultnier

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig
	B	Std.Error	Beta		
(Constant)	17,116	6,729		2,544	0.014
TOTAL_X1	0.386	0.247	0.571	2,164	0.023
TOTAL_X2	0.077	0.242	0.115	2,316	0.045
TOTAL_X3	0.240	0.101	0.212	2,372	0.021

Based on Table 6, the linear regression equation obtained is $Y = 17.116 + 0.386X1 + 0.077X2 + 0.240X3$. The meaning of the figures in the above equation is as follows:

- The regression coefficient value of the competency variable is positive, namely 0.386. This means that for every one increase in the compensation score, it will increase performance by 0.247.
- The value of the regression coefficient of the motivation variable is positive, namely 0.077. This means that every increase in one unit of motivation will increase performance by 0.242.
- The value of the communication variable regression coefficient is positive, namely 0.240. This means that every increase in one communication will increase performance by 0.101.

4.7. The Effect of Competence on Employee Performance

The results of the study indicate that competence in the Medan District Court has an effect on employee performance. This can be seen from the multiple linear regression analysis through the t-test which is positive with a tcount of 2.164 with sig. 0.023. Based on these results, it can be concluded that Hypothesis 1 (one) in this study was tested and can be accepted.

The results of this study are in accordance with the research objectives to determine whether competence has a positive and significant effect on employee performance at the

Medan District Court Office, has been carried out and at the same time has completed/answered the problems identified in point 1, namely employees are less able to understand tasks. The new one given by the leadership has been answered.

4.8. The Effect of Work Motivation on Employee Performance

The results of the study indicate that motivation at the Medan District Court has an effect on employee performance. This can be seen from the multiple linear regression analysis through the t-test which is positive with a tcount of 2,316 with sig. 0.023. Based on these results, it can be concluded that Hypothesis 2 (two) in this study was tested and can be accepted. The positive direction shows that every time there is an increase in work motivation carried out by the Medan District Court Office, it will cause an increase in employee performance at the Medan District Court Office simultaneously by 0.077 units.

V. Conclusion

The results of this study are in accordance with the research objectives to determine whether work motivation has a positive and significant effect on employee performance at the Medan District Court Office, has been carried out and at the same time has resolved/answered the problems identified in point 2, namely employees are less enthusiastic and enthusiastic in carrying out their duties the job has been done.

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