

The Effect Of Competence and Work Environment On Motivation and Its Effects On Employee Performance

Muhammad Fathir Poetra Halilintar

Universitas Borobudur

Email: fathirpoetra@yahoo.com

Muhamad Halilintar

Universitas Borobudur

Email: miun69@yahoo.com

Korespondensi penulis: fathirpoetra@yahoo.com

Abstract: The purpose of this study is to deduce the extent of how Competence and the Work Environment influences Employee Motivation as well as their role on affecting Employee Performance at PT. Klinik Mega Kartika in Depok, West Java. The primary data used in this research was collected from respondents' answers based on a questionnaire distributed to 39 individuals. The data processing method for this study uses path analysis with SPSS version 20.0. Statistical testing includes the individual parameter significance test (t-test), simultaneous significance test (F-test), and the Sobel test. The results of this study indicate that, simultaneously, the variables of Competence, Work Environment, and Motivation have a significant effect on employee performance. Partially, the analysis shows the following: Firstly, Competence has an effect on Employee Performance, Secondly Work Environment has an effect on Employee Performance, and Third, Motivation has a significant effect on Employee Performance.

Keywords: Competence, Work Environment, Motivation, Employee Performance

INTRODUCTIONS

Employee performance is an important aspect in a healthcare company or institution, because this is what determines the company's development. Employees are an inseparable part of the Clinic and other healthcare companies. If employees perform poorly, the result is a decrease in the quality of service provided by said employees and or companies which could result in the deterioration of the company's image. Employee performance is a benchmark for the success of health services provided by any given healthcare company, which shows the competency of a health service institution in supervising and managing human resources effectively, efficiently and conducively.

Tabel 1. Table of Tardy Employees in 2020 (January- August)

	Month	Percentage	Quantity	Increase	Decline
1.	January	43,59 %	17	-	-
2.	February	35,90 %	14	-	7,70 %

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*Penulis pertama, [email penulis pertama](mailto:fathirpoetra@yahoo.com)

3.	March	46,15 %	18	10,25 %	-
4.	April	33,33 %	13	-	12,82 %
5.	May	25,64 %	10	-	7,69 %
6.	June	35,90 %	14	10,26 %	-
7.	July	30,77 %	12	-	5, 13 %
8.	August	46,15 %	18	15,38 %	-

It can be seen from the table above that the problem of tardiness is something that is apparant at PT Klinik Mega Kartika, as can be seen from the fluctuations in the percentage of tardiness per month that are constantly changing. From this data, it can be concluded that the performance at PT Klinik Mega Krtika is still lacking.

The knowledge, abilities, skills and other characteristics needed to do a job are described in competence. Competence is a basic characteristic of a person that is usually related to effective performance according to certain criteria and or superior performance in a job or situation Spencer and Spencer in Moeheriono (2014:5). Competence is generally defined as a combination of knowledge, skills and attitudes of an employee so that he or she is able to carry out his or her work.

Martin in Priansa (2017) stated that competence refers to functions or activities carried out by managers, such as employee development. Competence is an individual quality that employees bring to work, such as creativity and networking skills. Sriwidodo and Haryanto in Dewi et al (2017) said that competence is something that a person needs when they are in an organization. Motivation is a process that arouses, directs and maintains or maintains human behavior so that it is directed towards goals. Tyson in Priansa (2017) states that the term competence has been used to describe the attributes necessary to produce effective performance. Competencies are related to the role carried out or a mixture of personal and occupational attributes. Boyatzis in Literature (2017) defines competence as the capacity that exists in a person that can make the person able to fulfill what is required by the job in an organization so that the organization is able to achieve the expected results.

RESEARCH METHODS

The population in this study is all employees at PT Klinik Mega Kartika as of 2020. The sample in this study is 39 people, namely employees of PT Klinik Mega Kartika. Sampling in this study uses Purposive Sampling. The path analysis model is used to analyze the pattern of relationships between variables with the aim of determining the direct or indirect influence of a set of independent (exogenous) variables on bound variables (endogenous) (Riduwan and Kuncoro, 2007:2).

Based on the above framework of thought, the research hypothesis is as followed:

H1 : Competence has a direct effect on the performance of PT Klinik Mega Kartika employees

H2 : The Work Environment has a direct effect on the performance of PT Klinik Mega Kartika employees

H3 : Motivation has a direct effect on the performance of PT Klinik Mega Kartika employees

H4: Competence has a direct influence on the motivation of PT Klinik Mega Kartika employees

H5: The Work Environment has a direct influence on the motivation of employees of PT Klinik Mega Kartika

H6: Competence has an indirect effect through Motivation on employee performance PT Mega Kartika Clinic

H7: The Work Environment has an indirect effect through Motivation on the Performance of PT Klinik Mega Kartika employees

RESULTS AND DISCUSSION

The Based on the results of the analysis and discussion that has been described on this analysis, the following conclusions can be drawn:

1. The results of the calculation show that there is a direct influence of the competency variable (X1) on the performance variable (Z) by 29.4%
2. The results of the calculation show that there is a direct influence of the work environment variable (X2) on the performance variable (Z) of 3.5%
3. The results of the calculation show that there is a direct influence of the motivation variable (Y) on the performance variable (Z) by 63.1%
4. The results of the calculation showed that there was a direct influence of the competency variable (X1) on the motivation variable (Y) by 13.9%
5. The results of the calculation show that there is a direct influence of the work environment variable (X2) on the motivation variable (Y) by 48.0%
6. The results of the calculation showed that there was an indirect influence of the competency variable (X1) through the motivation variable (Y) on the performance variable (Z) by 8.8%
7. The results of the calculation showed that there was an indirect influence of the work environment variable (X2) through the motivation variable (Y) on the performance variable (Z) by 30.3%
8. The results of the calculation show that the highest percentage is found in the formulation of problems 3 and 5, at 63.1% and 48.0%, which proves two things, namely:

Individual Parameter Significance Test (T-Test)

Tabel 2. Tets t-count Substructure 2
Coefficient

Type	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	6.749	5.810		1.162	.253
Competence	.236	.095	.294	2.487	.018
Work Environment	-.034	.130	-.035	-.261	.795
Motivation	.653	.138	.631	4.747	.000

a. Dependent Variable: Performance

1. The Effect of Competency (X1) on Performance (Z) From the processed data, the t-count value = 2.487 at sig 0.018 < 0.05, and $\beta (+) = 0.294$ means that the effect is significant and positive. This shows that H1 is acceptable.
2. Influence of Work Environment (X2) on Performance (Z) From the processed data, t-calculated values = -261 at sig 0.795 > 0.05, and $\beta (+) = -0.035$ means that the effect is negative and insignificant. This shows that H2 is rejected.
3. The Effect of Motivation (Y) on Performance (Z) From the data processing, the t-count value = 4.747 at sig 0.000 < 0.05, and $\beta (+) = 0.631$ means that the effect is positive and significant. This shows that H3 is acceptable

Simultaneous Significance Test

Tabel 3. (F-test) Statistical F-Test
ANOVA^a

Type	Sum of Squares	Df	Mean Square	F	Sig.
Regression	245.528	3	81.843	14.772	.000b
Residual	193.908	35	5.540		
Total	439.436	38			

a. Dependent Variable: Performance

b. Predictors: (Constant), Motivation, Competence, Work Environment

From the results of the data output, it can be seen that the test value of F is 14.772 with a significance value of $0.000 < 0.05$. This shows that competency variable, work environment variable and motivation variable together (simultaneously) have a significant and positive effect on the Employee performance variable.

CONCLUSION

Based on the results of the analysis and discussion that has been described in this study, the following conclusions can be stated:

1. The results of the calculation show that there is a direct influence of the competency variable (X1) on the performance variable (Z) by 29.4%
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5. The results of the calculation show that there is a direct influence of the work environment variable (X2) on the motivation variable (Y) by 48.0%
6. The results of the calculation showed that there was an indirect influence of the competency variable (X1) through the motivation variable (Y) on the performance variable (Z) by 8.8%

7. The results of the calculation showed that there was an indirect influence of the work environment variable (X2) through the motivation variable (Y) on the performance variable (Z) by 30.3%
8. The results of the calculation show that the highest percentage is found in the formulation of results 3 and 5, at 63.1% and 48.0%, which proves two things, namely:
It is concluded in this reasearch that Motivation greatly affects the performance of employees of PT. Mega Kartika Clinic.
It is concluded that The Work Environment has a great influence on Employee Motivation at PT. Mega Kartika Clinic.

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