

The Effect Of Motivation And Competency Toward Performance Of Employee On PT BPR Dana Nagoya

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ABSTRAK

Tujuan penelitian – This study aims to examine and analyze the problem of Motivation and Competence on Employee Performance in PT BPR Dana Nagoya.

Desain/Methodologi/Pendekatan – The technique used in this study is a saturated sample or census with a total of 108 respondents. Methods Data analysis was performed using multiple linear regression analysis. The data quality test in this study uses validity and reliability tests, classical assumption tests in this study use normality tests, multicollinearity tests and heteroscedasticity tests and influence tests use multiple linear regression analysis and coefficient of determination analysis (R²), while hypothesis testing in this study using the t test and F test with the help of statistical software SPSS 25

Temuan – Based on the results of the study, it shows that motivation and competence have a positive and significant effect on employee performance and motivation and competence together have a positive and significant effect on employee performance

Keterbatasan penelitian – The limitations in this study are only using two independent variables, motivation, and competence in seeing their effect on the employee performance.

Originality/value – This study examines how the influence of motivation and competence on employee performance in the banking environment by using multiple linear regression models.

Keywords : *competence, employee's performance, motivation*

INTRODUCTION

PT. BPR Dana Nagoya is a banking service agency. The company plays a role in serving and providing banking service satisfaction to customers, so that the performance of every employee when providing services and being able to work according to organizational standards is very important because customer satisfaction is important for the organization.

PT BPR Dana Nagoya was founded in 2006 and is certainly well known by many people in the city of Batam. The head office of PT BPR Dana Nagoya is domiciled at Komplek Nagoya Newton Blok F No. 1-2, Lubuk Baja, Batam. Then in gaining a wider market share, the company is reaching out by opening the first branch office which has been established since 2010 then re-opening a second branch office which has been established since 2014. PT BPR Dana Nagoya has a vision, namely "To become a large, healthy BPR with good quality and efficient and optimal service".

Employee performance results can be known through the work that has been made because the progress of an organization is affected by employee performance. As an example of what happened to employees at PT BPR Dana Nagoya, there was a decrease in placement of deposits and credit distribution.

Good and bad employee performance occurs due to several factors such as employee motivation, competence, work environment, discipline and so on. If reviewed through research

previously found all the ways that can be applied by the organization in improving performance, among others, by increasing competence and motivation so that the topic in this study is the influence of motivation and competence on employee performance.

Motivation is a mandatory point to increase a job effectively. Individuals who are well motivated at work, they can strive optimally at work to achieve good goals. This is confirmed by the results of research by Tini Supartini (2017) which shows that the contribution of motivation variables in determining employee performance (Supartini, 2017: 66). Another researcher, Patmawati & Realize (2018), explains that the variables of motivation and discipline have a partial effect on employee performance (Patmawati & Realize, 2018: 132).

The problems of PT BPR Dana Nagoya are not much different from those of companies in general. The results of the observation show that the form of motivation for the employees of PT BPR Dana Nagoya tends to be monotonous and even decreases. The training activities held were more attended by employees with certain positions and / or new employees compared to employees who had long joined PT BPR Dana Nagoya. In addition, the provision of motivation in the form of recreational activities has also decreased from year to year and has not even been held.

The form of motivation is very influential on employee performance so that it is getting better in achieving organizational expectations. Previous organizations was motivated in the form of rewards in the form of incentives for achievement and referring customers, but the nominal amount was small so that it did not attract motivational interest.

Another reason that is not commonly associated with employee performance is competence. An employee if they have good competence in their respective fields of work will provide good performance as well. This is confirmed by the results of research by Fauzan & Purwaningdyah (2017) which show that competence has a dominant influence on employee performance (Fauzan & Purwaningdyah, 2018: 235).

The observations show that the employees of PT BPR Dana Nagoya are still not competent in every field of work. This can be seen through the knowledge, skills, expertise and attitudes of employees at work. One of the causes is the improper placement of several employees in positions. There are employees who are given positions that do not match their formal titles. For example, an employee with a Diploma in Media Engineering and Electrical Expertise background is positioned in Marketing, then an Economics degree is positioned in Legal.

The PT BPR Dana Nagoya company has been around for a long time, but employees still do not fully know and understand several policies that the company has, especially those related to their respective fields of work. This is considered important because employees who work at the bank must be fully based on the rules and policies established by the company in order to achieve common goals at work.

Employee performance is an important subject to monitor because there is a link to the resulting work productivity. Good employee performance can increase the achievements of the company so that it has an impact on the progress of a company. The progress of a company will determine how long the company can last. Efforts to optimize employee performance require motivation at work and employee competence in every field of work.

So with the discussion above, researchers have an interest in raising this issue to become a research topic. Based on the description of the above problems, this study aims to determine the effect of motivation on employee performance at PT BPR Dana Nagoya, to determine the effect of competence on employee performance at PT BPR Dana Nagoya and to determine the simultaneous description of the influence of motivation and competence on employee performance at PT BPR Dana Nagoya

LITERATURE REVIEW

Motivation

Motivation means natural impulses to meet the needs of life. Formed by the attitude of employees when facing work situations. Motivation is a source that directs employees to have a

goal direction in achieving organizational goals. The state of mind of employees if positive in work situations will strengthen work motivation in order to get optimal performance (Rachmawati, 2017: 5).

Motivation is because humans have the urge to do an action. Motivation is an encouragement in creating feelings of enthusiasm, mutual support, hard work, effectiveness and efficiency. Motivation is the creator of intent, raises the intention (Sutrisno, Fathoni, & Minarsih, 2016: 2).

Furthermore, motivation means the cause of the relationship of the individual to the condition. Motivation is defined as being motivated by the individual internally to be fulfilled so that individuals can adapt to the work environment, on the other hand motivation is a situation as an individual driving force to achieve the expectations of the motive itself (Siahaan & Bahri, 2019: 20).

Motivation is defined as an individual encouragement when taking action or an effort from within so that an action occurs (Lawasi & Triatmanto, 2017: 51). Motive is a form of feeling, a movement of the heart and the rest that causes individuals to act (Putu, Saputra, Bagia & Suwendra, 2016: 3). Through several meanings of motivation, it can be concluded that motivation is the reason or impulse that becomes the basis for individuals or groups to act.

Competence

Competence is defined as the ability of employees to work properly and excel based on things such as knowledge, skills and attitudes. Competence can be interpreted as a dimension of behavioral expertise and superiority of superiors or staff who have good skills and behavior (Anjani, 2019: 3).

Competence means being able to work based on individuals who are skilled and understand and there is support from work behavior from the demands of work itself (Hafid, 2018: 290). Competencies are divided into two types, namely basic competencies and those that provide differences in basic competencies and differentiating competencies based on the standards used in predicting job performance. Basic competence means that basic components such as basic components are in the form of being able to read, while differentiating competencies are competences that make individuals different from others (Chaeril, Umar, & Azis, 2019: 117).

Competence is competent, skilled, capable. In the scope of Human Resources management, the meaning of competence refers to the character of an individual who has results in work (Pramularso, 2018: 42). Competence is defined as a forum for individuals to know their ability to fulfill the conditions in working for an agency that allows agencies to achieve the desired goals (Manik & Syafrina, 2018: 3). Based on the definition of competence, it can be concluded that competence is being able or competent to work by individuals.

Employee Performance

The definition of performance means the form of work of the employee while doing his job which is adjusted to the responsibilities of the company (Anjani, 2019: 4). Performance is the level of success or results of a person in a specified period of obligation with indicators of performance standards, goals and limits that have been set within a limit and the agreement of all parties (Sutrisno et al., 2016: 2).

Performance means an individual achievement in carrying out the task that is his burden, on the basis of competence, experience, sincerity and tenure (Hartanto et al., 2018: 229). Performance means the result of employee service at work. This issue shows that performance means hope, being able to work and a predicate that must be achieved (Hafid, 2018: 292).

On another view, performance is the achievement of an employee's form of work in accordance with the duties and roles at work, related to the criteria in the company the employee is in. Carrying out work and the physical form of work achievements and things that are used as work and work methods is called performance (Siahaan & Bahri, 2019: 17).

Through several explanations of these definitions, it can be concluded that performance is a form of work achievement seen from the quality and quantity of an individual while performing functions based on his responsibilities.

Hypothesis

Motivation is caused by individual relationships when dealing with a condition. Motivation plays a significant role in increasing employee performance. The motivation variable has an actual impact on increased performance. Intrinsic and extrinsic motivation can spur research performance or productivity (Anjani, 2019: 4).

The test results from Siahaan & Bahri (2019) entitled "The Effect of Employee Placement, Motivation and Work Environment on Employee Performance" concludes that simultaneously the motivation variable has a significant effect on employee performance (Siahaan & Bahri, 2019: 16).

Competence can be a side of expert behavior or superior individual leaders who are skilled, knowledgeable and have a good attitude. Competent employees will also have a good performance. The way to increase employee performance can be through increased competence because high competence will have an effect on employee performance (Anjani, 2019: 4).

The results of research conducted by Hafid (2018) entitled "The Effect of Competence, Leadership and Work Discipline on Employee Performance Samsat Polewali Mandar" concluded that competency variables had a superior effect on employee performance (Hafid, 2018: 286).

Based on the formulation of the problem, discussion of theories and based on previous research, temporary answers can be obtained in this study, namely:

- H1 : It is assumed that motivation has a positive and significant effect on the employee performance of PT BPR Dana Nagoya.
- H2 : It is suspected that competence has a positive and significant effect on the employee performance of PT BPR Dana Nagoya.
- H3 : It is assumed that motivation and competence together have a positive and significant effect on the employee performance of PT BPR Dana Nagoya

RESEARCH METHODS

Design and sampels

Population means that the total number of objects in the research is then examined to obtain conclusions (Sujarweni, 2019: 65). The population for testing was employees of PT BPR Dana Nagoya with a total of 108 employees. The sample is a part of the population or a certain group for observation. Research on part of the population is called a sample study (Bahri, 2019: 51). Sampling technique is the process of taking a sample from a population. The sampling method is divided into 2 types, namely random sampling, and non-probability sampling. Saturated sampling means a sampling method in which the entire population is sampled which usually occurs when the total population is small. Another term is called a census where all population objects are sampled (Sujarweni, 2019: 72). The reason for using the sample technique chosen in this study was because the large population was relatively small so that the total sample of the study was 108 samples.

Method of collecting data

In this study, the method of obtaining data was carried out by researchers by conducting direct reviews and distributing questionnaires to respondents of employees of PT BPR Dana Nagoya who were the research objects. After the data is collected, the data is processed using the SPSS data processing program. SPSS is an application used to test research data by obtaining data through a questionnaire. The response to each question or statement uses a Likert scale which is scored. To assess attitudes, perceptions and opinions of groups or individuals

about actual conditions with a Likert scale. The variable to be measured using a Likert scale is stated as an indicator statements that give the level of agreement or not the respondent.

Instrumen dan teknik analisis

Variables studied consisted of one dependent variable and two independent variables, The measurement scale used is the Likert scale with 1-5 points ranging from strongly disagree to strongly agree, Research model tested using multiple linear regression analysis tools using the SPSS application

RESULTS AND DISCUSSION

Results

The results of the Kolmogorov-Smirnov test one-sample table state that the Asymp. The Kolmogorov-Smirnov Sig is $0.200 > 0.05$, so it is said to be normally distributed. The existing variables are sufficient to be analyzed using a simple linear regression method.

Table 1. Kolmogorov-Smirnov . Test Results

<i>One-Sample Kolmogorov-Smirnov Test</i>		
		<i>Unstandardized Residual</i>
<i>N</i>		108
<i>Normal Parameters^{a,b}</i>	<i>Mean</i>	0,0000000
	<i>Std. Deviation</i>	2,21277928
<i>Most Extreme Differences</i>	<i>Absolute</i>	0,071
	<i>Positive</i>	0,045
	<i>Negative</i>	-0,071
<i>Test Statistic</i>		0,071
<i>Asymp. Sig. (2-tailed)</i>		.200 ^{c,d}

Multiple Linear Regression Test Results

Multiple Linear Regression functions as a predictor of the impact of two or more variables on one variable to determine whether there is a correlation between variables:

Table 2. Multiple Linear Regression Test Results

<i>Coefficients^a</i>						
	Model	<i>Unstandardized Coefficients</i>		<i>Standardized Coefficients</i>	t	Sig.
		<i>B</i>	<i>Std. Error</i>	<i>Beta</i>		
1	<i>(Constant)</i>	0,945	2,240		0,422	0,674
	Motivation	0,263	0,066	0,289	3,986	0,000
	compentency	0,696	0,083	0,609	8,400	0,000

Based on the table above, we get multiple linear regression equations, including:

Y = 0.945 + 0.263X1 + 0.696X2.

The following describes the equation above:

1. The constant value is 0.945; means that the employee performance value (Y) is 0.945.
2. The regression coefficient of the motivation variable (X1) is 0.263; means that when the motivation increases 1%, so that employee performance also increases by 0.263. The coefficient has a positive value, meaning that there is a positive correlation between motivation and employee performance. The better the motivation, the better the employee's performance.
3. Competency variable regression coefficient (X2) of 0.696; This means that when competency increases by 1%, employee performance also increases by 0.696. The coefficient has a positive value, meaning that there is a positive correlation between competencies and employee performance, the better the competence, the better the employee's performance

Discussion

Based on all the results of data processing with the previously mentioned SPSS methods and programs, it can be concluded that the following hypothesis results:

The Influence of Motivation on Employee Performance

There is an influence between motivation and employee performance variables at PT BPR Dana Nagoya. This is evidenced by the value of $t_{count} (3.986) > t_{table} (1.98282)$ at a significance value of $0.000 < 0.05$. So, the motivation variable has a significant influence on the employee performance variable (Y). This variable is supported by Anjani's research (2019), Ginting's research (2019), Hartanto's research, Hendriani, Susi, Maulida & Yusni (2018), Siahaan & Bahri's research (2019) and Basuki & Setyawan's research (2017) which concludes that motivation has significant influence on employee performance.

Effect of Competence on Employee Performance

There is an influence between competency variables and employee performance at PT BPR Dana Nagoya. This is evidenced by the value of $t_{count} (8,400) > t_{table} (1.98282)$ at a significance value of $0.000 < 0.05$. So, the competency variable has a significant influence on the employee performance variable (Y). This variable is supported by research by Fauzan & Purwaningdyah (2017), research by Chaeril, Umar, Akmal, Azis & Mansur (2019), research by Anjani (2019), research by Pramularso (2018) and research by Manik, Sudarmin, Syafrina & Nova (2018) which concluded that competence has a significant effect on employee performance.

The Influence of Motivation and Competence on Employee Performance

This test simultaneously proves that motivation and competence together have a significant effect on employee performance at PT BPR Dana Nagoya. This is shown by the calculation of the F test through the value of $F_{count} 115.072 > F_{table} 3.08$ at a significant value of $0,000$ or < 0.05 ($F. Sig 0,000 < \alpha 0.05$), meaning that all independent variables are significant explanations for the dependent variable. On motivation and competence as explanations significantly to employee performance, the regression model can be used to predict the dependent variable (Y).

CONCLUSION

After doing the data analysis process and the discussion that has been listed in the discussion above, so that the following are obtained from several forms of conclusions from the research:

1. Based on data analysis, it proves that there is a positive and significant influence between motivation variables on employee performance at PT BPR Dana Nagoya.
2. Based on data analysis proves that there is a positive and significant influence between competency variables on employee performance at PT BPR Dana Nagoya.
3. Based on data analysis, it proves that there is a positive and significant influence between motivation and competence variables simultaneously on employee performance at PT BPR Dana Nagoya.

LIMITATIONS AND FUTURE RESEARCH

The limitations in this study are only using two independent variables, motivation, and competence in seeing their effect on the employee performance, for further research to be able to examine using variables outside of the variables used in this study, and it is hoped that the object of research used in researching performance employees are wider not only within the scope of the bank BPR

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TENTANG PENULIS

Deskripsikan mengenai penulis yang terdapat pada artikel ini.

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