

FACTORS THAT AFFECT THE PERFORMANCE OF OFFICERS ON THE UPT OF THE PADANG EMBARKATION HAJJ DORMITORY

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Abstract

Research objectives is to know the influence of work discipline, work motivation, competence on the performance of officers of the Padang embarkation Hajj dormitory. The research is underpinned by the level of work discipline, work motivation and low working ability level, so there is a gap between what is supposed (das Sollen) with what is in fact (Das sein), all of which result in low employee performance. Data collection techniques with questionnaires, observations and interviews. The respondents of this research were 60 employees of UPT the Padang Embarkasi Hajj dormitory which amounted to 60 people. Methods of research with quantitative approaches with multiple Linear regression analysis methods. Hypothesis testing is calculated with the Statistical Package for Social Science (SPSS).

The results of this study were found that a partial discipline did not have a positive and significant influence on employee performance, partial work motivation is positively and significantly influential on employee performance, partial competence is positive and significant to the employee's performance. Jointly discipline, motivation, and competence to influence positive and significant impact on the performance of UPT employees of Padang Hajj dormitory.

Keywords: discipline, work motivation, competence, performance.

1. Introduction

The research is underpinned by the level of work discipline, work motivation and low working capacity, so there is a gap between what is supposed to be real, all of which results in low employee performance.

Table 1
Attendance rate of UPT officer of Padangembarkation Hajj At Apple Morning implementation in July 2018 – June 2019

Months	Number of employees	Absence	Presence	Percentage (%)
Jul-18	60 people	18 people	42 orang	70
Aug-18	60 people	14 people	46 orang	76,67
Sep-18	60 people	12 people	48 orang	80
Oct-18	60 people	15 people	45 orang	75
Nov-18	60 people	18 people	42 orang	70
Dec-18	60 people	20 people	40 orang	66,67
Jan-19	60 people	12 people	48 orang	80
Feb-19	60 people	12 people	48 orang	80
Mar-19	60 people	15 people	45 orang	75
Apr-19	60 people	16 people	44 orang	73,33
May-19	60 people	20 people	40 orang	66,67
Jun-19	60 people	14 people	46 orang	76,67

Source :Source : UPT Padang embarkation Hajj dormitory

As a reflection of the low performance of officers on the UPT of the Padang Hajj embarkation dormitory can be seen from the inconsistency between the literary made with the realization. The target and realization of employees ' activities in the Padang year embarkation Hajj boarding school year 2018 can be examined in table 2 below.

Table 2
Target and realization of UPT activities of Padang embarkation Hajj dormitory year 2018

Strategic objectives	Performance indicators	Target	Realization	Performance (%)
1. Availability of increase managerial competence of UPT of Padang embarkation Hajj dormitory through Bimtek	Increased human resources managerial competency and increase cooperation of UPT	60 People	60 People	100%
2. Availability of data processing tools and communication tools	Improved facilities and infrastructures of Hajj dormitory	20 Unit	14 Unit	70%
3. The availability of business development and promotion services to areas of West Sumatera	Improved service users at the Hajj dormitory	10 Area	8 Area	80%
4. Availability of business development and promotion services to Medan	Improved service users at the Hajj dormitory	1 Activities	1 Activities	100%
5. Availability of UPT service Improvement evaluation Meeting	Improved Hajj dormitory Service	12 Activities	10 Activities	83,3 %
6. Availability of health and fitness services of Hajj boarding officers	Improvement of service quality of UPT Hajj dormitory	4 Unit	3 Unit	75%

Source : Lakip UPT Asrma Padang embarkation Hajj year 2018

Based on that, the purpose of this research is to know the influence of: 1) Working discipline against performance 2) working motivation to performance 3) competence of performance 4) work discipline, work motivation and competency in conjunction with the performance of employees UPT boarding school Hajj embarkation

2. Library

2.1. Employee performance

Mathis and Jackson (2011), defining that performance is essentially what employees do and do not do. Employee performance is what affects how many employees contribute to organisations including: quantity of output, output quality, output timeframe, workplace attendance and cooperative attitude. Jobs almost always have more than one job or dimension criteria. The criteria of work is the most important factor of what people do on their job. In the sense, the criteria of the work explains what people do at his job. Therefore, these criteria are important, individual performance in the work must be measured, compared to existing standards, and the results are communicated to each employee.

2.2. Work discipline.

According to Nitisemito (2008), discipline is interpreted as an attitude, behaviour or deed in accordance with the rules, whether written or unwritten rules. Besides the opinion of Syarif (in Handoko, 2014), the discipline is essentially a sincere obedience supported by the realization to fulfill the task, obligation and behave as it should according to the rules or conduct that apply in a particular environment.

2.3. Motivation work

Siagian (2009) suggests that in organizational life, including working life in business organisations, the motivation aspect of work is an absolute concern for managers. Because 4 (four) main considerations are: (1) The Philosophy of human life revolves around the principle of "quit pro quo", which in the public language is mirrored by the saying that says "there is yam in Talas, there is no reply", (2) The dynamics of human needs is very complex and not only material, but also psychological, (3) There is no saturation point in the restoration of human needs, (4) Differences in individual characteristics in the organization, resulting in the absence of any motivating techniques that are equally effective for everyone in the organization as well as for a person at different times and conditions.

2.4. Competence

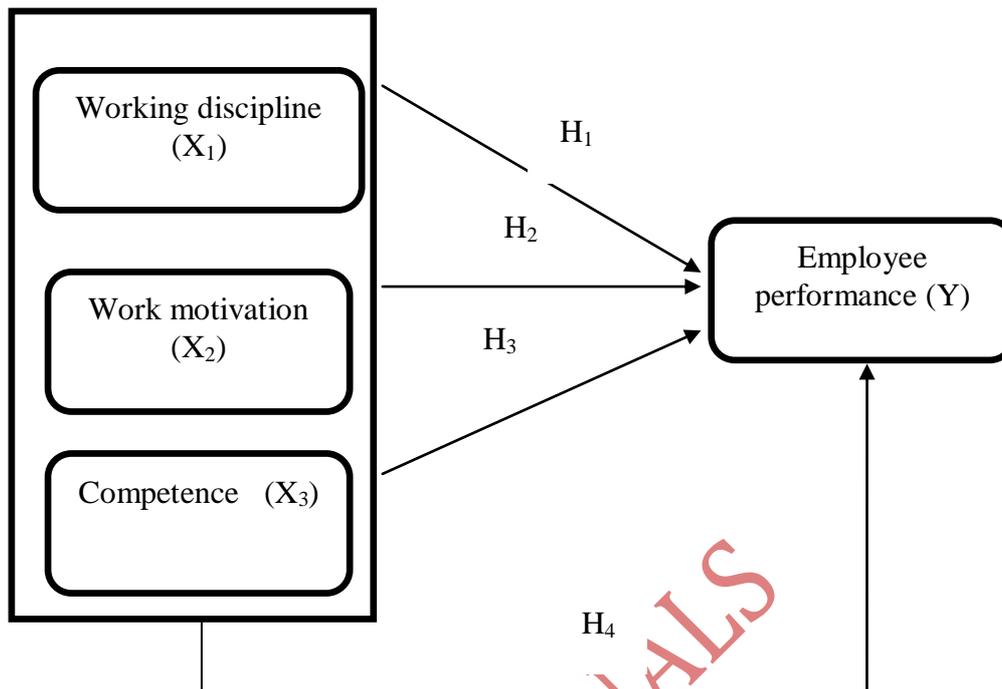
According to Vathanophas and Thaingam (Rivai, 2009) fundamental characteristics of competence are: knowledge, skills, tempers/nature, and self-concept. Each of these competency characteristics can be explained as follows: (a) knowledge, is the information that a person has in a specific field; (b) Skill, is the ability to perform physical or mental tasks; (c) The device or nature, i.e. physical characteristics and consistent responses to the information or situation; (d) Self-concept, including attitude, nilai or self image of a person.

2.5. Location of research

Research conducted by the authors is a study in the scope of human resource management, namely analyzing Factors That Affect The Performance Of Officers On The Upt Of The Padang Embarkation Hajj Dormitory. The selection of this location is based on consideration according to the requirements in research.

2.6. Mindset

Based on research objectives, the conceptual framework of this research:



2.7. Hypothesis

Based on the foundation of theory, the research of the Terahulu and the framework of thought that has been submitted, the hypothesis can be expressed as follows:

1. There is a positive and significant work of the working discipline to the performance of UPT employees of Padang Embarkasi Hajj dormitory
2. There is a positive and significant work motivation to the performance of UPT employees of Padang Embarkasi Hajj dormitory
3. There are positive and significant personnel competency to the performance of UPT officers of Padang Embarkasi Hajj dormitory
4. There is a positive and significant work of working discipline, work motivation and competence on the performance of UPT employees of Padang Embarkasi Hajj dormitory.

3. The population research method and samples in this study are all UPT employees of Padang Embarkasi Hajj dormitory which amounted to 60 people.

A. Partial hypothesis testing (Test T)

The T test is intended to know whether or not the partial influence (own) is given a free variable (X) to the bound variable (Y). The basis of the decision is that if the value of sig is < 0.05 , or $T\text{-calculate} > T\text{-table}$ Then there is a partial effect of variable X to the Y variable, and vice versa.

B. Simultaneous hypothesis testing (test F)

Test F is known by simultaneous testing or test Model/test Anova, which is a test to see how all the free variables are affected together to their variables. Or to test whether the regression model we make is good/significant or not good/non significant

4. Data Analysis and discussion

In the hypothesis testing of this study, multiple linear regression tests were used, which aimed to determine how much influence a few free variables have on the bound variable is the influence of discipline, motivation, and competence on employee performance. A double linear regression analysis is performed by comparing the Thitung with a this and a sig value with $\alpha = 0.05$. In detail the results of multiple linear regression tests can be seen in Table 3

Table 3
Multiple Linear regression equations

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.839	4.823		1.833	.072
	Work discipline	-.087	.187	-.081	-.465	.644
	Motivation work	.548	.187	.546	2.924	.005
	Working competency	.375	.080	.442	4.696	.000

a. Dependent Variable: Employee performance

Source: Data processing result (years 2020)

Based on table 3 above, you can analyze the estimation model as follows:

$$\hat{Y} = 8,839 + (-0,087) X_1 + 0,548 X_2 + 0,375 X_3$$

Where:

\hat{Y} = Employee Performance

X_1 = Work Discipline

X_2 = Motivation Work

X_3 = Working Competency

Partial discipline has no positive and significant influence on employee performance, with regression coefficient of -0.087 and significant 0.644 greater than 5% ($0.644 > 0.05$). This means that the performance of UPT dormitory Haji Padang is not determined positively and significantly by the discipline that applies to UPT Haji Padang dormitory.

A partial work motivation has a positive and significant effect on the employee's performance, with a regression coefficient of 0.548 and a significance of 0.005 smaller than 5% ($0.005 < 0.05$). This means that the employee's performance will increase if the work motivation applied is able to give encouragement to the UPT staff of Haji Padang dormitory. The results of the hypothesis testing of the research stated that "there was no positive and significant influence from the disciplinary variable to the performance of UPT employee of the Padang Haji dormitory. This is indicated by the magnitude of the regression coefficient of -0.087 with a significant 0.644 greater than 5% ($0.644 > 0.05$).

This means that the performance of UPT dormitory Haji Padang is not determined positively and significantly by the discipline that applies to UPT Haji Padang dormitory. If the discipline that applies to UPT Haji Padang Dormitory is fulfilled by all officers, then the performance shown and generated by the officer will also be high. The result of this research is in line with Dwi Agung Arianto Nugroho (2013), the influence of discipline, work environment, and working culture to the performance of teaching personnel at the Extraordinary Education foundation of Demak District. Stating that work discipline has no effect on the performance of the teaching personnel.

Partial competencies are positively and significantly affected by the employee's performance with a regression coefficient of 0.375 with a significant 0.000 smaller than 5% ($0.000 < 0.05$). Thus, the competency that is carried out properly can improve the employee's performance in UPT of Haji Padang dormitory. Second hypothesis testing result that "there is a positive and significant influence of the work motivation variable on the performance of UPT the Hajj boarding officer is proven to be true. This is demonstrated by the magnitude of a regression coefficient of 0.548 and a significance of 0.005 smaller than 5% ($0.005 < 0.05$). This means that the officer's performance of the Hajj Padang dormitory is influenced positively and significantly by his work motivation. If the work motivation is higher then the employee performance tends to be high too.

The results of this research in line with Indra (2000), resulted in that the motivation of work positively influence the performance of Hotel Melia Purosani. The effect is 67.40% of the motivation

factor, while the 32.60% is again influenced by other factors. The results of another study in line with this research, namely the research of Tri Hardjono (2013), resulted that the motivation of work has a positive and significant impact on the performance of civil servants. The effect of motivation change is 35.9%.

The results of the third research hypothesized test that "there is a positive and significant influence of the competency variable on the performance of UPT officer Haji Padang. It is indicated by the magnitude of the regression coefficient of 0.375 with a significant 0.000 smaller than 5% ($0.000 < 0.05$). This means that the employee's performance is positively determined by the competency. If competence in working high then employee performance is likely to be high. The results of this study in line with the Trinaldi (2013) Partial competence positively and significantly to the performance of officers in the Agriculture Department, Livestock and Plantations of the Mentawai Islands regency.

Collectively, the discipline, work motivation, and competence positively and significantly affect the performance of the employees of the Padang Hajj dormitory. Contributions to the influence of disciplinary variables, motivation for work and competence on the performance of the Hajj and 62.5%, and the remaining 37.5% are influenced by other variables not included in the scope of this research. The results found that together there was a positive and significant influence between discipline, motivation, work and competence on the performance of the employees of the Hajj Padang dormitory, the better the work motivation applied to UPT Haji Padang dormitory and the better discipline and competence in carrying out the task and responsibility of the Organization, the higher will be the performance generated by the UPT of Hajj Padang dormitory.

Donations jointly between disciplinary variables, work motivation and competence for employee performance are 62.5%, and 37.5% are influenced by other variables that are not researched such as organizational climate, work environment, work culture, work motivation, employee training, career development, compensation, supervision and others. The results of this research in line or reinforce the opinion of Zulhanif (2014) Competence influence analysis, organizational culture and work motivation to the performance of officers in the Department of Koperindag and SMES Solok district. The results of competency variables, organizational culture and work motivation simultaneously positively and significantly affect the performance of employees of the Koperindag and SMES regency of Solok.

Advice

Required advice from the study results:

- A. The need to increase discipline by means of: 1) obey the provisions and regulations stipulated by the UPT dormitory Haji Padang 2) obey orders from superiors in accordance with the prevailing regulations 3) improve the work discipline both duty and time 4) increase the discipline of the effort to increase cooperation.
- B. The need to increase motivation by: 1) Improve work performance and encourage employees to develop themselves 2) to provide convenience to employees when experiencing difficulties in working, and employees should improve their ability to deal with difficulties while working. 3) Improve the spirit to be more working together to fulfill the safety of work.
- C. The need to improve competence by: 1) Improve education and training with the aim of being skilled in carrying out the tasks entrusted to employees. 2) Follow the education and training that aims to improve the quality of expertise, skills and skills in carrying out the task. 3) Improve performance to increase confidence in the institution and oriented to improving the quality of work. 4) have good attitudes and values to achieve job success.

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