

The Influence of Work Quality and Employee Competence on Human Resources Professionalism at the Ministry of Defense Planning and Finance Bureau

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh kualitas kerja dan kompetensi pegawai secara individu dan kolektif terhadap profesionalisme sumber daya manusia pada Biro Perencanaan dan Keuangan Kementerian Pertahanan. Metode penelitian menggunakan survei dengan pendekatan kuantitatif yaitu korelasional dan teknik pengambilan sampelnya adalah simple random sampling yaitu simple random sampling. Populasi dalam penelitian ini adalah karyawan sebanyak 78 orang sedangkan sampel yang diambil dalam penelitian ini adalah 65 responden dengan persentase ketidaktepatan yang ditentukan sebanyak 5%. Hasil penelitian menunjukkan bahwa: a) kualitas kerja terhadap profesionalisme sumber daya manusia berpengaruh positif kuat dan signifikan dengan hasil koefisien korelasi sebesar 58,6% sedangkan sisanya sebesar 41,4% dipengaruhi oleh faktor dan tes lain; b) kompetensi pegawai pada profesionalisme sumber daya manusia berpengaruh positif kuat dan signifikan dengan hasil koefisien korelasi sebesar 57,6% sedangkan sisanya sebesar 42,4% dipengaruhi oleh faktor lain dan uji signifikan (t test) $t_{hitung} 9,247 > t_{tabel} 2,000$; c) kualitas kerja dan kompetensi pegawai secara bersama-sama pada variabel profesionalisme sumber daya manusia berpengaruh positif kuat dan signifikan dengan koefisien korelasi sebesar 61,8% sedangkan sisanya sebesar 38,2% dipengaruhi faktor lain dan uji signifikansi (Uji F) $F_{hitung} 50,073 > F_{tabel} 3,15$. Implikasi dari penelitian ini adalah pentingnya kualitas kerja dan kompetensi pegawai dalam meningkatkan profesionalisme sumber daya manusia di Biro Perencanaan dan Keuangan Kementerian Pertahanan.

ABSTRACT

This study aims to analyze the effect of work quality and employee competence, individually and collectively, on the professionalism of human resources at the Planning and Finance Bureau of the Ministry of Defense. The research method uses a correlational survey with a quantitative approach; the sampling technique is simple random sampling, namely simple random sampling. The population in this study were employees, as many as 78 people. In contrast, the sample in this study was 65 respondents, with the percentage of inaccuracy determined to be as much as 5%. The results showed that: a) quality of work on the professionalism of human resources had a strong and significant positive influence with the results of a correlation coefficient of 58.6%, while other factors and tests influenced the remaining 41.4%. Significant (t-test) $t_{count} 9,439 > t_{table} 2,000$; b) employee competence on the human resource professionals has a strong and significant positive influence with the results of a correlation coefficient of 57.6% while the remaining 42.4% is influenced by other factors and significant test (t-test) $t_{count} 9,247 > t_{table} 2,000$; c) work quality and employee competence together on the professionalism of human resources has a strong and significant positive influence with a correlation coefficient of 61.8% while the remaining 38.2% influenced by other factors and significant test (F test) $F_{count} 50,073 > F_{table} 3,15$. The implication of this research is the importance of work quality and employee competence in increasing the professionalism of human resources in the Planning and Finance Bureau of the Ministry of Defence.

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1. INTRODUCTION

Improving the quality of employee resources is urgent and needs to be carried out in a planned, directed, and sustainable manner to improve capabilities and professionalism. The target of developing the quality of employee resources is to improve the operational performance of employees in carrying out government tasks. In addition, the high quality of employee resources will lead to the birth of a strong commitment to completing routine tasks according to their respective responsibilities and functions more efficiently, effectively, and productively (Kadir et al., 2022; Labetubun & Dewi, 2022; Raharjo et al., 2018). Human resources are currently a very important existence. One of the efforts that government agencies must achieve is to improve the quality of human resources (Madduppa et al., 2020; Sinambela et al., 2022). Improving the quality of human resources is expected to increase the professionalism of employees' work (Ichsan et al., 2022; Utamy et al., 2020). All of that can be seen from what is produced by human resources. It becomes very important for a government agency because it is the thing that determines the progress of the government agency. An agency's success in achieving its goals can be seen by the high professionalism of employees (Nasution, 2019; Rosmaini & Tanjung, 2019). Professionalism is important because it can be used to determine and assess the extent to which employees can carry out the tasks and jobs assigned to them. Human resources are an important factor in organizations because these humans can move all components within the organization (Salas et al., 2015; Sima et al., 2020). Organizations without people will not work. Humans are resources that have thoughts and feelings that distinguish them from other factors of production. Differences in characters and roles are very important, so organizations must always manage their production factors effectively and efficiently in order to be able to create excellence through human resources themselves in creating goods or services.

The Bureau of Planning and Finance of the Ministry of Defense refers to existing developments, namely knowledge-based management. The emergence of the view that knowledge is a very strategic organizational resource is based on the fact that knowledge can be used to develop employee performance (Ritonga, 2019; Wu & Chen, 2014). Competence is the 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 (Heriyanto et al., 2018; Mulang, 2021). The competencies possessed by each employee are different, so many use this competency dimension as a measurement in performance appraisal. Competence, as a person's ability to produce at a satisfactory level in the workplace, also shows the characteristics of the knowledge and skills possessed or required by each individual who can perform their duties and responsibilities effectively and raise the standard of professional quality in work. Competence has several aspects: knowledge, understanding, skills, values, attitudes, and interests (Marjo, 2022; Salleh et al., 2015). The Planning and Finance Bureau of the Ministry of Defense is an organization in charge of defense affairs. The Planning and Finance Bureau is the implementing element for some of the functions of the Secretariat General led by the Head of the Planning and Finance Bureau, who formulates technical policies in planning, program and budget implementation, management, and development of UO financial administration. Ministry of Defense, so that it involves professional human resources by providing an educated and trained workforce.

Based on the current reality, the results of an assessment carried out by researchers at the Planning and Finance Bureau of the Ministry of Defense show that there are still employees who have not carried out their work professionally, including the low quality of employees in handling work within the Planning and Finance Bureau of the Ministry of Defense. There is still a negative stigma or paradigm in society: ASN has very low quality and professionalism. There is no identification and evaluation of the achievement of quality standards and quantity of employees of the Planning and Finance Bureau of the Ministry of Defense as a benchmark or barometer of the extent to which the improvement of employee quality on HR professionalism through competency development in the Roren Kemhan environment. The lack of professional achievement of employees who are faced with the competencies possessed by employees in carrying out their duties. In the course of an ASN career, known as the Tour of duty (transfer or mutation), this becomes a problem in shaping the quality and professionalism of ASN. The workload borne by an ASN will be doubled when an ASN retires because there is no new employee acceptance. The government's moratorium policy on ASN greatly affects the quality and professionalism of ASN in government agencies (Nugraha, 2019; Rakhmawanto, 2016; Sariwulan et al., 2019).

In its development, there are more and more new challenges that are so complex that it has become a must that how important it is to have competent or quality human resources (Darim, 2020; Rohida, 2018). For this reason, it is necessary to improve and develop human resources competence, knowledge, and skills. In an organization or agency, the quality of employees is one of the factors to improve the professionalism of employees' work. Therefore, it is necessary for employees who are not only professional but also have high motivation and competence because this will be able to support the improvement of employee performance in an organization or agency (Hajiali et al., 2022; Julianry et al.,

2017; Mulyasari, 2019). In addition, a pleasant work environment in an organization or agency is very important to encourage employee performance. The real manifestation of the principle of competence can be seen from efforts to assess needs and evaluate the level of capability and professionalism of existing human resources as well as efforts to improve or improve the quality of human resources (Dewi & Suparno, 2022; Hermawan, 2019; Susanti, 2014). Without applying the principles of professionalism and competence, it will lead to waste in government administration. Work professionalism is a requirement for improving the quality of public services. Every government apparatus is required to improve its professionalism constantly. However, based on the observation conditions in the pre-study, it appears that the professionalism of employees' work is not by the expected conditions, namely work professionalism that can better support the creation and realization of quality.

This study aims to understand the relationship between three variables, namely work quality, employee competence, and human resource professionalism in the Ministry of Defense's planning and finance bureau. Quality of work is a measure used to evaluate employee performance, including productivity, job satisfaction, motivation, and individual performance. Meanwhile, employee competence includes abilities, knowledge, and skills needed to carry out their duties and responsibilities. On the other hand, human resource professionalism covers various aspects such as integrity, ethics, service quality, adaptability, and willingness to learn and develop. Therefore, this study will examine the relationship between work quality and employee competence with the professionalism of human resources and pay attention to other factors that might influence these variables within the Ministry of Defense's planning and finance bureau.

2. METHODS

This research was conducted at the Bureau of Planning and Finance of the Ministry of Defense. The research will be carried out for approximately 6 (six) months, from December 2021 to May 2022. This study uses a survey research method with a quantitative approach, which is correlational, to see how much influence the independent variable has on the dependent variable. The research was conducted by a group of individuals, namely the Planning and Finance Bureau employees of the Ministry of Defense. The research design is presented in Figure 1.

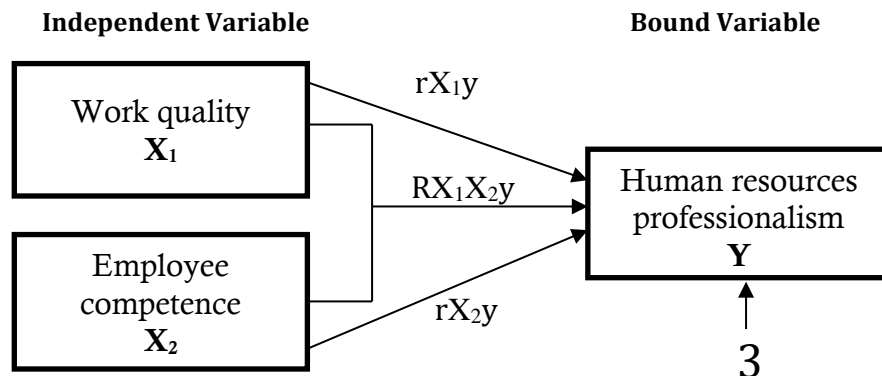


Figure 1. Research Design

The instrument grid in this study is shown in Table 1.

Table 1. Research Instrument Grid

No	Variable	Dimension	Indicator	Item Number
1	Work Quality X ₁	a. Self-potential	- Willingness	1
			- Workmate	2
			- Realize mistakes	3
			- Working hours	4
		b. Optimal work result	- Be careful	
			- Work standards	5
			- Meet the amount of work	6
			- Quick and nimble	7
			- Skilled	8

No	Variable	Dimension	Indicator	Item Number
			- Skills	
			- Targets at work	9
		c. Work process	- Maintain tidiness and cleanliness	10
			- Gives good results	11
			- Use working time	12
			- Fast and do not procrastinate work	13
		d. Enthusiasm (Pradnyana et al., 2019)		14
				15
2	Employee competence X ₂	a. Knowledge	- Work demands	1
			- Adjust oneself	2
			- Understand the work program	3
			- Responsible	4
			- Trust	5
			- Taking into account the impact	
		b. Skill	- Meet public needs	6
			- Increase work concentration	7
			- Work with skills	8
			- Creativity	9
			- Able to analyze	10
			- Take advantage of working time	
		c. Attitude (Zhu et al., 2020)	- Time limit	11
			- Work Quality	12
			- Obey the rules	13
				14
				15
3	Human resources professionalism Y	a. Ability	- Create job descriptions	1
			- Meet the target	2
			- Use all knowledge	3
			- Understand the task	4
		b. Quality	- Self-confident	5
			- Able to do the job	6
			- Planning	7
		c. Facilities and infrastructure	- Distribution	8
			- Expertise and competence	9
			- Responsible for giving the best	10
		d. Number of HR	- Prioritize cooperation	11
			- Supports computer usage	12
		e. Information Technology	- Using computer	13
			- Improve his skills	14
		f. Reliability	- Never give up	15

3. RESULTS AND DISCUSSIONS

Results

Description of Work Quality Variable Data (X1)

Based on distributing questionnaires to 65 respondents, the variables of work quality were measured by indicators: self-potential, optimal work results, work processes, and enthusiasm. Then the results are obtained in [Figure 2](#).

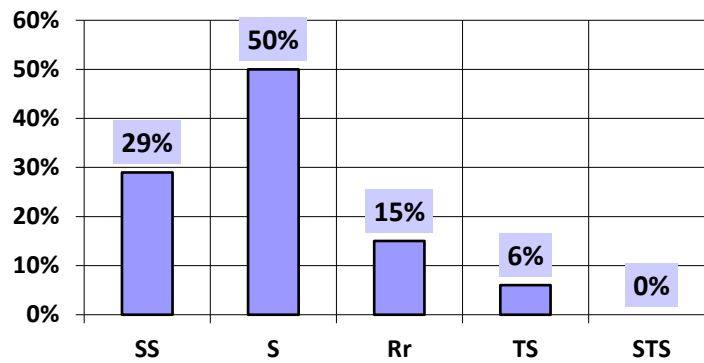


Figure 2. Frequency of Respondent Statements Variable Quality of work

This shows that the majority of respondents fall into the category of agree. This means that most respondents agree with the quality of work produced with a percentage of 50% and is dominated by self-potential indicators, with employees showing a willingness to do work without being ordered by superiors.

Description of Employee Competency Variable Data (X2)

Based on the results of distributing questionnaires to 65 respondents, employee competency variables were measured by indicators: knowledge, skills, and attitudes. Then the results obtained in Figure 3:

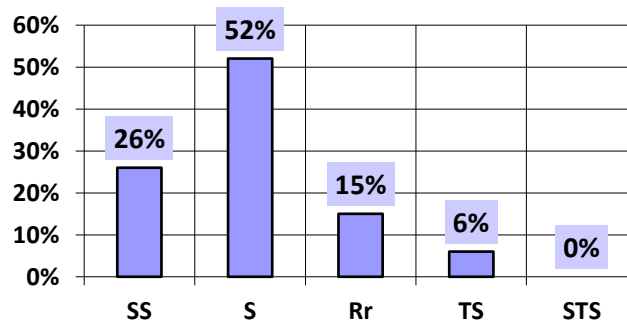


Figure 3. Frequency of Respondent Statements Against Employee Competency Variables

The results showed that most respondents were included in the agreed category. This means that most respondents agree with the competence of employees at the Planning and Finance Bureau of the Ministry of Defense, a percentage of 52% which is dominated by behavioral indicators (attitude) with statements that employees obey existing regulations and are on time to complete work.

Description of Human Resources Professionalism Variable Data (Y)

The results of distributing questionnaires to 65 respondents on the variable professionalism of human resources with indicators, namely: ability, quality, facilities, infrastructure, number of human resources, information technology, and reliability, are obtained in Figure 4.

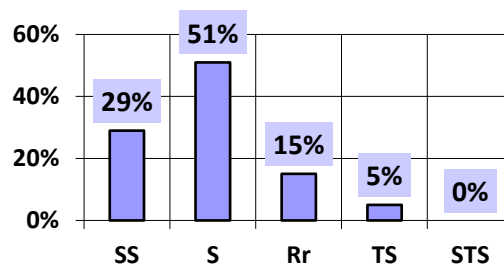


Figure 4. Frequency of Respondent Statements Against Human Resources Professionalism Variables

The results showed that most respondents were included in the agreed category. This means that most respondents agree regarding the professionalism of human resources at the Planning and Finance Bureau of the Ministry of Defense, a percentage of 51%, and is dominated by indicators of facilities and infrastructure with statements with expertise and competencies that can follow organizational developments.

Data Normality Test

Table 2. Data Normality Test

No	Normality	Condition	Generated value
1	$X_1 \rightarrow Y$	Normality Kolm. Smirnov Test $> \alpha$ (A Symp Sig. T $> \alpha$)	Filled with value 0,083 $>$ 0,05
2	$X_2 \rightarrow Y$	Normality Kolm. Smirnov Test $> \alpha$ (A Symp Sig. T $> \alpha$)	Filled with value 0,181 $>$ 0,05
3	$X_1, X_2 \rightarrow Y$	Normality Kolm. Smirnov Test $> \alpha$ (A Symp Sig. T $> \alpha$)	Filled with value 0,421 $>$ 0,05

Based on the results of the normality test in Table 2, it can be concluded that all the combined variables have a normal distribution with a significance level of 5% ($\alpha = 0.05$) because the Generated values for all the combined variables are greater than α . For the combination of variables X1 and Y (number 1 in the table), the Generated value of 0.083 is greater than the α of 0.05. This shows that the data on variables X1 and Y follow a normal distribution and can be used to perform statistical analysis. Meanwhile, for the combination of variables X2 and Y (number 2 in the table), the Generate value of 0.181 is also greater than α of 0.05. Therefore, it can be interpreted that the data on variables X2 and Y also follow a normal distribution and can be used to perform statistical analysis. Then, in the combination of variables X1, X2, and Y (number 3 in the table), the Generated value of 0.421 is also greater than α of 0.05. Thus, it can be concluded that the data on the three variables follow a normal distribution and can be used to perform statistical analysis. Thus, the table's normality test results indicate that all variables' data have a normal distribution and can be used for further statistical analysis. However, it should be noted that normality is only one of several assumptions that must be met when conducting statistical analysis, so researchers must check other assumptions before further analysis.

Instrument Validity Test

This validity test is carried out to test whether each item of the statement represents the dimensions or indicators to be studied. The test results of testing the validity of 30 respondents with 15 instrument items of work quality variables all items were declared valid.

Instrument Reliability Test

Based on the results of the instrument reliability test (see Appendix 10), it is found that the product-moment correlation value (rb) is 0.870, so the internal reliability (ri) is 0.931. The internal reliability coefficient value was then consulted with the product moment value table with $n = 30$, where the obtained r table for the 5% error level was 0.361 because the internal reliability was positive and greater than the r table value ($0.931 > 0.361$), then the instrument used has met the reliable requirements for an error rate of 5%.

First Hypothesis Test

The calculation results show that the tcount falls in the rejection region of Ho. So it can be concluded that the hypothesis is accepted (Ha), meaning that there is a strong and significant positive influence between the quality of work on the professionalism of human resources so that the coefficient can be applied to the entire population.

Second Hypothesis Test

Based on the results of these calculations, it can be stated that the tcount falls in the rejection area of Ho. So it can be concluded that the hypothesis is accepted (Ha), meaning that there is a strong and significant positive influence between employee competence on the professionalism of human resources, meaning that the coefficient can be applied to the entire population.

Third Hypothesis Test

The multiple correlation coefficient found is $R_{x_1x_2y} = 0.786$ (strong). This shows that the quality of work and employee competencies together strongly influence the professionalism of human resources in the Planning and Finance Bureau of the Ministry of Defense. This effect applies to the entire population. The coefficient of determination shows that the quality of work and employee competence of 61.8% affect the professionalism of human resources, and other factors influence 38.2%. In addition to work quality and employee competence, other factors affect the professionalism of human resources, such as work productivity and organizational performance. The significant test shows that $F_{count} > F_{table}$ ($50.07 > 3.15$), it can be stated that the multiple correlations are strong, positive, and significant and can be applied where the sample is taken. The hypothesis which reads that there is a strong and significant positive influence between the quality of work and employee competence together on the professionalism of human resources at the Planning and Finance Bureau of the Ministry of Defense is accepted or proven, meaning that if the quality of work and competence of employees is high, then the professionalism of human resources will also increase.

A constant of 0.889 means that without the quality of work and employee competence, the professionalism of human resources is still positive and quantitatively worth 0.889 units of human resource professionals. The X_1 coefficient of 0.411 indicates that each additional unit of work quality will increase to 0.411 units of human resource professionals. The X_2 coefficient of 0.376 indicates that each additional unit of employee competency will increase 0.376 units of human resource professionals.

Discussion

The results of the study of the work quality variable (X_1) have a positive and significant effect with a correlation coefficient value of 0.756, while the coefficient of determination (r^2) is 0.586, meaning that the work quality variable contributes 58.6% in explaining the variable of professionalism of human resources. The employee competence variable (X_2) positively and significantly influences the professionalism of human resources, with a correlation coefficient of 0.759. While the value of the coefficient of determination (r^2) is 0.576, meaning that the employee competency variable contributes 57.6% in explaining the professionalism of human resources. The results of the simultaneous analysis show that the quality of work and employee competence has a positive and significant effect on the professionalism of human resources. This level of work quality directly affects the professionalism of human resources, it has been significantly proven from the results of research partially, and simultaneously it is known that the professionalism of human resources at the Planning and Finance Bureau of the Ministry of Defense can be determined by factors of work quality and employee competence, namely visible contribution The effect (R^2) is 61.8%. Other factors outside the research model determine the remaining 38.2%.

Based on the above, namely the variables of work quality and employee competence on the professionalism of human resources, it shows that the magnitude of the influence of the variables quantitatively can be explained as follows: The influence of the variable X_1 (quality of work) on Y (human resource professionalism) needs to be analyzed by the author because the quality of work is a result that can be measured by the effectiveness and efficiency of a job carried out by human resources or other resources in achieving goals or organizational goals properly and efficiently; The influence of the variable X_2 (employee competence) on Y (human resource professionalism) needs to be analyzed by the author because employee competence is a characteristic inherent in a person that causes a person to be able to predict his surroundings in a job or situation; The influence of the variables X_1 (work quality) and X_2 (employee competence) together on the Y variable (human resource professionalism) needs to be analyzed by the author because human resource professionalism is employee behavior that refers to skills, expertise, and discipline in a form of commitment from members of a profession that underlies a person's actions or activities in pursuing a job. Human resources are currently a very important existence. One of the efforts that government agencies must achieve is to improve the quality of human resources (Madduppa et al., 2020; Sinambela et al., 2022). Improving the quality of human resources is expected to increase the professionalism of employees' work (Ichsan et al., 2022; Utamy et al., 2020). All of that can be seen from what is produced by human resources. It becomes very important for a government agency because it is the thing that determines the progress of the government agency. An agency's success in achieving its goals can be seen by the high professionalism of employees (Nasution, 2019; Rosmaini & Tanjung, 2019). Professionalism is important because it can be used to determine and assess the extent to which employees can carry out the tasks and jobs assigned to them. Human resources are an important factor in organizations because these humans can move all components within the organization (Salas et al., 2015; Sima et al., 2020). Organizations without people will not work. Humans are resources that have

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4. CONCLUSION

Based on the results of hypothesis testing, it can be concluded that the three alternative hypotheses from the results of the tests that have been carried out can be concluded as follows: The results of the analysis can be concluded that the variable quality of work (X1) on the variable of professionalism of human resources (Y) has a strong and significant positive influence with the results of a correlation coefficient of 58.6%. In contrast, other factors and tests influence the remaining 41.4%. Significant (t-test) $t_{count} 9,439 > t_{table} 2,000$. This means that the better the quality of work, the more professional human resources in the Planning and Finance Bureau of the Ministry of Defense will increase; The results of the analysis can be concluded that the variable of employee competence (X2) on the variable of professionalism of human resources (Y) has a strong and significant positive influence with the results of a correlation coefficient of 57.6%. In comparison, other factors and tests influence the remaining 42.4%. Significant (t-test) $t_{count} 9,247 > t_{table} 2,000$. This means that the higher the competence of employees, the professionalism of human resources in the Planning and Finance Bureau of the Ministry of Defense will also increase. The results of the analysis can be concluded that the work quality variable (X1) and the employee competence variable (X2) together on the variable of human resource professionalism (Y) have a strong and significant positive influence with a correlation coefficient of 61.8% while the remaining 38,2% influenced by other factors and significant test (F test) $F_{count} 50,073 > F_{table} 3,15$. This means that the better the quality of work and the higher the competence of employees, the more professional human resources in the Planning and Finance Bureau of the Ministry of Defense will increase.

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