

The Effect Of Competency And Attitude On The Personal Problem And Job Performance Of Civil State Employees

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Abstract—Public services often get the spotlight from the public because of the low job performance of civil servants / civil servants (PNS). High or low quality of job performance is determined by many factors, including competency and attitude. A person acquires competency through formal and informal education, training, previous work experience, and natural abilities. Attitude has three main components: awareness, feeling, and behavior. Apart from the above variables, personal problems also determine the quality of job performance of bureaucrats. Some of these personal problems come from work and some come from outside of work, for example family problems or health problems. The purpose of this study is to examine the influence of competency and attitude towards personal problems and job performance in the Department of Cooperatives, SMEs, Industry, Trade and Energy, Mineral Resources, Sidoarjo Regency. This research uses an explanatory research type, with a population of civil servants in the Department of Cooperatives, UKM, Industry, Trade and Energy Mineral Resources, Sidoarjo Regency. Data analysis in this study using GeSCA.

The method used in this research is an explanatory approach. The results of this study show that attitude has a significant effect on personal problems and personal problems have a significant effect on job performance. Meanwhile, other relationships are not significant.

Keywords—competency, attitude, personal problem, job performance

INTRODUCTION

Public sector institutions, in this case government agencies, often get a poor assessment of performance. Indeed, efforts to improve job performance in government agencies are continuously being made. However, the demands from the public are not comparable with efforts to improve job performance in government institutions. Job performance is important, because it is the spearhead of the image of the bureaucracy in Indonesia. No matter how good the concept developed by the

government is, if it turns out that the job performance is bad, the bureaucracy can be said to be bad too.

Several months ago Deputy Minister of State Apparatus Empowerment and Bureaucratic Reform (WamenPAN and RB) Eko Prasajo, precisely on (2013) revealed the seven realities of bureaucratic depravity in Indonesia. This was conveyed at a seminar on the topic of building quality bureaucrats through changes at the BPKP Office, Jalan Pramuka, East Jakarta, Thursday, May 16, 2013. Two of them were that many bureaucrats were placed in positions that were incompatible with the abilities or competencies of the bureaucrats and weak work culture orientation. One form of a weak work cultural orientation is a weak attitude at work. This condition will clearly affect the quality of work performance (job performance) of a bureaucrat. Mahsun (2006) states that performance is a description of the level of achievement of an activity / program / policy in the strategic planning of an organization. To be able to achieve this performance, an employee is required to maximize his ability (competency) and work culture orientation. There are many factors that affect the quality of Job Performance. Pervez (2010) states that an employee's job performance is influenced by performance awards, work attendance, and subjective performance.

Many bureaucrats are placed in positions that are not in accordance with the ability or competency of the bureaucrat. Competency is the ability or quality that is sufficient or of good quality to perform the task assigned to someone (www.nwlink.com). A person acquires competency through formal and informal education, training, previous work experience, and natural abilities. A person's competency can be determined after measuring three things, namely: skills, knowledge, and abilities.

So that competency is a very important factor to increase job performance. This is consistent with the results of research conducted by Vathanophas and Thai-ngam (2007) and June and Mahmood (2011) which state that there is a significant relationship between competency and job performance. The second problem that also affects the quality of job performance is attitude. Attitude is an evaluative statement of an object, person or event

(id.wikipedia.org). Where this attitude is the impact of the employee's work culture orientation. If the work culture orientation is good, then the employee's attitude at work is also good. But if the work culture orientation is not good, then the employee's attitude at work is also not good. The next impact is if an employee's attitude is low, it will be difficult for him to get a good job performance. This means that the quality of an employee's attitude at work also determines the quality of his job performance. This is consistent with the results of research conducted by Linz and Semykina (2005) and June and Mahmood (2011) which state that attitude and job performance have a significant relationship. However, the results of this study are different from the results of research conducted by Susanty, Miradipta and Jie (2017) who said that "The results of this study showed that attitude towards work have positive but not significant effect to job satisfaction and employee performance."

Apart from the above variables, personal problems also determine the quality of job performance of bureaucrats. Some of these personal problems come from work and some come from outside of work, for example family problems or health problems. Personal problems that come from work are due to one's performance - due to low competency and attitude compared to others, it will make them inferior and will give an assessment that they are someone who cannot work. In addition, conflicts within the family and one's health problems will also affect the quality of job performance. This means that apart from affecting job performance, personal problems are also influenced by a person's competency and attitude. This personal problem variable is an additional variable in this study and has never been linked to job performance. Given the importance of improving the quality of job performance, all government agencies at all levels strive to be the best. One of them is the Sidoarjo Regency Government. One of the efforts made by the Sidoarjo Regency Government in disciplining civil servants in their environment is dismissing from their positions due to frequent skipping work and being involved in criminal problems. Not only that, there were four civil servants who were demoted for 3 years because of their poor performance. (Surya Online: 2013).

However, the efforts of the Sidoarjo Regency Government in improving the job performance of civil servants in their work environment are not without problems. Among them, there are several civil servants who experience personal problems, namely as many as 16 civil servants in the Sidoarjo regency environment recorded positive for HIV / AIDS. The cause of the large number of employees being exposed to the deadly virus is due to sexual behavior that often changes partners. (beritajatim.com: 2013). The purpose of this study was to determine the influence of competency and attitude towards personal problems and job performance of civil servants (PNS) in the Sidoarjo Regency Government, especially in the

Office of Cooperatives, SMEs, Industry, Trade and Energy, Mineral Resources, Sidoarjo Regency.

CONCEPTUAL FRAMEWORK

To measure the job performance of Civil Servants in the Office of Cooperatives, SMEs, Industry, Trade and Energy, Mineral Resources, Sidoarjo Regency is determined by the competency and attitude of the employees. Employee competency discusses the capabilities they have. This competency can come from education, training and past work experience. Meanwhile, attitude is a form of feeling, which is a feeling of support or favor or unfavorable feelings to an object. A person's attitude is formed from personal experiences, culture, significant others, mass media, educational and religious institutions and emotional factors. Apart from other variables, personal problems also affect the quality of job performance. Some of these personal problems come from work and some come from outside of work, for example family problems or health problems. Personal problems that come from work are due to one's performance due to low competency and attitude compared to others which will make them inferior and will give an assessment that they are someone who cannot work. In addition, conflicts within the family and one's health problems will also affect the quality of job performance. This means that apart from affecting job performance, personal problems are also influenced by a person's competency and attitude. In simple terms this conceptual framework can be seen in Figure 1 about the conceptual model

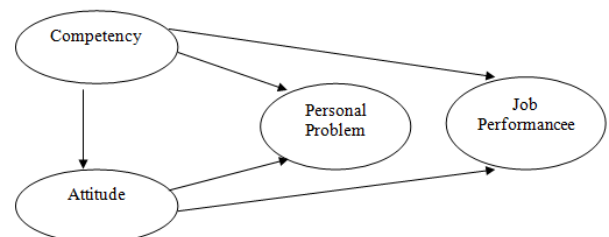


Figure 1. Conceptual Model

RESEARCH METHOD

In accordance with the research objectives, this research is a type of explanatory research. The population of this research is civil servants in Sidoarjo regency. The sample of this study was 40 respondents. The number of samples used has met the minimum requirements for research. This is in accordance with the opinion of Roscoe (1975) in Sekaran (2006) which states that the number of samples is more than 30 and less than 500 as a guideline for taking the number of samples. While the sampling technique used purposive (purposive sampling) with the consideration that the selected as a sample were civil servants in the Office of Cooperatives, SMEs, Industry and Trade of Sidoarjo Regency, this is because Sidoarjo Regency is the

center of business in East Java Province so that many services must be done. in this service.

The validity test was analyzed using discriminant validity. Statement items are declared valid if the component score is greater than the minimum criteria value of 0.60 (Ghozali, 2006). Data reliability testing was carried out by calculating Cronbach's Alpha from each instrument in one variable. The instrument is said to be reliable (reliable) if it has a cronbach alpha of more than 0.60 (Arikunto, 1998). The data collected in this study, namely: Primary data, namely data obtained directly from distributing questionnaires to civil servant respondents in the Cooperative, UKM, Industry and Trade Office of Sidoarjo Regency which is the sample of this study. Second, secondary data, namely supporting data in the form of documents related to this research in the form of the Sidoarjo regency government profile. This study relies on a questionnaire as a research instrument developed from 5 variables with 21 indicators. This questionnaire is stated in the form of closed questions. In addition, this study uses a Likert scale with a score of 1-5.

The data analysis method used in this study can be grouped into two, namely descriptive statistical analysis and inferential statistical analysis, which can be explained as follows: Descriptions can be done by interpreting the results of data processing through frequency tabulation to reveal trends in empirical data such as greatest value and value. lowest, the percentage of each answer as well as a cross table of statements on the questionnaire. The results of descriptive analysis are useful for supporting the interpretation or interpretation of the results of the analysis with other techniques. The data analysis technique used to answer the research hypothesis testing is to use the General Structure Component Analysis (GSCA) analysis tool.

RESULTS AND DISCUSSION

1. FIT = 0.413

The FIT shows the total variance of all variables that can be explained by a particular model. The FIT value ranges from 0 to 1. So, the model formed in this study can explain all the existing variables for 0.413. Competency, attitude, personal problem and job performance which can be explained by the model is 41.3% and the rest (58.7%) can be explained by other variables.

2. AFIT=0.391

The adjusted FIT is almost the same as the FIT. However, because the variables that affect job performance are not only one but three variables, it would be better if the interpretation of the model accuracy uses a corrected FIT or uses AFIT. Because the more variables that affect, the greater the FIT value because the proportion of diversity will also increase so that adjusting to the existing variables, a corrected FIT can be used. When viewed from the AFIT value, the diversity of competencies, attitudes,

personal problems and job performance that can be explained by the model is 39.1% and the rest (60.9%) can be explained by other variables.

3. Identification of Latent Variable Indicators

a. Competency variable

Table 2. Measurement Model Variable Competency

Variable	Loading			Weight			SMC		
	Estimate	ES	CR	Estimate	ES	CR	Estimate	ES	CR
Competency	AVE = 0.000, Alpha =0.796								
X1.1	0	0	0	0.217	0.283	0.77	0	0	0
X1.2	0	0	0	0.599	0.412	1.45	0	0	0
X1.3	0	0	0	-0.165	0.345	0.48	0	0	0
X1.4	0	0	0	-0.330	0.331	1.0	0	0	0
X1.5	0	0	0	0.725	0.439	1.65	0	0	0

Source: processed data

For the competency variable, there are five indicators that influence the formation of the variable. If viewed from the estimated value on the weight obtained for each indicator, the informal education indicator that has been taken is the one that best describes the competency variable. The estimated value of this indicator is the largest among the five other indicators, which is 0.599. Based on the critical point value obtained, the informal education indicators that have been taken have an insignificant effect on the competency variable because the critical point value obtained is 1.45 and is not significant at the 95% confidence level.

b. Attitude Variable

Table 3. Measurement Model Variable Attitude

Variable	Loading			Weight			SMC		
	Estimate	ES	CR	Estimate	ES	CR	Estimate	ES	CR
Competency	AVE = 0.000, Alpha =0.694								
X2.1	0	0	0	-0.157	0.213	0.74	0	0	0
X2.2	0	0	0	0.292	0.203	1.44	0	0	0
X2.3	0	0	0	0.910	0.137	6.63	0	0	0

Source: processed data

For the attitude variable, there are three indicators that influence the formation of the variable. When viewed from the estimated value on the weight obtained for each indicator, the indicator having a positive behavior in carrying out daily tasks / jobs is the one that best describes the attitude variable. The estimated value of this indicator is the largest among the three other indicators, which is 0.910.

Based on the critical point value obtained, the indicator has a positive behavior in carrying out daily tasks / work which has a significant effect on the attitude variable because the critical point value obtained is 6.63 * which is significant at the 95% confidence level.

c. Personal Problem Variable

Table 4. Measurement Model Variable Personal Problem

Variable	Loading			Weight			SMC		
	Estimate	ES	CR	Estimate	ES	CR	Estimate	ES	CR
Competency	AVE = 0.000, Alpha = 0.772								
Y1.1	0	0	0	0.810	0.267	3.04	0	0	0
Y1.2	0	0	0	-0.023	0.223	0.1	0	0	0
Y1.3	0	0	0	0.287	0.268	1.07	0	0	0

Source: processed data

For personal problem variables, there are three indicators that influence the formation of variables. When viewed from the estimated value on the weight obtained for each indicator, the indicators of problems in the work experienced (for example due to competency problems, etc.) are the ones that best describe personal problem variables. The estimated value of this indicator is the largest among the three other indicators, which is 0.810.

Based on the critical point value obtained, the indicators of problems in the work experienced (for example due to competency problems, etc.) have a significant effect on the personal profile variable because the critical point value obtained is 3.04 * significant at the 95% confidence level.

d. Job Performance Variables

Table 5. Measurement Model Variable Job Performance

Variable	Loading			Weight			SMC		
	Estimate	ES	CR	Estimate	ES	CR	Estimate	ES	CR
Competency	AVE = 0.000, Alpha = 0.660								
Y2.1	0	0	0	0.378	0.201	1.88	0	0	0
Y2.2	0	0	0	0.639	0.179	3.56	0	0	0
Y2.3	0	0	0	0.235	0.198	1.19	0	0	0

Source: processed data

For job performance variables, there are three indicators that influence the formation of variables. When viewed from the estimated value on the weight obtained for each indicator, the indicator of knowledge that is owned can help complete the task / job is the one that best describes job performance variables. The estimated value of this indicator is the largest among the three other indicators, which is 0.639.

Based on the critical point value obtained, the knowledge indicator that is owned can help complete the task / job has a significant influence on the job performance variable because the critical point value obtained is 3.56 * significant at the 95% confidence level.

4. Hypothesis Analysis of Each Path

Table 6. Structural Model

	Path Coefficients		
	Estimate	SE	CR
<i>Competency->Attitude</i>	0.605	0.403	1.5
<i>Competency->Personal Problem</i>	-0.116	0.280	0.42
<i>Competency->Job Performance</i>	0.060	0.200	0.3
<i>Attitude->Personal Problem</i>	0.825	0.226	3.64*
<i>Attitude->Job Performance</i>	0.302	0.254	1.19
<i>Personal Problem->Job Performance</i>	0.558	0.189	2.95*

CR* = significant at .05 level

a. Competency against Attitude

Competency has a positive and insignificant relationship with attitude because the critical value obtained is 1.5 is not significant at the 95% confidence level so that the competency owned by the apparatus has no significant effect on the attitude of the officers.

b. Competency against Personal Problems

Competency has a negative and insignificant relationship with personal problems because the critical value obtained is 0.42 not significant at the 95% confidence level so that the competency owned by the apparatus does not have a significant effect on the personal problems of the apparatus.

c. Competency on Job Performance

Competency has a positive and insignificant relationship with job performance because the critical score obtained is 0.3 not significant at the 95% confidence level so that the competency owned by the apparatus has no significant effect on the job performance of the apparatus.

d. Attitude to Personal Problems

Attitude has a positive and significant relationship with personal problems because the critical value obtained is 3.64 * which is significant at the 95% confidence level so that the attitude of the officers has a significant effect on personal problems of the officers.

e. Attitude to Job Performance

Attitude has a positive and insignificant relationship with job performance because the critical value obtained is 1.19 which is not significant at the 95% confidence level so that the attitude of the officers has no significant effect on the job performance of the officers.

f. Personal Problems with Job Performance

Personal problems have a positive and significant relationship with job performance because the critical score obtained is 2.95 * which is significant at the 95% level of confidence, so that personal problems owned

by officers have a significant effect on job performance of officers.

Based on the value of the estimated model that has been formed from the results of the analysis, it can be seen that personal problems have the most role in influencing job performance. So that personal problems become an important factor to be considered by the Head of the related Service.

CONCLUSION

Based on the results of the discussion in the previous chapter, the conclusions in this study are as follows:

1. Competency has a positive and insignificant relationship with attitude because the critical value obtained is 1.5 is not significant at the 95% confidence level so that the competency of the apparatus has no significant effect on the attitude of the officers.

2. Competency has a negative and insignificant relationship with personal problems because the critical score obtained is 0.42 not significant at the 95% confidence level so that the competency owned by the apparatus does not have a significant effect on the personal problems of the apparatus.

3. Competency has a positive and insignificant relationship with job performance because the critical score obtained is 0.3 not significant at the 95% confidence level, so that the competency owned by the apparatus has no significant effect on the job performance of the apparatus.

4. Attitude has a positive and significant relationship with personal problems because the critical value obtained is 3.64 * which is significant at the 95% confidence level so that the attitude of the officers has a significant effect on personal problems of the officers.

5. Attitude has a positive and insignificant relationship with job performance because the critical value obtained is 1.19 which is not significant at the 95% confidence level so that the attitude of the officers has no significant effect on the job performance of the apparatus.

6. Personal problems have a positive and significant relationship with job performance because the critical score obtained is 2.95 * significant at the 95% confidence level, so that personal problems owned by officers have a significant effect on job performance of officers.

7. Personal problems have the most role in influencing job performance.

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