Job Satisfaction and Competence: Impact on Office Employees

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ABSTRACT

This study aims to determine the effect of competency and job satisfaction partially, and which variable between the two independent variables has the most dominant effect on the dependent variable on Office Subdistrict Tanggerang. Study This method quantitative. Data Which used data primary And data secondary. Population study amount 21 person. Taking sample his research was population research, the technique used was total sampling. Data collection technique done by distributing questionnaires. Data analysis technique using multiple linear regression with use application computer (Statistical Packages for Social Scienceties) SPSS-25. Results study concluded that the competency variable partially had no effect on employee performance at Cileunyi District Office, Bandung Regency, and partial job satisfaction has a significant effect to performance employee on Office Subdistrict Tanggerang, results from variable Job satisfaction has the most dominant effect compared to competence on employee performance at the office Subdistrict Tanggerang.

I. INTRODUCTION

Provisions for an honest government and free from corruption, collusion And nepotism (KKN) by obtain hope Which Lots from public as well as so that creation condition business Which support will development investment for the sake of urging rapid progress and development economics and micro-economics are required procedure Which Good And supported by source human power in this case civil servants Which quality And have competence in field work.

Effort enhancement performance employee Wrong only one is enforce And confirmed *mindset* of bureaucratic apparatus on moral principles Which must enforced circumstances This is A must for apparatus government will more add awareness will morality, looked they perpetrator main in process bureaucracy in

government source Power man in this case the employees are required to be able to continue Work with productive Which be measured through achievement target achievement performance organization.

Performance *(performance)* as description about level achievement application something activities/programs/policies while realize target, objective, vision And mission organization Which poured in planning strategy *(Strategic planning)* something organization. According to Mahsun (2006) the term performance is also often used for the sake of mention performance or level success individuals and groups of individuals. Performance can is known If individual or group the have criteria success Which has set previously. Criteria success This form goals or targets certain to be achieved. Without any goals or targets, performance somebody or organization No Possible can is known Because No There is reject measure.

Competence owned by an employee put employee compatible with discipline knowledge (competence) with his job is very becoming attention in human resource management in order to achieve work effectiveness and efficiency para employee. Background behind education with their knowledge and competence must qualified And compatible with field work, own task important in system obtain And increase quality ability professional individual employee.

Competence according to Spencer and Spencer (in Dharma 2003:111) is characteristics base Which owned somebody Which related with the person's performance in his job. Characteristics base the form knowledge, ability, Skills, behavior And draft a person's self that can be used to complete a certain type of task or position certain Which become his job. So competence source Power man in something organization should customized with necessity organization Which concerned so that effective And efficient in support achievement objective organization.

According to Moch As'ad (1995:104) Increase performance employee naturally No free satisfaction employee in carry out work, Because on basically every person Which Work expect obtain satisfaction from place Work. Where satisfaction Work is matter Which characteristic individual Because every individual will own level satisfaction Which different in accordance with mark Which apply

within each individual. The more aspects work according to individual desires, so the more tall satisfaction Which felt.

Satisfaction Work is attitude (positive) power Work to his job, Which arise based on evaluation to situation Work. The assessment can be made against wrong one job, the assessment is done as a sense value in achieving one of those values important in work. Employee or employee Which satisfied more like situation it works from on No love it. Whereas values work is goals Which want to achieved is values work Which considered important by individual. It says furthermore that values work must in accordance or help meet basic needs. Quoted from the book Siagian (2001;65) Performance employees or clerks are influenced by several One of the factors is job satisfaction. Effort increase competence And satisfaction Work employee Keep going done through program capacity building of apparatus resources however effort This Not yet in a manner maximum realized.

Achievements performance organization on Office Subdistrict Tanggerang Of course, there are still many things that need to be improved To use support achievement performance organization Which optimal, see problem And background behind And strengthened with study earlier.

II.   LITERATURE REVIEW

Competence is a state of being related with ability, knowledge or outlook, And behavior Which made something guide during do not quite enough answer work Which done by employee. The success that employees get is the result of increasing employee competence while working in place Work.

According to pfeffer, et al (2003:110) there is 5 characteristics competence that is :

a. Motive (*Motives*)

Motive is something in which a person consistent think so that He do action.

b. Temperament (*Traits*)

Temperament is a character that makes people For behave or How somebody respond something with method certain.

c. Draft Self (*Self Concepts*)

Draft self is attitude or mark Which be measured with test respondent For know What Which rated Good by somebody, What Which Once done or What Which want them to do.

d. Knowledge (*Knowledge*)

Knowledge is owned information someone in a particular field. Knowledge (*Knowledge*) is competence Which complex.

e. Ability (*Skills*)

Skills are the ability to perform a certain task both physically and mentally.

From explanation the can concluded that response beginning from application system this competence is a cut off for predict job success (performance). Will but in development it turns out this system can applied For Lots matter between other used as base in process planning, selection, succession, evaluation And performance evaluation, compensation, and development resource man other.

Satisfaction Work

Every person Which Work expect achieve satisfaction from the workplace. On basically satisfaction Work is matter Which is individual therefore each individual will have different levels of satisfaction accordance with the values that apply within every individual. The more Lots aspect in work according to individual desires, so the more tall level satisfaction Which felt.

According to Kreitner And Kinicki (2001:271) job satisfaction is "an effectiveness or response emotional to various spec work". Davis and Newstrom (1985:105) describe "satisfaction Work is set feeling employee about pleasant or nope work they". According to Robbins (2003:78) satisfaction Work is "attitude general to one's work that makes a difference between the number of awards received by workers and the amount they believe they should be accept".

There is five factor Which can influence satisfaction Work (Kreitner And Kinicki 2001:225) that is as follows :

a. Fulfillment of needs (*Need Fulfillment*)

b. Satisfaction is determined by level job characteristics provide chance on individual For fulfil his needs. Difference (*Discrepancies*)

   Satisfaction is a results fulfil hope. Fulfillment of expectations reflects difference between What Which expected And What Which obtained individual from his job. When hope more big from What Which accepted, person will No satisfied. Conversely, individuals will be satisfied if they accept benefit on hope.

c. Cachievement Mark (*Values Attainment*)

   Satisfaction is results from perception work provides fulfillment of work value individual Which important.

d. Justice (*Equity*)

   Satisfaction is function from how much fair individual needed in place Work.

e. Genetic components (*Genetic components*)

   Job satisfaction is a trait function personal and genetic factors. This implies individual differences have meaning important For explain job satisfaction in addition to characteristics environment work.

Performance

Every individual work and organization operating must be oriented to the vision, goals and specific targets. The organization must know What Which obtained on customers or client during time certain as drawn in vision the organization, And individual Also should know what to target or target from his job all night period time certain.

Whereas according to Prawirosentono (2008:27), performance can be assessed and measured by indicator that is :

  a. Effectiveness, namely when the group's goals can be achieved achieved with need Which planned.
  b. Responsibility is an integral part inseparable or as a result of ownership authority.
  c. Discipline that is obey at law And rule Which apply. Discipline employee is obedience Which concerned in honor agreement Work with company.
  d. Initiative related with Power think, creativity in form something idea Which related objective company. Characteristic initiative should get attention or good company and boss response. With words other initiative employee is Power push progress Which Finally will influence performance employee.

Based on the performance explanation above, it can concluded that the performance is the result of work Good That in a manner quality nor quantity Which employees have achieved, in carrying out their duties his job in accordance with not quite enough answer Which given organization, And results it works the customized with results Work Which expected organization, through criteria or standard performance employee Which applies in organization.
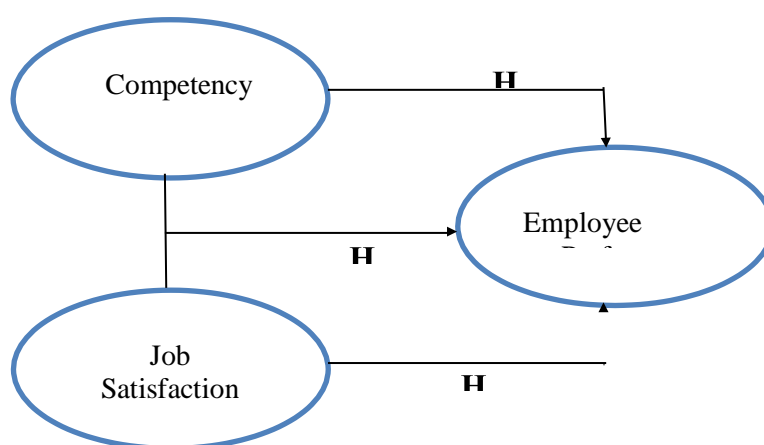

Figure 1 Paradigm Study

(X 1) has the most dominant effect compared to variable satisfaction Work (X 2) to performance employee

(Y) on Office Subdistrict Tanggerang.

III.   METHODS

This research approach uses types descriptive quantitative Where according to Arikunto (2010:27) Quantitative research is research which many are required to use numbers, start from collection data, interpretation to data the, as well as appearance result. Besides That understanding table, chart, chart, picture, or appearance other. Through study descriptive quantitative This For can explain various phenomenon or picture clearly and descriptively used For get variation problem Which related with field education as well Act human behavior.

Type data In study This data Which collected in the form of primary data, namely data that collected in a manner direct form questionnaire (questionnaire) from the object of research that comes from the place where the research is conducted is in the Office Cileunyi District, Bandung Regency. Data secondary, namely data obtained from other parties which has process or publish data primary data such as data obtained from books, Internet, statistics And etc.

Population is whole subject Which will be studied or the area of generalization that it comprises on objects/subjects, which have quality and certain characteristics set by the researcher to study and then draw conclusions (Sugiyono, 2008:81). Employee research population Office Subdistrict Tanggerang amount 21 person. Whereas Sample is part of the number and characteristics of which owned by population the (Sugiyono, 2008:81). Determination sample according to Suharsimi Arikunto (2010:112), if the subject is less than 100 people should all be taken, so the research is population research, if the number of subjects is large or more than 100 people can taken 10-15% or 20- 25% or more, so that the technique used is the *total technique sampling* . To generate objectivity in study This so that sample Which made object study as much 21 people.

The analytical method used with the method statistics to speed up processing and testing data so done with help computer application program (*Statistical Package for Social Scienceties*) SPSS-25. Linear regression analysis used For describe line Which shows the direction of the relationship between variables, as well used to make predictions. Analysis this too used for examine relationships between two variable or more, especially For tracing the pattern of relationships that the model has not is known with perfect. On study using multiple linear regression analysis for know in a manner linear between variable independent (free) X with variable dependent (bound) Y. As for formula Regression linear simple as follows :

$$Y = \alpha + \beta_1 X_1 + \beta_2 x_2 + e$$

Information :

Y   = Performance Employee X1 = Competence

X2   = Satisfaction Work

A   = Constant

B   = Coefficient Regression E = Error

T-test or correlation coefficient statistical test *product moment (r)* is used to test for presence nope connection between variable free with variable bound. Test hypothesis Which used in study This is test Test that is compare mark t count witht table. As for formula test t as follows:

$$tt = rr \sqrt{nn - 2\ 2}$$
$\sqrt{11 - rr\ 22}$ Information T = Test t
R   = Coefficient correlation N = Amount data

With criteria And rule testing :
  a. When t count > t table so significant
  b. When t count < t table so No significant

Simultal test or F test to test variables free in a manner together (X_1, X_2) to variable Y.
Criteria testing :
  a. Ho is rejected and Ha is accepted, if F count ≥ from F table
  b. Ho is accepted and Ha is rejected, if F count ≤ from F table

The coefficient of determination (R^2) is used For know how much big variance from variable dependent can explained by variable independent. R^2 used in research This is R^2 Which consider amount variable independent in something capital or called R^2 Which has customized (*Adjusted-R^2*). As for formula R^2 as following :

R2 = (SSR) / (SST)
Information :

R^2 = Coefficient of determination SSR = Sum of square Regression SST = sum of square Total

Mark coefficient determination state percentage of the total variation of the dependent variable can be explained by the independent variables in the model. Mark R^2 range between 0 – 1 And if R^2 approach mark 1, so matter This show that the variation of the dependent variable can be explained by variable free. On the contrary if mark R^2 close to 0, then the variation of the dependent variable No can explained variable free (Ghozali, 2001). In do management writing use computerized program " *Statistical Packages for social Scienceties* (SPSS-25).

Technique Collection Data
As for technique collection data Which researcher use is as following :
  1. Studies field *(field research)* that is collection data Which done direct by researchers on research objects. As for technique Which used in obtain data among others :
     1) Interview, namely how to obtain data through interview employee with refer to the existing list of questions on questionnaire (questionnaire).
     2) Questionnaire (questionnaire), that is technique collection data primary with method submit question in a manner written to respondent For do

taking data about competence, satisfaction Work as well as performance employee.

Studies literature *(libraries research)* , that is collection data through literature

IV.   RESULTS

This section contains the summarized data, data analysis, and interpretation of the results. Include whether the research findings support or contradict previous studies.

Table 1. Recapitulation Results Test Regression linear Double

Variable Free (X)	Coefficient Regression	Coefficient Betas	T Count	Probability (Sig)
Competence (X1)	0,293	0,276	1,482	0,154
Satisfaction Work (X2)	0,608	0,666	3,571	0,002
Constant	1.053			
	54,440			
F Count				
R	0.919			
R^2	0.845			
Adjusted R^2	0.829			
Sig. F	0.000			
SEE	1.81511			

Source : Data processed, 2023

Based on Table 4.11 it can be seen that the regression model shows significant results with F count > F table , namely 54.440 > 3.49 and probability value (sig.) F < 0.05, namely 0.000 < 0.05, so that model the worthy used in analysis furthermore. F test on basically is compare nailai F results calculation with mark F according to table. When mark F count more big from F table, so We accept hypothesis alternatives Which state that all variable independent in a manner simultaneous influence dependent (Ghozali, 2001).

(X1) and job satisfaction

(X2) have an effect of 82.9% to performance employee

(Y) Office Subdistrict Tanggerang, while the remaining difference of 17.1% is affected by another variable or outside study This.

Can seen from table 4.11 that seen significant variable competence as big

0.154 > 0.05 And results t count < t table that is For variable competence as big 1,482 < 2.07961 meaning that there is no influence of competence on

employee performance. Meanwhile for variable satisfaction Work can seen significant as big 0.002 < 0.05 And results t count > t table as big 3,571 > 2.07961 Which It means there is the effect of job satisfaction on employee performance. Equality Which can formed from table on as following :

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + e$$

$$Y = 1.053 + 0.293 X_1 + 0.608 X_2 + e$$

From results calculation SPSS 25 on can concluded as follows :

1. Constant as big 1.053 If variable competence (X1) And satisfaction Work (X2) is 0 then the value of employee performance is 1.053 with assumptions of variables other Which can influence performance employee considered fixed.
2. The competency variable regression coefficient is 0.293 state that every worship variable competence as big 1 unit, so happen decline performance employee as big 0.293 with assumption variable other worth still.
3. Coefficient regression variable satisfaction Work 0.608 states that each addition variable satisfaction Work as big 1 unit, then there is an increase in employee performance of 0.608 with assumption variable other worth still.
4. F test significant results 0.000 <0.05 and F results count > F table of 54.440 >
3.49 that variable independent in a manner simultaneous influence dependent variable.

Table 3. Conclusion Test hypothesis

	Probability (Sig.)	Comparison T $_{count}$ with T table	Conclusion
H$_1$	0.154	1.482 < 2.07961	Ho 1 accepted, Ha 1 rejected
H$_2$	0.002	3.571 > 2.07961	Ho 2 rejected, Ha 2 accepted
H$_3$	0.154	1,482 < 2.07961	Ho 3 accepted, Ha 3 rejected

Source : Data processed, 2023

In the multiple linear regression equation, numbers *adjusted R* ^{2} Which obtained as big 0.829 or 82.9%. Matter This show that competence

Results analysis the show that Competence (X1) on Employee Performance no influential in a manner damn And For Satisfaction Work (X2) to Performance Employee influential Good in a manner damn. Whereas For hypothesis Which it says Competence influential most dominant than Job Satisfaction to Performance Rejected employee

V.   CONCLUSION AND SUGGESTION

Conclusions and recommendations can be presented in separate subsections. The conclusions section should address the research objectives, provide a concise summary of the research findings (avoiding numerical or statistical information), and highlight the main outcomes of the study. The recommendations section should suggest further research that is deemed necessary for enhancing the utility and applicability of the study's findings.

Limitations study This is collection data only with use questionnaire so that data Which analysis in discussion This limited on question in questionnaire Which responded to in a manner written by respondent.

Based on the conclusions of the research results And discussion about influence competence and job satisfaction on employee performance at Office Subdistrict Tanggerang as follows:

1. Results variable test partial competency No there is influence to performance employee on Office Subdistrict Tanggerang with results test t of 1.482 significant level (Sig.) 0.154 then t count 1.482 <t table 2.07961 Ho is accepted And Ha rejected.

2. Results test variable satisfaction Work in a manner Partial influential significant to performance employee on Office Subdistrict Cileunyi Bandung Regency with results test t as big 3,571 level significant (Sig.) 0.002 then t count 3.571 > t table 2.07961 Ho was rejected And Haha accepted.

3. Results test Partial second variable independent to the dependent variable there is a variable satisfaction Work Which influential dominant to performance employee on Office Subdistrict Tanggerang.

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