The Influence of Competence and Motivation on Employees Performance

Dewanta Fachrureza[1], M. Liga Suryadana[2]
Sekolah Tinggi Pariwisata Bandung, Indonesia[1,2]
E-mail: dewantafachrureza@gmail.com[1], mligasuryadana@gmail.com[2]

ABSTRACT

The purpose of this study was to find out and obtain the data and analyze the data that reinforces the notion above for applicative solutions or can be done to solve the problem is happening. In this study the authors used a quantitative approach. housekeeping employees take a sample and use the questionnaire as a method of data collection. The reason researchers used a quantitative approach because the researcher intends to eliminate subjectivity in research. The results obtained do indeed proved strong motivation and competence contribute to the performance of the employee. Each variable has a strong influence signifies the alleged author approached correctly. Based on the data also that the competence and motivation is weak then performance will be less. Recommendations from this research is to use the award or awards system to boost employee motivation and also conduct training for employees to improve knowledge, skills and attitudes.

Keywords: competency, motivation, performance.

INTRODUCTION

The increase in human resources related to hospitality certainly needs to be improved in quality. The service user accepts the variety of the person providing the service as the quality of the service itself. For example, complaints about the bad behavior of hotel services, tour guides, or unscrupulous residents in tourist destinations will undoubtedly associate with poor quality of tourism services.

One of the work units that most determines the success of entertaining hotel customers is the housekeeping or layout. The hospitality unit is critical to the success or progress of the hotel because it is directly related to service to hotel customers so that the good and bad services of the hospitality plan will affect customer

perceptions about the satisfaction of staying at the hotel.

Performance is the result of activities that have been carried out by employees or an organizational unit (Matthews, 2011). Excellent performance is a corporate goal to be achieved. To achieve superior performance requires a motivation that arises from within and from outside a person. Inner motivation comes from the need for money, power, appreciation, recognition. While external motivation comes from family, superiors at work, and coworkers. Generally, when motivation decreases, employees tend to be lazy to come every day or be in the office full time.

Sanghi (2016) suggests that competence refers to the characteristics that underlie the behavior that describes the motives, personal characteristics, self-concept, values, knowledge, or expertise brought by someone who is a superior performer at work. The attributes of competencies are distinguished based on the degree to which these competencies can teach. Skill and knowledge are usually classified as competition on the surface so that they quickly saw. Self-concept competence, personal characteristics, and motives are hidden and are, therefore, more challenging to develop or assess. Changing their causes and symptoms can still be done, but the process is long, complicated, and expensive. The most economical way for organizations to have this competency is through a character selection process.

Theory support regarding competence has an influence on performance improvement (Matthews, 2011) suggests that competence consists of several critical behaviors needed to carry out particular roles to produce satisfactory performance or performance. This behavior is usually required consistently by employees who carry out work activities. Action without intent and purpose cannot be called competence.

In directing a work that must be done only during the briefing, where the leader does not see the principle of individual differences where the leaderless notices the educational background and work experience of the participants. Differences in educational backgrounds and work experience can affect the way of thinking and the ability of employees to do work according to existing procedures.

Therefore, management feels it is necessary to make efforts to acquire or develop competencies and motivations systematically. Competency development can do by fostering and improving the competence and quality of work they have. Work capacity enhancement is carried out by efforts to improve the aspects that underlie these elements, namely individual work knowledge and skills, and work motivation improvement made by fostering the mental attitude of individuals and situations/environments that encourage the emergence of personal satisfaction and willingness to work.

Personal traits and characteristics have to do with exceptional work performance or work effectiveness. Knowledge is the ability possessed by employees oriented to the operation of the machine, understanding all the rules and theories related to work, excellent service and creative thinking and giving ideas at work, skill is the ability of employees to work together, solve problems and communicate and responsible for work while attitude, which is feeling happy-not happy, like-dislike or reaction to a stimulus that comes from outside.

In connection with work motivation, work motivation defined as a condition that influences are arousing, directing, and maintaining behavior related to work performance.

From the data and background discussed above, the purpose of this study is to be able to analyze and illustrate the effect of competence and motivation on employee performance. This research expected to be beneficial for the academic world, especially for subsequent researchers who are researching similar issues.

RESEARCH METHODS

The approach used in this research is quantitative. The reason researchers use a quantitative approach is that researchers intend to eliminate subjectivity in the study. This research conducted in Jakarta, a hotel that is City Icon Residence Jakarta. With the object of research are employees of the City Icon Residence Jakarta layout. The number of samples used in this study was all employees of the City Icon Residence Jakarta layout.

In this study, the method used Multiple Linear Regression Analysis The purpose of multiple regression analysis is used to find out how much influence the Competence and motivation variables on Performance. From the regression test, results will obtain data on whether the competency and motivation variables can significantly be predictors for the Performance variable. Regression analysis used to find out the variation in performance variables that can be explained by competency and motivation variables.

RESULTS AND DISCUSSION

In a study at the Jakarta City Icon Residence Hotel, the authors submitted a set of questionnaires to respondents totaling ten people. This questionnaire consisted of 71 items representing three variables studied. The three research variables in the form of surveys are

Competency (X1) and Motivation (X2) and Employee Performance variables (Y).

Based on the results of data processing on the statements of respondents on average on the Competency variable, it appears that for respondents who gave a very agreeing assessment, there were 38%, for respondents who gave an agreed estimate there were 36%. Those who gave a doubtful evaluation there were 16% as for there were 10% respondents who disagreed ratings and those who gave a very uneven assessment of 1. This means that the data scattered from the smallest to the largest with an average accumulated value of 4.01 and a standard deviation of 38,54867. When you look at the overall results on the Competency variable, it can see that the average value is 4.01. Hence, the average value is in the agreed category, so that it can conclude that the Competency at the City Icon Residence Hotel Jakarta is good. However, it is still necessary to improve all aspects shown through the dimensions of the questionnaire dimensions, with more emphasis on enhancing the question items whose values are below average.
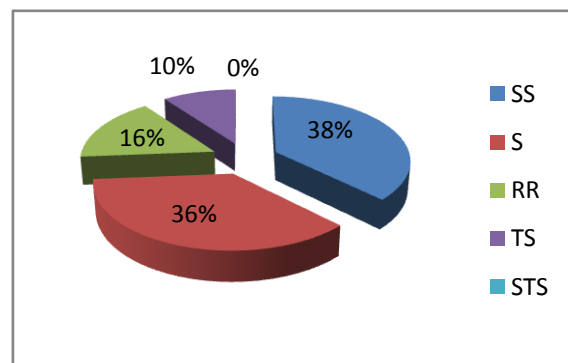

Figure 1 Average Competency Variables

Based on the results of data processing on the statement of respondents on average on the Motivation variable, it appears that for respondents who gave a very agreeing assessment, there were as many as 28%, for respondents who gave an agreed estimate there

were as many as 28%. Those who gave a doubtful evaluation were as much as 25% as for there were 17% respondents who gave a disagreeing assessment and 2% who strongly disagreed with the review.

This means that the data scattered from the smallest to the largest with an accumulated average of 3.64 and a standard deviation of 25.95188. When looking at the overall results on the Motivation variable looks an average value of 3.64, so the average value is in the agreed category, so it can conclude that the Motivation at City Icon Residence Jakarta Hotel conditions are right, but it still needs to be improved all aspects which shown through the dimensions of the questionnaire dimensions, with more emphasis on enhancing the question items whose values are below average.
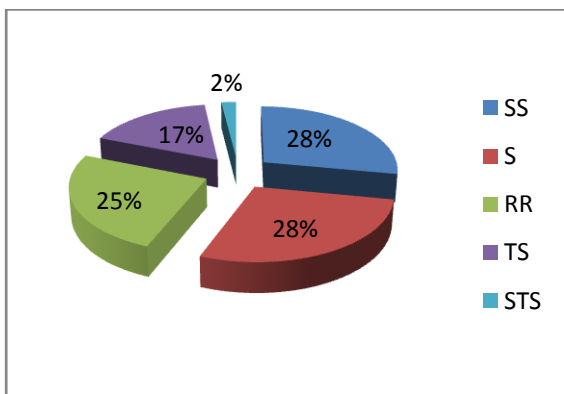
largest with an average accumulated value of 3.76 and a standard deviation of 24.18057.

When looking at the overall results on the Employee Performance variable, the average value is 3.76, so the average value is in the agreed category, so it can conclude that the Employee Performance at City Icon Residence Jakarta Hotel is already in good condition. But it still needs improvement in all aspects shown through the questionnaire dimensions, with more emphasis on improving the question items whose values are below average to produce the performance that meets management expectations and, of course, according to applicable SOPs.
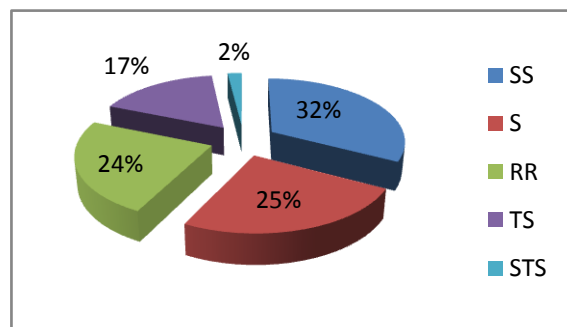

Figure 2 Mean Motivation Variables

Figure 3 Average Employee Performance Variables

Based on the results of data processing on the statements of respondents on average on the Employee Performance variable, it can see that for respondents who gave a strongly agreed assessment, there were 32% for respondents who gave an approved estimate there were as many as 25%. Those who gave a hesitant evaluation were 24% as for the respondent there were 17% of those who disagreed and 2% of those who strongly disagreed. This means that the data scattered from the smallest to the

Based on the test results statistically, it can be seen clearly that Simultaneously all independent variables significantly influence the dependent variable. The influence given by the three independent variables is positive, meaning that the higher the competence and work motivation, the higher the employee performance will be produced.

The results of the competency data described above show lift 4.01, which means agree, which should be in number 5 that is very

approved or perfect. According to De Vos, De Hauw & Van der Heijden (2011), competence consists of knowledge, skills, and ethical behavior. From the data obtained, this is due to the minimal level of employee education, so management should be needed to conduct training that focuses on the knowledge and skills of the employees of the arrangement.

The test results prove there is an influence between work motivation on employee performance. Through the results of calculations that have done, it obtained that t arithmetic> t table or = 2.612> 1.860 or Ho rejected and Ha is accepted. This means that this test statistically proves that Competence has a positive effect on employee performance, meaning that there is an influence between the Competency variable on employee performance at City Icon Residence Jakarta, Jakarta. Be good too. This is consistent with the research of Agha, Alrubaiee & Jamhour (2012), which concluded that competence has a significant effect on employee performance and Cerasoli & Ford's study (2014), which concludes that motivation has a substantial impact on employee performance. With the competence of the employee, the employee is more capable and skilled in completing the work given to him.

The results of the motivational data described above indicate lift 3.64, which means agree, which should be in number 5 that is very approved or perfect. According to Gerhart & Fang (2015), motivation can be influenced by intrinsic and extrinsic. From observations of data in the field, it most likely caused by a lack of appreciation, which means extrinsic motivation factors. Management should pay more attention to respect for employees, can raise salaries or give bonuses for each employee to achieve something satisfying.

The test results prove there is an influence between Work Motivation on employee performance. Through the results of the

calculations that have carried out, it concluded that it found that t arithmetic> t table or (2,615> 1,860) or Ho rejected, and Ha was accepted. This test statistically proves that Work Motivation has a positive effect on employee performance meaning that the variable of Work Motivation significantly influences employee performance at City Icon Residence Hotel Jakarta, this is due to the existence of right employee Motivation, employee performance at City Icon Residence Jakarta Hotels will be good Thus, the more City Icon Residence Jakarta Hotels can increase employee motivation, the performance of employees will also increase. Following previous research by Shahzadi, Javed, Pirzada, Nasreen & Khanam (2014) concluded that the Motivation variable. Influence employee performance because employees who have high motivation in carrying out tasks will achieve the goals and expectations of the organization. The above findings are also relevant to Dysvik & Kuvaas (2013) research that employee work motivation and specific psychological contracts are the basis for improving performance at both the individual, team, and organizational levels. According to Yousaf, Yang & Sanders (2015), work motivation at a higher level has an empirical relationship with a performance at a higher level.

From some of the data above, one of them is the coefficient of determination data, and it can see the amount of the coefficient of determination is 0.929 or equal to 92.9%. This figure means that 92.9% of Employee Performance that occurred can explain by using Competence and Motivation. The relationship between the two variables X1 and X2 namely competence and performance is relevant to the opinion of Yousaf, Yang & Sanders (2015) which states that in the field of services can only be produced by human resources who know well the tasks for which they are responsible and have a sensitivity to what is desired by

customers from him. Work competency and motivation together affect employee performance. This means that employee competence and work motivation together play a role in improving the process of forming the performance of employees of City Icon Residence Hotels.

CONCLUSIONS

Employee competence, which includes knowledge, skills, and behavior of employees, is good enough; this indicates that employees already have the sufficient right experience, knowledge obtained both from oneself and the environment, or obtained from hotel management training. Although there are deficiencies such as employee knowledge about products, hotel history and the lack of skills of some employees in using housekeeping equipment, all of these can be overcome by management actions such as conducting direct training in the field to train employees in using housekeeping equipment and conducting in-room training for honing employee knowledge of product and hotel history. Employee motivation includes intrinsic motivation, that is the motivation that comes from within and extrinsic motivation, which means that motivation that employees get from outside on employees is good enough. This indicates that employees already have sufficient motivation to work, and also the hotel and work environment, such as superiors and management, support the motivation of employees from outside. Found several things or dimensions that tend to reduce employee motivation, such as minimal appreciation from management, but this can be discussed again by management about giving awards to employees either in the form of money or promotions. Employee performance which consists of indicators of quality, quantity,

responsibility, work results and achievements produced by employees is excellent, this can see from the quality of work of employees who are following standard operating procedures, work quantity following the work weight of a person, the responsibilities assumed are by the direction and the daily burden of a housekeeper, as well as the results of work and achievements that assessed according to management's expectations of the employees of the arrangement. This means that employee competency and work motivation partially or simultaneously play a role in improving the process of forming employee performance.

REFERENCES

Agha, S., Alrubaiee, L., & Jamhour, M. (2012). Effect of core competence on competitive advantage and organizational performance. *International Journal of Business and management*, 7(1), 192-204.

Cerasoli, C. P., & Ford, M. T. (2014). Intrinsic motivation, performance, and the mediating role of mastery goal orientation: A test of self-determination theory. *The Journal of psychology*, 148(3), 267-286.

De Vos, A., De Hauw, S., & Van der Heijden, B. I. (2011). Competency development and career success: The mediating role of employability. *Journal of vocational behavior*, 79(2), 438-447.

Dysvik, A., & Kuvaas, B. (2013). Intrinsic and extrinsic motivation as predictors of work effort: The moderating role of achievement goals. *British Journal of Social Psychology*, 52(3), 412-430.

Gerhart, B., & Fang, M. (2015). Pay, intrinsic motivation, extrinsic motivation, performance, and creativity in the workplace: Revisiting long-held beliefs. *Annu. Rev. Organ. Psychol. Organ. Behav.*, 2(1), 489-521.

Matthews, J. R. (2011). Assessing organizational effectiveness: the role of performance measures. *The Library Quarterly*, *81*(1), 83-110.

Sanghi, S. (2016). *The handbook of competency mapping: understanding, designing and implementing competency models in organizations*. SAGE publications India.

Shahzadi, I., Javed, A., Pirzada, S. S., Nasreen, S., & Khanam, F. (2014). Impact of employee motivation on employee performance. *European Journal of Business and Management*, *6*(23), 159-166.

Yousaf, A., Yang, H., & Sanders, K. (2015). Effects of intrinsic and extrinsic motivation on task and contextual performance of Pakistani professionals: the mediating role of commitment foci. *Journal of Managerial Psychology*, *30*(2), 133-150.