

# The Effect of Competence, Work Ethic, and Work Discipline on Performance of Government Employee in Population Control and Family Planning Service Pasaman District, West Sumatera Province

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## Abstract:

**Background:** This study aims to determine the effect of competence, work discipline and work ethic on employee performance of the Population Control and Family Planning Service, Pasaman District, West Sumatera Province. This research is motivated by employees in carrying out their duties unable to adapt to the situations and conditions required by the agency and lack of special expertise and skills in carrying out work, employees who are still accustomed to violating regulations, and the low quality of employee ethics at work, so that it has an impact on Employee performance is still unstable and tends to be low in the Population Control and Family Planning Office of Pasaman District, West Sumatera Province.

**Materials and Methods:** The research method uses a quantitative approach multiple linear regression method. Data collection techniques using questionnaires, observation and interviews. Respondents of this study were 44 employees of the Population Control and Family Planning Office of Pasaman District, West Sumatera Province. The sampling method uses the total sampling method in which the entire population in this study is the research sample. Hypothesis testing was calculated with the IBM Statistical Package for Social Science (SPSS) program version 24.0.

**Results:** The results of this study found that partially competence has a significant effect on performance, work discipline has a significant effect on performance, work ethic has a significant effect on performance, and simultaneously competence, work discipline, and work ethic have a significant effect on the performance of the employees of the Population Control and Family Planning Office of Pasaman District, West Sumatera Province.

**Key Word:** Competence, Work Discipline, Work Ethic, Employee Performance.

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## I. Introduction

In the face of globalization, human resources plays a very dominant in the organization's activities. Human resources have a major role in all activities, including in the implementation of government organization or public service that involves readiness, number, education, and professionalism (Kadarisman, 2018: 42). In order to realize the system clean and respectable government (good governance) and to realize good public services, efficient, effective, and quality of course need to be supported by the employees who professional, responsible, fair, honest and competent in their fields. In other words, an employee in performing his duties should be based on professionalism and competency in accordance with its science qualifications. Human Resource Management has four operational functions, one of which is to assess and develop human resources, whose activity is to assess the performance of employees. There are several factors that influence employee performance, namely competence, work Discipline and work ethic.

In creating performance, it seems that there are still many obstacles faced by the staff of the Pasaman Regency Population Control and Family Planning Office, making it difficult to achieve organizational goals. The performance of the bureaucratic apparatus is an important factor in the government bureaucracy, because the state apparatus is the implementing element and functions of government activities, including in service activities. However, in reality the performance of employees at the Pasaman District Population Control and Family Planning Office is still low. Problems that occur in the performance of employees at the Population Control and Family Planning Office of Pasaman Regency are human resources, systems and their implementation. So that the target and realization of the work program achievement from year to year is not stable. The level of achievement of employee performance requires a process, at this stage of the process the subordinates are more dominant in doing it, while the output is the level of achievement of the results, whether or not the achievement of the output / performance of the most influential agency is the member in the organization / agency / company, however the leadership sometimes does not concerned with the potential

conditions of existing employees, especially issues of competence, work discipline, work ethic and employee performance produced by employees, this of course will have an effect on the low performance of the agency. In an effort to meet the demands of development and improve the quality of service to the community, it is necessary to increase the performance of employees in the quality and quantity aspects of work in order to make a positive contribution to performance in the hope that organizational goals can be achieved. Efforts that can be made by the Population Control and Family Planning Service in building employee performance in order to achieve satisfactory results can be through building positive competencies among state officials, implementing employee discipline at work, and providing a conducive work environment.

Based on the explanation above, the researcher proposes the formulation of the problem as follows; (1) How does competency affect the performance of the employees of the Office of Population Control and Family Planning in Pasaman Regency, West Sumatra Province? ; (2) How does work discipline affect the performance of the employees of the Office of Population Control and Family Planning in Pasaman Regency, West Sumatra Province? ; (3) How does work ethic affect the performance of the employees of the Pasaman Regency Population Control and Family Planning Office, West Sumatra Province? ; (4) How do competence, work discipline, and work ethic affect the performance of the employees of the Population Control and Family Planning Service of Pasaman Regency, West Sumatra Province?

## II. Material And Methods

Based on the formulation, objectives and research hypotheses, the methods used in this study are correlational research and quantitative research to determine the influence between variables. This study aims to determine the effect of competence (X1), work discipline (X2) and work ethic (X3) on employee performance (Y). The object of this research is the staff of the Population Control and Family Planning Office of Pasaman Regency, West Sumatra Province.

**Tabel 1.** Population and Sample

No.	Status	Total (Person)
1.	Civil Servants (PNS)	34
2.	Government Employees with Work Agreement (PPPK)	10
<b>Total</b>		<b>44</b>

*Source: Secondary Data PPKB Kab. Pasaman, 2020*

The type of data in this research is quantitative and qualitative data. Qualitative data is the result of interviews with employees and superiors. Meanwhile, quantitative data is the result of a questionnaire given to the research sample. To collect research data, researchers use; (1) Competency Sheet; (2) Work Discipline Sheet; (3) Work Ethic Sheet; and (4) Interview. The variables in this study consisted of independent variables and dependent variables. The dependent variable was employee performance. While the independent variables are competence, work discipline and work ethic. The analysis was carried out namely validity analysis, instrument reliability, descriptive analysis, prerequisite test analysis, namely normality test, multicollinearity and heteroscedasticity test, then the hypothesis test was carried out by multiple linear regression test

**Tabel 2.** Respondent Capain Level Criteria (TCR)

TCR (%)	Variables and Criteria			
	Competence	Work Discipline	Work Ethic	Performance
90 s/d 100	Excelent	Excelent	Excelent	Excelent
80 s/d 89,9	Good	Good	Good	Good
65 s/d 79,9	Fair	Fair	Fair	Fair
55 s/d 64,9	Poor	Poor	Poor	Low
0 s/d 54,9	Very Poor	Very Poor	Very Poor	Very Low

*Source: Arikunto (2012). Adapted by the Author, 2020.*

The validity test is used to measure whether a questionnaire is valid or invalid. To find out the validity of the questionnaire, the Pearson Product Moment correlation technique was carried out by correlating the scores of each variable with the total score. A variable / statement is said to be valid if the score of the statement is significantly correlated with the total score where the test uses the help of the IBM SPSS version 24.0 program.

The level of reliability is indicated by a number of Cronbach Alpha coefficients ( $\alpha$ )  $\geq 0.60$ . If the Cronbach Alpha ( $\alpha$ ) is greater than or equal to 0.60, the research variable is declared reliable, and vice versa, if the Cronbach Alpha is less than 0.60, the research variable is declared unreliable (Sekaran and Bougie, 2010). Reliability test calculations will be carried out with the help of the IBM SPSS for Windows version 24.0 program.

### III. Result

**Table 3.** Variable Descriptive Analysis

	N	Min	Max	Sum	Mean
	Stat	Stat	Stat	Stat	Stat
Competence	44	36,00	51,00	2117,00	48,11
Work Discipline	44	60,00	89,00	3562,00	80,96
Work Ethic	44	48,00	68,00	2833,00	64,39
Performance	44	30,00	50,00	1765,00	40,11
Valid N (listwise)	44				
		Std. Dev	Question Item	TCR (%)	Ket
		Stat			
Competence		2,22267	12	80,23	Good
Work Discipline		4,08602	20	80,19	Good
Work Ethic		2,95088	16	80,95	Good
Performance		2,35477	10	80,48	Good
Valid N (listwise)					

From the table above it can be seen that each variable has an average between 40.11% - 80.96% and the Respondents' Achievement Level (TCR) between 80.19% - 80.95% with an average TCR of 80.46%. This means that each respondent variable has a good average response.

**Table 4.** TCR Results – Performance

No. Statement	SCORE					Total	Avarage	TCR (%)	Inf.
	Total SS (x5)	Total S (x4)	Total KS (x3)	Total TS (x2)	Total STS (x1)				
KI 1	15	160	3	0	0	178	4,05	80,91	Good
KI 2	30	128	18	0	0	176	4	80	Good
KI 3	20	156	3	0	0	179	4,07	81,36	Good
KI 4	25	144	9	0	0	178	4,05	80,91	Good
KI 5	35	140	6	0	0	181	4,11	82,27	Good
KI 6	25	152	3	0	0	180	4,09	81,82	Good
KI 7	5	152	15	0	0	172	3,91	78,18	Fair
KI 8	15	152	9	0	0	176	4	80	Good
KI 9	10	140	18	2	0	170	3,86	77,27	Fair
KI 10	5	164	6	0	0	175	3,98	79,55	Fair

From the table above, it can be seen that the average score obtained from the respondents is 4.01 with an average Respondent Achievement Level (TCR) of 80.23% is GOOD.

**Table 5.** TCR Results – Competence

No. Statement	Score					Total	Avarage	TCR (%)	Inf.
	Total SS (x5)	Total S (x4)	Total KS (x3)	Total TS (x2)	Total STS (x1)				
KO 1	20	156	3	0	0	179	4,07	81,36	Good
KO 2	5	164	6		0	175	3,98	79,55	Fair
KO 3	5	168	3	0	0	176	4	80	Good
KO 4	40	116	21	0	0	177	4,02	80,45	Good
KO 5	15	160	3	0	0	178	4,05	80,91	Good
KO 6	5	152	12	2	0	171	3,89	77,73	Fair
KO 7	10	164	3	0	0	177	4,02	80,45	Good
KO 8	30	140	9	0	0	179	4,07	81,36	Good
KO 9	5	168	3	0	0	176	4	80	Good
KO 10	35	120	21	0	0	176	4	80	Good
KO 11	5	164	6	0	0	175	3,98	79,55	Fair
KO 12	15	160	3	0	0	178	4,05	80,91	Good

From the table above, it can be seen that the average score obtained from the respondents is 4.01 with an average Respondent Achievement Level (TCR) of 80.19% with GOOD results.

**Table 6.** TCR Results - Work Discipline

No. Statement	Score					Total	Avarage	TCR (%)	Inf.
	Total SS (x5)	Total S (x4)	Total KS (x3)	Total TS (x2)	Total STS (x1)				
DK 1	30	136	12	0	0	178	4,05	80,91	Good
DK 2	30	140	9	0	0	179	4,07	81,36	Good

DK 3	50	128	6	0	0	184	4,18	83,64	Good
DK 4	15	148	12	0	0	175	3,98	79,55	Fair
DK 5	45	128	9	0	0	182	4,14	82,73	Good
DK 6	35	140	6	0	0	181	4,11	82,27	Good
DK 7	30	136	12	0	0	178	4,05	80,91	Good
DK 8	30	144	6	0	0	180	4,09	81,82	Good
DK 9	10	156	9	0	0	175	3,98	79,55	Fair
DK 10	35	136	9	0	0	180	4,09	81,82	Good
DK 11	15	144	15	0	0	174	3,95	79,09	Fair
DK 12	20	152	6	0	0	178	4,05	80,91	Good
DK 13	25	144	9	0	0	178	4,05	80,91	Good
DK 14	25	144	9	0	0	178	4,05	80,91	Good
DK 15	20	136	18	0	0	174	3,95	79,09	Fair
DK 16	25	144	9	0	0	178	4,05	80,91	Good
DK 17	20	148	9	0	0	177	4,02	80,45	Good
DK 18	25	148	6	0	0	179	4,07	81,36	Good
DK 19	15	152	9	0	0	176	4	80	Good
DK 20	25	144	9	0	0	178	4,05	80,91	Good

From the table above, it can be seen that the average score obtained from the respondents is 4.05 with an average Respondents' Achievement Level (TCR) of 80.95% with GOOD results.

**Tabel 7. TCR Results - Work Ethic**

No. Statement	Score					Total	Avarage	TCR (%)	Inf.
	Total SS (x5)	Total S (x4)	Total KS (x3)	Total TS (x2)	Total STS (x1)				
EK 1	30	148	3	0	0	181	4,11	82,27	Good
EK 2	20	152	6	0	0	178	4,05	80,91	Good
EK 3	5	168	3	0	0	176	4	80	Good
EK 4	40	136	6	0	0	182	4,14	82,73	Good
EK 5	25	140	12	0	0	177	4,02	80,45	Good
EK 6	5	168	3	0	0	176	4	80	Good
EK 7	10	156	9	0	0	175	3,98	79,55	Fair
EK 8	0	160	12	0	0	172	3,91	78,18	Fair
EK 9	0	160	9	2	0	171	3,89	77,73	Fair
EK 10	20	144	12	0	0	176	4	80	Good
EK 11	35	136	9	0	0	180	4,09	81,82	Good
EK 12	0	164	9	0	0	173	3,93	78,64	Fair
EK 13	10	164	3	0	0	177	4,02	80,45	Good
EK 14	30	148	3	0	0	181	4,11	82,27	Good
EK 15	15	160	3	0	0	178	4,05	80,91	Good
EK 16	25	152	3	0	0	180	4,09	81,82	Good

From the table above, it can be seen that the average score obtained from the respondents is 4.02 with an average Respondent Achievement Level (TCR) of 80.48 percent with GOOD results.

#### IV. Discussion

##### Effect of Competence on Employee Performance

The first objective of this study was to determine the effect of competence on the performance of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province. The results of the analysis of the influence of the competency variable (X1) on the performance variable (Y) obtained the value of  $t_{count} = 2.874$  ( $df = 44 - 4 = 40$ ;  $t_{table} = 2.02108$ ); ( $t_{count} > t_{table}$ ), with a significant level of  $0.041 < 0.05$ , as a result, the null hypothesis ( $H_0$ ) is rejected and the alternative hypothesis ( $H_a$ ) is accepted. The results of the analysis show that partially there is a significant influence between the competency variables on the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province. The results of this study provide an indication that competence has a significant effect on the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province. Thus, it can be concluded that the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province is determined by competence. Competence in public and private organizations is very much needed, especially to answer organizational goals, where there are very fast changes, the development of very complex and dynamic problems and the uncertainty of the future in the order of people's lives. Competence is an ability that is based on skills and knowledge supported by a work attitude that refers to the specified job requirements (Sutrisno, 2011: 202). Mc. Lelland in Moehersono (2012) argues that competence is a basic characteristic of personnel that is a determining factor for a person's success or failure in

doing a job or in certain situations. Based on the results of research conducted by Utomo (2018), competency has a significant effect on employee performance. In line with the results of research conducted by Subhan (2017), it also states that competence has a positive and significant effect on teacher performance. Alwi, (2018), in his research also stated that competence has a positive and significant effect on the performance of the employees of the Marine and Fisheries Office of South Sulawesi Province. So, it can be concluded that competence will improve employee performance.

### **Effect of Work Discipline on Employee Performance**

The second objective of this study was to determine the effect of work discipline on the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province. The results of statistical analysis using multiple linear regression indicate that the second hypothesis is accepted. The results of the analysis of the influence of the work discipline variable (X2) on the performance variable (Y) obtained the value of  $t_{count} = 2.905$  ( $df = 44 - 4 = 40$ ;  $t_{table} = 2.02108$ ); ( $t_{count} > t_{table}$ ), with a significant level of  $0.039 < 0.05$ , as a result, the null hypothesis ( $H_0$ ) is rejected and the alternative hypothesis ( $H_a$ ) is accepted. The results of the analysis show that partially there is a significant influence between work discipline variables on the performance of the Control and Family Planning Office in Pasaman Regency, West Sumatra Province.

The results of this study provide an indication that work discipline has a significant effect on the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province. Thus, it can be concluded that the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province, is determined by work discipline. Simamora (2012: 610) states that work discipline is a procedure that corrects or punishes subordinates for violating rules or procedures. Discipline is a form of employee self-control and regular implementation and shows the level of seriousness of the work team in an organization. Meanwhile, according to Siswanto (2013: 291), stating that work discipline is an attitude of respect, respect, obedience and obedience to the applicable regulations, both written and unwritten and able to carry them out and not avoid receiving sanctions if he violates his duties. and the authority given to him. Meanwhile, according to Siagian (2010: 305), work discipline is a form of training that seeks to improve and shape the knowledge, attitudes and behavior of employees so that these employees voluntarily try to work cooperatively with other employees. According to Hasibuan (2013: 444), work discipline is the awareness and willingness of a person to obey all company regulations and prevailing social norms. And according to Rivai (2014: 825), work discipline is a tool used by managers to communicate with employees so that they are willing to change behavior and as an effort to increase awareness and willingness to fulfill all company regulations. Research results from Wahid (2016), show that work discipline has a positive and significant effect on the performance of civil servants at the Forestry and Plantation Service of Morowali Regency. And from the results of research by Marlina (2015), it is found that discipline has a significant effect on the performance of high school teachers in Baolan District, Tolitoli District. As well as research from Timbuleng and Sumarauw (2015), that work discipline affects employee performance at PT. Hasjrat Abadi Manado Branch. So it can be concluded that work discipline will improve performance.

### **Effect of Work Ethics on Employee Performance**

The third objective of this study was to determine the effect of work ethic on the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province. The results of the analysis of the influence of the work ethic variable (X3) on the performance variable (Y) obtained the value of  $t_{count} = 2.790$  ( $df = 44 - 4 = 40$ ;  $t_{table} = 2.02108$ ); ( $t_{count} > t_{table}$ ), with a significant level of  $0.028 < 0.05$ , as a result, the null hypothesis ( $H_0$ ) is rejected and the alternative hypothesis ( $H_a$ ) is accepted. The results of the analysis show that partially there is a significant influence between work ethic variables on the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province.

The results of this study indicate that work ethic has a significant effect on the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province. Thus, it can be concluded that the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province, is determined by work ethic. Ethic comes from Greek, which is ethos which means attitude, personality, character, and belief in something. This attitude is not only owned by individuals, but also by groups and even communities. Ethos is formed by various habits, cultural influences, and the value system that they believe in (Tasmara, 2008: 15). according to Tebba (2009: 1), that work ethic is the spirit and mental attitude of a person or group of people as long as there is moral pressure. Sinamo (2011: 26), the term ethos implies not only the typical behavior of an organization or community, but also includes the motivations that drive them, main characteristics, basic spirit, basic thoughts, code of ethics, moral code, code of behavior, attitudes. , aspirations, beliefs, principles and standards. Ethos is an evaluative aspect, which is

judging. Thus work ethic affects the morale and enthusiasm of workers or employees in doing work ethic is a set of positive behaviors rooted in fundamental beliefs accompanied by total commitment to an integral work paradigm (Sinamo, 2011: 151). According to the results of research conducted by Hadiansyah and Yanwar (2015), that work ethic has a significant influence on the performance of employees of PT. AE. And the results of research conducted by Saleha (2016) show that work ethic has a significant effect on the performance of the employees of the Highways Service Office of Central Sulawesi Province. As well as the results of research conducted by Wahid (2016), which states that work ethic has a positive and significant effect on the performance of civil servants at the Morowali District Forestry and Plantation Service. So it can be concluded that work ethic will affect employee performance.

### **The Effect of Competence, Work Discipline and Work Ethic Together on Employee Performance**

The fourth objective of this study is to determine the effect of competence, work discipline and work ethic together on the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province. Based on the research, the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province is quite good, seen from the respondents' responses (TCR) of 76.74 percent. This means that the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province, is still not serious enough in doing their work and trying to finish it on time. Hypothesis testing, from the ANOVA test (Simultaneous Test / F test) obtained the Fcount value of 35.063 with a significance probability  $0.979 > 0.05$ . With  $df_1 = (k - 1) = 4 - 1 = 3$ ,  $df_2 = 44 - 4 = 40$ ,  $F_{table} 2.84$ , then  $F_{count} > F_{table}$  or  $35.063 > 2.84$ , as a result  $H_0$  is rejected and  $H_a$  is accepted so that the fourth hypothesis of the study this is accepted. The results of the analysis show that simultaneously (together) there is a significant influence between the variables of competence, work discipline and work ethic on the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province, it can be concluded that the fourth hypothesis (H4) which reads competence, discipline work, work ethic on the performance of the employees of the Office of Control and Family Planning, Pasaman Regency, West Sumatra Province, therefore the fourth hypothesis (H4) can be accepted.

Performance is a result of work achieved by a person in carrying out the tasks assigned to him based on skills, experience and seriousness and time (Hasibuan, 2013). Meanwhile, according to Simamora (2012), performance appraisal is a useful tool not only for evaluating the work of employees, but also for developing and motivating employees. In performance appraisal, it is not only about assessing physical results, but the overall implementation of work involving various fields such as ability, craft, discipline, work relations or special matters in accordance with the field of work, all of which deserve to be assessed. The term performance comes from the word Job Performance or Actual Performance which is the actual work performance achieved by a person.

## **V. Conclusion**

Based on the results of testing and discussion of hypotheses that have been described in previous chapters, several conclusions can be drawn as follows:

- a. Competence has a significant effect on the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province.
- b. Work discipline has a significant effect on the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province.
- c. Work ethic has a significant effect on the performance of the employees of the Office of Control and Family Planning in Pasaman Regency, West Sumatra Province.
- d. Competence, work discipline, work ethic together have a significant effect on the performance of the employees of the Office of Control and Family Planning, Pasaman Regency, West Sumatra Province.

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