The Influence of Hard Skills and Career Development on Employee Performance Achievement at the Makassar City Transportation Service

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Abstract

To determine the influence of the Hard Skills and Career Development Towards Employee Performance Achievement At the Makassar City Transportation Department. To analyze this research, the method used is quantitative descriptive with the number of samples taken as many as 89 respondents from the total population as many as 787 people at the Makassar City Transportation Service Using the Slovin formula. The data analysis technique using multiple linear regression and data collection techniques are carried out through observation, questionnaires and documentation. The research results show that the influence of Hard Skills and Career Development on the performance of Makassar City Transportation Service employees positive and significant effect on the performance of Makassar City Transportation Service employees.

Keywords: Hard skills, Career Development, Performance

INTRODUCTION

Human Resources play an important role in the success of an organization, which can be proven that regardless of advances in technology, information development, and the availability of adequate capital and materials, it is important to remember that without quality human resources (HR), achieving organizational goals will be difficult. The contribution of the workforce is the main factor that influences overall performance. To achieve superior performance, organizations must consider human resources as valuable assets. This involves ongoing investment in employee development, supporting professional growth and establishing effective collaboration to achieve organizational goals.

Human Resources must be integrated as the main support and main driver in organizational operations. Regardless of the extent to which advanced technology and other resources are available, the success of an organization depends largely on the individuals within it. The level of performance achievement is a strong basis for providing better solutions and services to the community, especially in the face of increasingly fierce competition. With high performance, organizations have the ability to meet stakeholder expectations and build a positive reputation. Therefore, employee performance is considered a key element in achieving organizational goals and maintaining optimal levels of efficiency.

As public transportation services develop and employee performance becomes important in achieving organizational goals, employees are now required to improve their performance achievements, by honing hard skills. Good hard skills will help improve good performance, thereby accelerating the achievement of organizational goals such as (increasing productivity, better work quality and innovation). On the other hand, unskilled employees will cause poor performance, thereby slowing down the achievement of organizational goals, such as (decreased productivity and additional costs).

Hard Skill is an individual's ability to translate the knowledge they have into action. (Lalu Makripuddin et al, 2021). The ever-changing speed of technological development and

knowledge emphasizes that employees must continue to improve and hone hard skills to remain relevant in the work environment. Hard skills also cover various aspects, including technical knowledge and adaptability. The faster the development of technology and knowledge, the more important it is for employees to be able to keep up with change, create innovation and ensure that the organization remains competitive. Apart from that, career development opportunities are always open to individuals who are diligent and strive continuously.

Career development is fostered through hard work. All of this is closely related to how well a person manages themselves, understands other people and their environment. Intelligence (*intelligence)* and expertise (*expertise)* It is necessary to achieve success, but it alone is not enough. (Heny Sulusyawati et al, 2022). Career development also really depends on a person's ability to communicate well, build relationships and understand the social dynamics of their environment. Apart from that, the hard skills of leadership, teamwork, and the ability to adapt to change are also important factors in achieving career success. Self-awareness and the ability to continue learning and developing are also important elements in building and managing a sustainable career.

Development of a person's career is a very personal life and very important in a job. Therefore, someone who starts working after being placed in an organization will continue to work for that organization throughout their active period until they reach retirement age. Whether a person progresses or not in pursuing a career depends on the person concerned. The employee must be actively involved in determining the career direction to be sought. (Syamsul Bahri, 2019).

Judging from the explanation above, the level of performance achievement depends on the quality of the hard skills possessed. These hard skills have the potential to open up career development opportunities. The Makassar City Transportation Service is one of the regional government institutions that focuses on public services in the transportation sector, requiring investment in developing these hard skills to provide better transportation services for the community and encourage career development for its employees.

Researchers chose the Makassar City Transportation Service as the research object to explore the importance of hard skills and career development in improving performance in the transportation sector. Where this organization has problems that still require analysis and action to overcome them.

Good performance can provide quality service, and can strengthen the reputation of the Makassar City Transportation Department where employees are often competent in improving good performance. However, currently there is a decline in performance which is caused by various problems related to the hard skills possessed not being in accordance with the placement of work positions. As a result, employees face difficulty adapting when their hard skills are not in line with their position. The impact includes the potential to hinder the development of employee hard skills. This situation also has an impact on employee career development because more suitable career opportunities may be missed. Apart from that, the lack of support in employee career development in the promotion aspect can also create a less motivating work atmosphere in the Makassar City Transportation Service. Employee dissatisfaction with promotion and career development opportunities can result in decreased work morale and reduced service quality. Regarding the problems above, researchers obtained information from sources in the General and Personnel Subdivision.

From the background description above, the researcher raised the title about "The Influence of Hard Skills and Career Development on Employee Performance Achievement at the Makassar City Transportation Service".

RESEARCH METHODS

This type of research is a quantitative approach using primary data sources and secondary data. The population in this study were all employees of the Makassar City Transportation Service Office, totaling 787 employees. Based on the results of calculations using the formula slovin with an error rate of 10%, the sample used in this research was 89 respondents. The data collection techniques that will be used in the research are observation, questionnaires and documentation.

RESULTS AND DISCUSSION

A. Results
   1. Classic Assumption Test

   The classical assumption test is a test requirement to proceed to the multiple linear regression analysis stage. The types of classical assumption tests in this research are as follows:

a. Normality Test

The normality test is a method used to determine whether the residual data obtained has a normal distribution or not. The following are the results of the normality test in this study:

Table 1 Data Analysis Classic Assumptions Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		89
Normal Parameters[a, b]	Mean	0,0000000
	Std. Deviation	2,55604637
Most Extreme Differences	Absolute	0,128
	Positive	0,100
	Negative	-0,128
Test Statistic		0,128
Asymp. Sig. (2-tailed)		,001[c]
Exact Sig. (2-tailed)		**0,101**
Point Probability		0,000
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Source: Data processed in SPSS 25 2024

Based on Table 4.11 above, information obtained on a significance value of 0.101 > 0.05. based on the basis for decision making, namely:

1. If the significance value is > 0.05, then the residual data is normally distributed
2. If the significance value is <0.05, then the residual data is not normally distributed
   Therefore, it can be concluded that the residual data is normally distributed.

b. Multicollinearity Test

      The multicollinearity test aims to determine whether there is a correlation between independent variables in a regression model. A good regression model should not show any correlation between the independent variables. The following are the results of the multicollinearity test in this study:

Table 2 Classical Assumption Data Analysis Multicollinearity Test

Coefficients[a]		
Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Hard Skill	0,996	**1,004**
Career Development	0,996	**1,004**
a. Dependent Variable: Work Productivity		

Source: Data processed in SPSS 25 2024

      Based on table 4.12 above, information on the VIF value is 1.004 < 10. Based on the basis for decision making, namely:

1. If the VIF value is <10, it can be concluded that there is no indication of multicollinearity between the independent variables in the regression model.
2. If the VIF value is > 10, it can be concluded that there are symptoms of multicollinearity between the independent variables in the regression model.

Therefore, it can be concluded that there is no indication of multicollinearity between the independent variables in the regression model.

c. Heteroscedasticity Test

      The heteroscedasticity test aims to test whether in a regression model there is inequality of variance from residuals or observations to other observations. A good regression model is a model where heteroscedasticity does not occur. To detect whether there is heteroscedasticity or not, this can be done by: One way is to see whether there is a certain pattern on the scatterplot graph between SRESID and ZPRED where the Y axis is the predicted Y, and the narrowing) then it indicates heteroscedasticity has occurred, whereas if there is a clear pattern, and the points are spread above and below the number 0 on the Y axis, then heteroscedasticity has not occurred

Figure 1 Heteroscedasticity Test
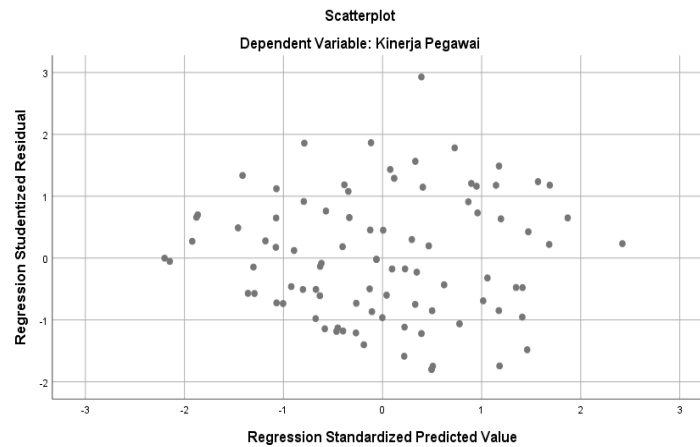
Source: Data processed in SPSS 25 2024

Based on the image of the heteroscedasticity test results above, it is known that there is a clear pattern, and the points are spread above and below the number 0 on the Y axis so it can be concluded that heteroscedasticity does not occur. The following is a summary of the results of the classical assumption tests that have been carried out:

2. Multiple Linear Regression Analysis

Multiple linear regression analysis is a linear relationship between two independent variables (X) and a variable (Y). Linear regression analysis aims to determine the direction of the relationship between the independent variable and the dependent variable, whether positive or negative and to predict the value of the dependent variable if the value of the independent variable increases or decreases. The data used is usually on an interval or ratio scale.

Table 3 Multiple Linear Regression Test Results

Coefficients[a]				
Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	**-3,048**	3,445	
	Hard Skill	**0,460**	0,091	0,438
	Career Development	**0,343**	0,077	0,385
a. Dependent Variable: Employee Performance				

Source: Data processed in SPSS 25 2024

Based on the table above, a regression equation can be formulated to find out the influence of hard skills and career development on employee performance achievement at the Makassar City Transportation Service office, namely:

$Y = 3.048 + 0.460X_1 + 0.343X_2$

Information:

AND = Employee Performance

X1 = Hard Skill

X2 = Career Development

a = Constant

     The multiple regression coefficient above is interpreted as follows:

a. The constant value in the regression equation is 3.048, indicating that if there were no hard skills and career development variables, the value of the employee performance variable would be 3.048.

b. Hard skills variable regression coefficient (X_1) of 0.460 is positive. This shows that the hard skill variable (X_1) has a positive effect on employee performance (Y). This means that for every one unit increase in hard skills (X1), the performance variable (Y) will increase by 0.460 units.

c. Career development variable regression coefficient (X_2) of 0.343, which is positive. This is the career development variable (X_2) has a positive effect on employee performance (Y). This means that for every one unit increase in career development (X2), the performance variable (Y) will increase by 0.343 units.

3. Hypothesis testing

     Hypothesis testing analysis is used to determine whether there is an influence separately or for each independent variable (Hard Skills and Career Development) on the dependent variable (Employee Performance).

a. Partial Test (t Test)

     The t statistical test basically shows how far the influence of an independent variable individually is in explaining variations in the dependent variable. The following are the results of the t test which can be seen in the table below:

Table 4 t Test Results

Coefficients[a]

Model		t	Say.
1	(Constant)	-0,885	0,379
	Hard Skill	5,083	0,000
	Career Development	4,463	0,000
a. Dependent Variable: Employee Performance			

Source: Data processed in SPSS 25 2024

     With (n) = 89, number of variable parameters (k) = 3, df = (n-k) = 89 – 3 = 86, then at an error level of a = 0.05 we obtain t_{table}= 1.666. From the results above it can be concluded that:

1. The regression coefficient value of Hard Skill (X_1) with t_{count}> t_{table} (5,083 > 1.666) and significant at (0.00) < (0.05), then it can be concluded that H1 is accepted which means there is a positive effect between the Hard Skill variables (X_1) on the Employee Performance variable (Y).

2. Regression coefficient value of Career Development (X_2) with $t_{count} > t_{table}$ (4.463 > 1.666) and is significant at $(0.00) < (0.05)$, then it can be concluded that H2 is accepted, which means there is an influence between the Career Development variable (X_2) on the Employee Performance variable (Y).

b. Coefficient of Determination Test (R^2)

   The coefficient of determination test is carried out to calculate the level of close influence between the variables between the independent variable and the dependent variable (Sugiyono, 2015: 191). The range of R values is between 0 and 1. The closer it is to 1, it means that the relationship between the independent variables together and the dependent variable is getting weaker or even non-existent. If the R (correlation) value is positive, then this indicates that an increase in the value of the independent variable will cause an increase in the value of the dependent variable. But if the R (correlation) value is negative, then the relationship that occurs is a reverse relationship.

Table 5 Coefficient of Determination Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,602[a]	0,363	**0,348**	2,80858
a. Predictors: (Constant), Hard Skills, Career Development				
b. Dependent Variable: Employee Performance				

Source: Data processed in SPSS 25 2024

   Based on the results of the coefficient of determination test, it is known that the significant value is <0.000, so there is a correlation between the variables and the R value which shows a regression value of 0.602, meaning that the relationship between hard skill variables and career development is 0.602, which can be interpreted as having a moderate relationship because it is in the range (0, 41-0.70).

   The adjusted R Square value is 0.348 or 34.8%, meaning there is a moderate influence between Hard Skill (X_1), and Career Development (X_2) on Employee Performance (Y). Meanwhile, the remaining 65.2% had no influence or was influenced by other factors outside this research.

B. Discussion

1. Influence Hard Skills on Employee Performance Achievement at the Makassar City Transportation Service Office

   Based on the results of the t-test, namely 0.000 < 0.05 or the calculated T_value of 5.083 > 1.666 T_table that Hard Skill variable significant effect on variables Employee Performance. This shows that the Hard Skill variable is accepted, which means that Hard Skill has a positive and significant effect on Employee Performance at the Makassar City Transportation Service Office.

   Hard Skills are the ability to master technological knowledge and technical skills in developing an intelligence quotient related to one's field. Hard Skills are the knowledge and technical abilities that a person has. Technical knowledge which includes the knowledge

needed for certain professions and developing it in accordance with technology, being able to solve problems that occur and analyze them.

Hard Skills have 3 indicators consisting of technical skills, science and technology. Technical skills are the ability to use certain knowledge, methods and techniques in completing specific work, science, namely all conscious efforts to investigate, discover and improve human understanding in terms of reality in the human world, and technological knowledge is a behavior new products, information and practices that are not yet widely known, accepted and used or implemented by some communities in a particular location in order to encourage change for individuals and/or the entire community concerned.

This is in line with the research conducted Jaya, H. A., & Rosadi, I. (2022)about The influence of hard skills and soft skills on employee performance at the Pinrang Regency Education and Culture Office, said that Based on the results of calculations using Spss 21.0 for window, the calculated t value for Hard Skill (X1) was 1.283 and the value and known value from the t table was 1.677 and the significant value was $0.206 < 0.05$.

Based on the results of the description above, it can be seen that Hard Skills have a positive and significant effect on employee performance at the Makassar City Transportation Service Office.

2. Influence Career Development on Employee Performance Achievement at the Makassar City Transportation Service Office

Based on the results of the t-test, namely $0.000 < 0.05$ or the T_count value of $4.463 > 1.666$ T_table that the variable Career Development significant effect on variables Employee Performance. This shows that the Career Development variable is accepted, which means that Career Development has a positive and significant effect on Employee Performance at the Makassar City Transportation Service.

Effective career development is a long-term investment for organizations, enabling them to have more skilled, motivated and engaged teams, which in turn, can improve overall performance outcomes.

This is in line with the research conducted Seku, S. I., & Andriyani, S. (2023) about The Influence of Career Development on Employee Performance, the test results also show that the probability of error in rejecting or accepting the hypothesis is 0% as shown by the significant calculation results of 0.000 (Sig value in Table 3). Because t count (10,849) > t table (1,669), the hypothesis states that there is a positive and significant influence between the Career Development variable on PT Employee Performance. Pegadaian Persero Ende Branch accepted.

Based on the results of the description above, it can be seen that Hard Skills have a positive and significant effect on employee performance at the Makassar City Transportation Service. Career Development has a positive and significant effect on employee performance at the Makassar City Transportation Service.

CONCLUSION

Based on the research that has been carried out, the conclusion is that:

1. Partially, the hard skill variable has a positive and significant effect on employee performance achievement at the Makassar City Transportation Service. This influence can be seen based on the t-test results, namely $0.000 < 0.05$ or the calculated T_value of $5.083 > 1.666$ T_table.

2. Partially, the career development variable has a positive and significant effect on employee performance achievement at the Makassar City Transportation Service. This influence can be seen based on the t-test results, namely 0.000 < 0.05 or the calculated T_value of 4.463 > 1.666 T_table.

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