The Influence of Human Resource Competency on the Performance of Service Employees Makassar City Tourism

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Abstrak

The purpose of this research is to determine the influence of human resource competency on the performance of Makassar City Tourism Department employees. The population of this study was 101 employees and the sample was 50 employees at the Makassar City Tourism Office. The sample data collection technique uses the Slovin formula. The type of data used is quantitative data. Data collection techniques were carried out using questionnaires, observation and documentation. In this research, the data sources used are primary data and secondary data. The instrument in this research uses the Likert scale method and statistical calculations using the Statistical for the Social Science (SPSS) version 26 application. Based on the research results, it shows that there is a positive and significant influence of Human Resource Competency on the Performance of Makassar City Tourism Office Employees. This was proven by a simple regression analysis test which obtained the results of the human resource competency t test with tcount = 3.091 > ttable = 2.010. In addition, it was found that the significant value of human resource competency on employee performance was 0.003 < 0.05. So it can be concluded that H1 is accepted.

Keywords: Human Resources Competency, Employee Performance.

INTRODUCTION

The Makassar City Tourism Office is the technical agency that handles and drives the tourism development of the city of Makassar which is based on efforts to increase interest in visits by domestic and foreign tourists and shape the image of the city of Makassar as an attractive place to visit by tourists. Tourism means an activity touring or traveling activities that are carried out repeatedly from one place to another (Luterlean, 2019). In running an organization, the role of human resources is needed according to the expertise they have. Human resources are very important for agencies in managing, organizing and utilizing employees, so that they can function productively so that agency goals are achieved. Human Resources (HR) can make improvements or empowerment through activity programs, for example providing employee training and development, performance assessments.

In order for the management activity program to run well, the organization must have employees who have competence and can manage the organization as optimally as possible so that employee performance increases. According to Palan (2017) competence is the basic characteristic possessed by an individual who has a casual relationship in fulfilling the criteria required to occupy a position.Competencies are the basic characteristics of a person that enable them to perform well in their work. Competence is also a deep and inherent part of a person's personality, resulting in predictable behavior in various work situations and tasks. So the higher the employee's competence, the higher the employee's performance.

Performance is the work result achieved by someone in carrying out their duties in accordance with the standards and criteria set for work (Kawiana 2020). Performance is a result achieved by workers according to standards or criteria set by the organization.Based on the results of observations made by researchers, the problems found at the Makassar City Tourism Office, out of 101 employees, there were still 10% of employees who had not been placed in accordance with their competence and lack of education to develop achievements in the job description given, resulting in employees being burdened in their work, and there are still employees who complain about carrying out the work they have been given. This has an impact on performance because the competence of employees is not yet optimal in advancing the agency.Based on the description above, one solution that can be provided is that every employee must have competencies such as knowledge, skills and attitudes at work. Therefore, the Makassar City Tourism Office can develop and survive if there is support from employees who master their duties in their fields. So this is the reason why research methodology related to performance is important to carry out at the Makassar City Tourism Office.

RESEARCH METHODS

This research is descriptive research with a quantitative approach. By testing hypotheses through measuring variables with instruments using a Likert scale, it is hoped that this research can determine the influence of Human Resources competency on the performance of employees of the Makassar City Tourism Office. This research was carried out at the Makassar City Tourism Office located on Jl. Urip Sumoharjo No. 58, Karampuang, District. Panakkukang, Makassar City, South Sulawesi. Where, this research is planned for 2 months starting from November to December 2023. Based on the Slovin formula calculation with a population of 101 employees and a precision value of 10%, the resulting sample criteria are 50.24 or rounded up to 50 employees.

RESULT AND DISCUSSION

A. Respondent Characteristics

The data obtained in this research was by distributing questionnaires at the Makassar City Tourism Office. Based on the questionnaire that the researcher has distributed and filled in by the respondents, the researcher will identify the characteristics of the respondents based on gender, age and education

a. Gender

Table 1. Characteristics of respondents based on gender

Jenis Kelamin		Frekuensi	Presentase
Valid	Laki-Laki	20	40%
	Perempuan	30	60%
	Total	50	100%

Source: SPSS 26 Process, 2023

Based on table 1 above, you can see the characteristics of respondents based on sample data, showing that the female gender is more dominant than the male gender, this is

because the number of respondents who are female is 30 people or 60%, while the respondents are male. -men totaling 20 people or 40%.

b. Age

Table 2. Characteristics of Respondents Based on Age

Usia		Frekuensi	Presentase
	20-30 tahun	17	34%
	31-40 tahun	12	24%
Valid	41-50 tahun	18	36%
	>51 tahun	3	6%
	Total	50	100%

Source: SPSS 26 Process, 2023

Based on table 4.2 above, you can see the characteristics of respondents based on sample data, explaining that there were 17 respondents aged 20-30 years with a percentage of 34%, respondents aged 31-40 years were 12 people with a percentage of 24%, respondents aged 41-50 years as many as 18 people with a percentage of 36% and >50 years as many as 3 people with a percentage of 6%. So it can be concluded that most respondents were aged 41-50 years.

c. Education

Table 3. Characteristics of Respondents Based on Education

Pendidikan		Frekuensi	Presentase
	SMA	10	20%
	D3	3	6%
Valid	S1	34	68%
	S2	3	6%
	Total	50	100%

Source: SPSS 26 Process, 2023

Based on table 4.3 above, it can be seen the characteristics of respondents based on sample data, showing that 10 people had a high school education with a percentage of 20%, 3 people had a D3 education with a percentage of 6%, 34 people had a bachelor's degree with a percentage of 68% and 3 had a master's degree with a percentage of 3. people with a percentage of 6%. So it can be concluded that most respondents have a bachelor's degree.

d. Length of work

Table 4. Characteristics of Respondents Based on Length of Work

Lama Bekerja		Frekuensi	Presentase
		Frekuensi	Presentase
Valid	1-5 Tahun	7	14%
	6-10 Tahun	20	40%
	11-15 Tahun	21	42%
	>20 Tahun	2	4%
	Total	50	100%

Source: SPSS 26 Process, 2023

Based on table 4.4 above, it can be seen the characteristics of respondents based on length of work from the sample data, showing that 16 respondents have worked for 1-5 years with a percentage of 14%, 20 respondents have worked for 6-10 years with a percentage of 40%, and worked for 11 -12 years as many as 21 respondents with a percentage of 42%, and length of work >20 years as many as 2 respondents with a percentage of 20%. So, it can be concluded that 21 respondents with a working experience of 11-12 years with a percentage of 42% are more domiciled.

B. Test Research Instruments

a. Validity Test

The validity test is used to determine whether a questionnaire is valid or not. The validity test is carried out by comparing the calculated r value (correlated item-total correlations) with the r table value. If the calculated r value > r table and is positive then the question is said to be valid.

Table 5. Validity Test Results of Human Resources Competencies and
Employee Performance

Variabel	Pertanyaan	R Hitung	R Tabel	Status
Kompetensi Sumber Daya Manusia (X)	X1.1	0.574	0.278	VALID
	X1.2	0.602	0.278	VALID
	X1.3	0.573	0.278	VALID
	X2.1	0.604	0.278	VALID
	X2.2	0.576	0.278	VALID
	X2.3	0.631	0.278	VALID
	X3.1	0.640	0.278	VALID
	X3.2	0.636	0.278	VALID
	X3.3	0.565	0.278	VALID
	X4.1	0.561	0.278	VALID
	X4.2	0.604	0.278	VALID
	X4.3	0.556	0.278	VALID

	X5.1	0.624	0.278	VALID
	X5.2	0.576	0.278	VALID
	X5.3	0.565	0.278	VALID
Kinerja Pegawai	Y1.1	0.567	0.278	VALID
	Y1.2	0.623	0.278	VALID
	Y1.3	0.637	0.278	VALID
	Y2.1	0.608	0.278	VALID
	Y2.2	0.617	0.278	VALID
	Y2.3	0.549	0.278	VALID
	Y3.1	0.607	0.278	VALID
	Y3.2	0.634	0.278	VALID
	Y3.3	0.663	0.278	VALID
	Y4.1	0.647	0.278	VALID
	Y4.2	0.667	0.278	VALID
	Y4.3	0.651	0.278	VALID

Source: SPSS 26 Process, 2023

The results of data processing show that all indicators are valid because the calculated r value> table r value is 0.278.

b. Reliability Test

This Reliability Test is used to test the accuracy and precision of the measurements. The instrument is reliable so that it uses a Cronbach alpha value limit of 0.60. If the reliability is >0.60 it is reliable or consistent, while <0.60 is unreliable or inconsistent.

Table 6.   Reliability Test Results of Human Resources Competencies and Employee Performance

Variabel	Cronbach's Alpha	N of Items
Kompetensi Sumber Daya Manusia	0.861	15
Kinerja Pegawai	0.852	12

Source: SPSS 26 Process, 2023

Judging from table 6, the Cronbach's Alpha value of the influence variable on employee performance is found to be greater than 0.60, so it can be concluded that employee performance has a reliability value that meets the requirements and is declared reliable.

C. Partial Test

Table 7. t Test Results

		Coefficients[a]				
		Unstandardized Coefficients		**Standardized Coefficients**		
	Model	B	*Std. Error*	*Beta*	T	Sig.
1	*(Constant)*	12.549	2.925		4.290	.000
	Work Life Balance	.789	.081	.782	9.785	.000
	a. Dependent Variable: Employee Performance					

Source: SPSS 26 Process, 2023

Based on table 3 above, it can be seen that t count > t table (9,785 > 1.99962) and the significant value for the Work Life Balance variable is < 0.05 (0.000 < 0.05), so it can be concluded that the hypothesis is accepted which means Work Life Balance has a positive and significant effect on employee performance at the Gowa Regency Education Office.

D. Determination Test

The coefficient of determination is used to predict how big the contribution of the independent variable or dependent variable is. The independent variable (X) on the dependent variable (Y), as well as the coefficient of determination value, shows how the influence of variable X contributes at the same time.

Table 8. Determination Test

Model	R	R *Square*	*Adjusted R Square*	*Std. Error of the Estimate*
1	.782[a]	.611	.604	2.045
a. *Predictors: (Constant), Work Life Balance*				

Source: SPSS 26 Process, 2023

From the simple regression results, it is known that the value of the coefficient of determination is 0.611, meaning that the Work Life Balance variable is able to explain variations in employee performance variables of 61.1% and the remaining 38.9% is influenced by other factors that were not studied.

E. Discussion

The discussion in this research aims to be able to analyze the influence of work life balance on employee performance at the Gowa Regency Education Office. From the research results, it was found that work life balance has a positive and significant effect on employee performance at the Gowa Regency Education Office. The results of calculations through data analysis show that There is a positive influence between work life balance and employee performance at the Gowa Regency Education Office. Then, from the results of the partial test

(t), it shows that there is a significant influence between work life balance on the performance of employees at the Gowa Regency Education Office. The obtained t count is greater than the t table (9.785 > 0.678) with a significance level of 0.000 smaller than the standard value, namely 0.05. So it can be interpreted that based on the t test, it shows that work life balance has a positive and significant effect on employee performance at the Gowa Regency Education Office. This means that work life balance has a positive and significant effect on employee performance at the Gowa Regency Education Office, which shows that when employees can manage their time in a balanced way, that is, they can divide their personal time with work time without having to harm their work, it can have a good impact on performance. , so that employees can apply this work life balance well, of course it cannot be separated from the intervention of the organization which also takes part in implementing fair regulations and policies for employees, but it also comes from the employee's own awareness of how to balance their personal life and work life both in terms of time, involvement, communication and other aspects.

CONCLUSION

Based on the results of the data analysis and discussion described in the previous chapter regarding the Influence of Work Life Balance on Employee Performance at the Gowa Regency Education Office, it can be concluded as follows. Work Life Balance influences employee performance at the Gowa Regency Education Office because harmony between personal and work life is an important need for every employee which can influence mood, focus of thoughts and actions at work ,Work Life Balance has a positive and significant effect on employee performance at the Gowa Regency Education Office, in this case indicating that implementing work life balance can improve employee performance.

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