THE INFLUENCE OF JOB SATISFACTION AND COMPETENCY ON EMPLOYEES' JOB ACHIEVEMENT AT PT. NUSANTARA SURYA SAKTI

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Abstract

This research aims to determine the influence of job satisfaction and competence on employee work performance at PT. Nusantara Surya Sakti. The population in this study were employees of PT. Nusantara Surya Sakti with a sample size of 53 people. The data analysis model used is multiple linear regression analysis. The research method uses a quantitative descriptive approach supported by surveys, and is explanatory.

The results of research using partial testing (t test) show that job satisfaction has a positive and significant effect on the work performance of employees PT. Nusantara Surya Sakti in Medan. Competency has a positive and significant effect on the work performance of employees. PT. Nusantara Surya Sakti . Furthermore, the results of the simultaneous test (F test) show that job satisfaction and competence have a positive and significant effect on the work performance of employees PT. Nusantara Surya Sakti.

The coefficient of determination (R^2) value of job satisfaction and competence is able to explain the work performance variable by 70.8% and the remaining 29.2% is influenced by other variables not examined in this research such as discipline, motivation, work environment and so on.

Keywords: job satisfaction, competence, work performance

1. Introduction

In a company, human resources are the most important key to achieving goals, therefore human resources must be managed well so that the company can achieve efficiency and effectiveness, which is one of the functions of the company. Company goals will be achieved if human resources work together. For this reason, employees in a company must of course try to work with the abilities they have in order to achieve the desired work performance. Therefore, employees must have the competence to be able to carry out tasks or carry out work based on skills, knowledge and experience and supported by the work attitude required by the job.

However, it is not enough for employees to simply have competence in achieving the Company's goals because even though the Company's goals are achieved, employees may not necessarily feel satisfied with the work performance results they have achieved. In this case, companies need to pay attention to the job satisfaction of their employees so that these employees feel appreciated by the people around their work environment so that their work performance can be further improved.

Work performance is the result of work achieved by a person in carrying out the tasks assigned to him which is based on skill, seriousness and time. By giving awards to employees who excel or who succeed in achieving targets, they will further increase their work performance, which of course will be accompanied by an increase in their competence. PT. Nusantara Surya Sakti is a fairly large official Honda dealer based in Semarang and has a branch in Medan, whose business activity is the sale of Honda motorbikes. This company already has a wide market share, branches are connected online and in real time by developing a Ksystem or Kanadi System, so that consumers can pay installments at all Nusantara Sakti Group branches to make it easier to control the company's development. However,

there are still problems being faced, including employees whose work performance is not in line with the Company's targets due to a lack of employee competence, such as slow handling of consumers which will impact the Company's sales.

The aim of this research is to find out:
1. The influence of job satisfaction on the work performance of employees PT. Nusantara Surya Sakti.
2. The influence of competence on the work performance of employees PT. Nusantara Surya Sakti.
3. The influence of job satisfaction and competence on the work performance of employees. PT. Nusantara Surya Sakti.

2. LITERATURE REVIEW

According to Afandi (2018) job satisfaction is a positive attitude from workers including feelings and behavior towards their work through assessing one's work as a sense of appreciation in achieving one of the important work values. Meanwhile, according to Handoko (2014) job satisfaction is a pleasant or unpleasant emotional state in which employees view their work. Wibowo (2014), states that job satisfaction can be measured in 3 (three) ways, namely: 1). Rating scales and questionnaires are the most commonly used approaches to measuring job satisfaction using questionnaires where rating scales are specifically prepared. Using this method, people answer questions that allow them to report their reactions to the work; 2). Critical incident Here individuals describe events that relate to the work they find particularly satisfying or dissatisfying. Their answers were studied to reveal underlying themes; 3). Interviews are a procedure for measuring job satisfaction by conducting interviews with workers. By asking directly about their attitudes, it is often possible to develop more depth using highly structured questionnaires. According to Hasibuan (2013) indicators of job satisfaction include: 1). Enjoys his work; 2). Loves his job; 3). Work morale; 4). Discipline; 5). Work performance.

According to Sedarmayanti (2015), the definition of competency is a character that allows a person to be able to relate to the effectiveness of the individual's performance in carrying out their work. According to Wibowo (2014) competency is the ability to carry out or carry out a job or task that is based on skills and knowledge and is supported by the work attitude required by the job. Thus, competency shows skills or knowledge that are characterized by professionalism in a particular field as the most important thing, as superior in that field. According to Enny (2019) the benefits of competency include: 1). Can clarify work standards and expectations to be achieved; 2). Selection tool; 3). Maximize productivity. Competency objectives according to Hutapea and Nurianna, (2008); 1). Job formation; 2). Job evaluation; 3). Recruitment and selection; 4). Organization formation and development; 5). Shaping and strengthening organizational values and culture; 6). Organizational learning; 7). Career management and assessment of employee potential; 8). Remuneration system. Competency indicators according to Sedarmayanti (2015), 1.). Knowledge ; 2). Skills ; 3). Behavior.

According to Badriyah (2018) work performance is the result of work achieved by a person in carrying out the tasks assigned to him which is based on skill, experience and seriousness as well as time. Meanwhile, according to Mangkunegara (2016) work performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Benefits of assessing work performance according to Handoko (2014) 1). Improved work performance; 2). Compensation adjustments; 3). Decisions on placement; 4). Training and development needs; 5). Career planning and development; 6). External challenges; 7). Fair employment opportunities.

Research conducted by Ahmad Halim Shidiq (2018) with the title "The Influence of Job Satisfaction, Competence and Work Discipline on the Work Performance of Employees of the Sharia People's Financing Bank (BPRS) Bhakti Sumekar Sumenep". The research results show that simultaneously, job satisfaction, competence and work discipline have a significant effect on the work performance of employees of the Sharia People's Financing Bank (PBRS) Bhakti Sumekar Sumenep. Partially, job satisfaction, competency and work discipline have a significant effect on the work performance of employees of the Sharia People's Financing Bank (PBRS) Bhakti Sumekar Sumenep. Competency has a dominant influence on the work performance of employees of the Sharia People's Financing Bank (PBRS) Bhakti Sumekar Sumenep.

Then the research conducted by Wa Musi Lanudi, (2020) entitled the research "The Influence of Job Satisfaction and Work Morale on Work Performance at Sulawesi Selatan. The results of this research show that partially job satisfaction has a positive and significant effect on employee performance at the South Sulawesi Province Plantation Service. The work morale variable has a positive and significant effect on employee performance at Sulawesi Selatan

The conceptual framework in this study can be described in the form of a chart as follows:
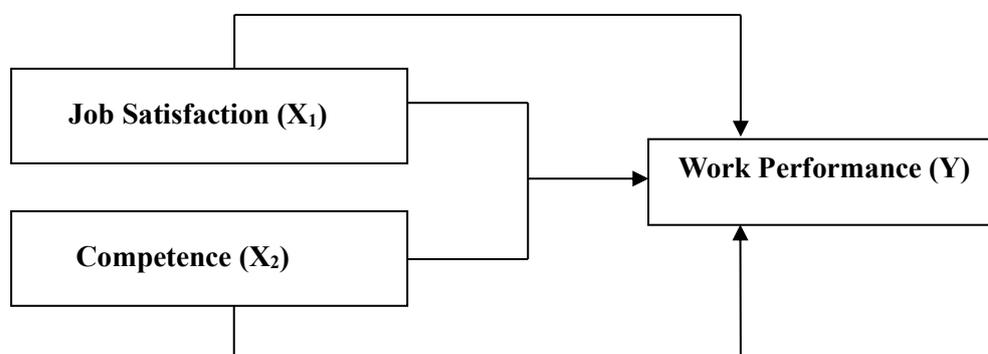

Figure 1. Conceptual Framework

From the above theory and framework, several hypotheses can be drawn up as follows:

1. Job satisfaction has a positive effect on employees the work performance at PT. Nusantara Surya Sakti.
2. Competence has a positive effect on employees the work performance at PT. Nusantara Surya Sakti.
3. Job satisfaction and competence have a positive effect on employees the work performance at PT. Nusantara Surya Sakti.

3. RESEARCH METHOD

This research was carried out at PT. Nusantara Surya Sakti in Medan, North Sumatra Utara. The type of research data is quantitative consisting of primary and secondary data.

Primary data is data obtained from observations, distributing questionnaires and interviews with employees PT. Nusantara Surya Sakti and other regulations that support this research. The data collection techniques (instruments) used are observation, questionnaires and documentation. 1. Observation is a research activity by directly conducting observations in the field according to the object being observed. 2. A questionnaire is a list of questions distributed and given to informants to answer questions by checking the weights according to category assumptions. 3. Documentation is secondary data that has been processed and used as an archive to strengthen observation results.

The sample in this research were employees of PT. Nusantara Surya Sakti numbers 53 people. The statistical test tools used to analyze the hypothesis in this research are the t_{test} and F_{test}. To determine the extent of the relationship between the independent variable and the dependent variable, Multiple Linear Regression Analysis (Multiple Regression Analysis) is used. The multiple linear regression equation model in this research is as follows: , by looking at the R-Square. The greater the R-Square value of the independent variable, the greater the dominance of the dependent variable.

4. RESULT AND ANALYSIS

Before analyzing the data further, the validity and reliability of the instrument was first tested. Validity testing in this research was done by taking 30 respondents who were not included in the research sample. According to Sugiono (2018), "if the validity value of each question is greater than 0.30 then the question item is considered valid". After testing, it was found that the test significance value (Sig.) of each research variable was much smaller than 5%. This means that each indicator item is valid.

The reliability test is intended to show the nature of a measuring instrument, whether it is accurate, stable or consistent enough to measure what it wants to measure. Calculations were carried out with the help of the SPSS computer program using the internal consistency method through the variance analysis technique of Alpha Cronbach ($\alpha > 60\%$). Based on the results, the Cronbach Alpha coefficient for each variable is greater than 60% (0.60). This means that all the questions in each can be used for further analysis.

The following are presented the results of multiple regression analysis:

Table 1. Multiple Linear Regression

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	6.798	3.085	
	Job Satisfaction	-0.946	.221	-0.705
	Competency	1.378	.162	1.399

a. **Dependent Variable: Work Performance**

Based on the calculation results in table 1, the form of the multiple linear regression equation is obtained as follows:

$$Y = 6.798 - 0.946X_1 + 1.378X_2 + e$$

Information:
Y	=	Job Performance
A	=	Constant
b1, b2	=	Regression Coefficients
X_1	=	Job Satisfaction
X_2	=	Competence
E	=	Error

The coefficient of determination (R^2) test is used to see how much the independent variable is able to explain the dependent variable. In other words, the determinant coefficient is used to measure the ability of job satisfaction and competency variables on employee work performance at PT. Nusantara Surya Sakti. The value of the determinant coefficient in this study can be seen in table 2 below:

Table 2. Coefficient of Determination

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.842[a]	.708	.697	5.52620	2.080

a. **Predictors: (Constant), Job Satisfaction, Competence**

b. **Dependent Variable: Work Performance**

Based on table 2 above, it shows that the coefficient of determination in this study is an R square value (coefficient of determination) of 0.708. This means that 70.8% of the Job Performance (Y) variable can be explained by variable X_1 (Job Satisfaction) and variable X_2 (Competence), the remaining 29.2% is influenced by other factors not examined in this research, such as motivation, discipline, work environment and so on.

The t test (partial test) was carried out to individually see the positive and significant influence of the independent variables, namely X_1, X_2 in the form of job satisfaction and competence on the dependent variable (Y), namely work performance. For more details, the t test can be seen in table 3 below:

Table 3. t test Result

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.878	.827		9.940	.001
	Job Satisfaction	.873	.666	.658	10.740	.000
	Competence	.908	.742	.859	12.508	.000

a. **Dependent Variable: Work Performance**

Based on table 3 above, it is found that the tcount value of the job satisfaction variable obtained is 10,740 which is greater than the ttable value of 2,009 with a significance level of 0.000 < smaller than the alpha significant level that has been set at 0.05. Thus Ho is rejected and Hα is accepted, partially job satisfaction (X_1) has a positive and significant effect on employees the work performance (Y) at PT. Nusantara Surya Sakti.

Based on table 3 above, it can be determined that the t-count value of the competence variable on work performance is obtained at 12,508, which is greater than the t-table value of 2,009 with a significance level of 0.000 < smaller than the alpha significant level that has been set at 0.05. Thus Ho is rejected and Hα is accepted, partially competence (X_2) has a positive and significant effect on employees the work performance (Y) at PT. Nusantara Surya Sakti.

Tablel 4. F test Result

ANOVA[a]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	3708,299	2	1854,149	60,714	,000[b]
	Residual	1526,947	50	30,539		
	Total	5235,245	52			

a. **Dependent Variable: Work Performance**

Predictors: (Constant), Job Satisfaction, Competence

Based on the significant value generated, it is known that the significant value of the F test conducted is 0.000 where this significant value is much smaller than 0.05. The results of the F $_{test}$ from the table above show that the Fcount obtained is 60,714. This Fcount value is much greater than the Ftable value of 3.18. So accept Ha and reject Ho. So based on the F $_{test}$ it can be concluded that job satisfaction (X_1) and competence (X_2) simultaneously have a significant effect on employees the work performance at PT. Nusantara Surya Sakti.

The influence of job satisfaction onemployees the work performance at PT. Nusantara Surya Sakti in Medan (test hypothesis 1). It is hypothesized that job satisfaction has a positive and significant effect on employees the work performance at PT. Nusantara Surya Sakti in Medan. This research proves that job satisfaction has a positive effect on employees the work performance at PT. Nusantara Surya Sakti in Medan. Meanwhile, the significance test by comparing the t_{count} and ttable values obtained tcount (10.740) > t_{table} (2.009), meaning that job satisfaction has a significant effect on employees the performance at PT. Nusantara Surya Sakti at the 95% confidence level (α 0.05). From the results of this research, it was stated that hypothesis 1 was proven.

The influence of competence on employees the work performance at PT. Nusantara Surya Sakti (test hypothesis 2). It is hypothesized that competence has a positive and significant effect on employees the work performance at PT. Nusantara Surya Sakti. Based on the results of research on the influence of competence onemployees the work performance at PT. Nusantara Surya Sakti, by comparing the tcount and ttable values, obtained t_{count} (12.508) > t_{table} (2.009), meaning that competence has a significant effect on employees the work performance at PT. Nusantara Surya Sakti. At the 95% confidence level (α 0.05). From the results of this research, it was stated that hypothesis 2 was proven.

The influence of job satisfaction and competence on employees the work performance at PT. Nusantara Surya Sakti (test hypothesis 3). It is hypothesized that job satisfaction and competence have a positive and significant effect on employee work performance. Based on the results of research on the influence of job satisfaction and competence on work performance by comparing the F_{count} and F_{table} values, it was obtained that the F_{count} (60.714) > F_{table} (3.18), means that job satisfaction and competence have a significant effect on employees the work performance at PT. Nusantara Surya Sakti. From the results of this research, it was stated that hypothesis 3 was proven.

5. CONCLUSION

Based on the research results, there are 3 conclusions that are relevant to the problems studied in this research. The conclusions are as follows:
1. Job satisfaction has a significant effect onemployees the work performance at PT. Nusantara Surya Sakti.
2. Competence has a significant effect on employees the work performance at PT. Nusantara Surya Sakti.
3. Job satisfaction and competence have a significant effect on employees the work performance at PT. Nusantara Surya Sakti.

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