



ISSN : 2722-7944 (Online)

Point of View Research Economic Development

<https://journal.accountingpointofview.id/index.php/povred>



THE INFLUENCE OF COMPETENCE, COMPENSATION ON EMPLOYEE PERFORMANCE THROUGH SERVICE DIGITIZATION AT THE ENERGY AND MINERAL RESOURCES OFFICE SOUTH SULAWESI PROVINCE

^{1†}Diana Andriyani, Syahrudin, Jamaluddin Bata ilyas, Sofyan Hamid

^{1,2}, STIE Amkop Makassar, South Sulawesi, Indonesia

Abstract

This study aims to measure and analyze competence and compensation as well as service digitalization on employee performance, both directly and indirectly. This research method is quantitative. This research was conducted on employees at the Energy and Mineral Resources Office of South Sulawesi Province as many as 103 people. By using the Saturated Sampling Technique. The data collected by questionnaire was then analyzed using the Path Analysis method using the SPSS 23 application. While testing the hypothesis using the t test and to test the direct effect and indirect effect of competency variables, compensation, on performance through service digitalization using the sobel test.

From the results of the study, it was concluded (1) There is a positive and significant influence between competency variables on service digitalization on employees at the Energy and Mineral Resources Office of South Sulawesi Province (2) There is a positive and significant influence between compensation variables on service digitalization at the Energy and Mineral Resources Office of South Sulawesi Province (3) There is a positive and significant influence between competency variables on employee performance at the Energy and Mineral Resources Office of South Sulawesi Province (4) There is a positive and significant influence between compensation variables on employee performance at the Energy and Mineral Resources Office of South Sulawesi Province (5) There is a positive and significant influence between competency variables on employee performance at the Energy and Mineral Resources Office of South Sulawesi Province. 

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Keyword :

Competence, Compensation, Service Digitalization, Performance

Email Address :

syaifullah@stieamkop.ac.id

1 Introduction

Humans play a very important role in a company because humans plan, which determines the creation of company goals for the better. with the inactivity of employees in a company, goals are difficult to realize even though the equipment owned by the company is sophisticated. The focus of the study of human resource management is the problem of labor which is regulated in its functions, so that it is effective and efficient in realizing the goals of the organization, employees and society. The demands of organizations to obtain, develop and maintain quality resources are increasingly urgent in accordance with the dynamics of the ever-changing environment and technology.

The concept of human resources was initially developed in accordance with the effective utilization of human origin and treating humans as a resource that aims at an organization's strategy and vision and mission (Zhu,

[†] Corresponding author.

Email address: syaifullah@stieamkop.ac.id

et., 2007). Brewster (2007) argues that Human Resource Management (HRM) helps to build a high-performance work system using several employees from various divisions in the same organization.

2 Research Method

This research uses a survey method with a quantitative approach. According to Kerlinger in Sugiyono (2008), the survey method is a method used in research with large / small populations, but the data studied is data taken from samples. This study uses path analysis, which is to find direct and indirect relationships between independent variables (Competence and Compensation) and the dependent variable (Performance), and intervening variables (Service Digitalization). This research will be conducted at the South Sulawesi Provincial Energy and Mineral Resources Office, and is planned to last approximately 2 (two) months from July to September 2023. The selection of the research location was due to the fact that in the pre-survey the researchers saw that there was less than optimal employee performance with several factors influencing it, namely competence and compensation. Seeing that the population is not so large, the withdrawal of this research sample is carried out using saturated sampling technique, namely the sampling method by involving all members of the population as a research sample. Therefore, the sample size in this study was 103 employees of the Energy and Mineral Resources Office of South Sulawesi Province.

3 Result and Discussion

RESULTS AND DISCUSSION

Validity and Reliability Test

Valid Questionnaire Test Results

Variable	Indicator	r count	r table	Information
Competence (X1)	X1.1	0.342	0.3	Valid
	X1.2	0.356	0.3	Valid
	X1.3	0.402	0.3	Valid
	X1.4	0.465	0.3	Valid
	X1.5	0.538	0.3	Valid
Compensation (X2)	X2.1	0.500	0.3	Valid
	X2.2	0.698	0.3	Valid
	X2.3	0.646	0.3	Valid
	X2.4	0.365	0.3	Valid
	X2.5	0.482	0.3	Valid
Digitalization of Services (Y1)	Y1.1	0.745	0.3	Valid
	Y1.2	0.726	0.3	Valid
	Y1.3	0.624	0.3	Valid
	Y1.4	0.659	0.3	Valid
Employee Performance (Y2)	Y2.1	0.844	0.3	Valid
	Y2.2	0.736	0.3	Valid
	Y2.3	0.765	0.3	Valid
	Y2.4	0.634	0.3	Valid

	Y2.5	0.665	0.3	Valid
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Data sources processed in August 2023

Based on the validity test table, it is known that all question items in this study are valid, which is indicated by the value of each question item having a positive Corrected Item Total Correlation value and greater than the r table value of 0.3 (two-way test).

Reliability Test

Questionnaire Reliability Test Results

Variable	Cronbach's Alpha	Cut of Point (0.6)	Information
Competency (X1)	0,609 _	0.6	Reliable
Compensation (X2)	0,766 _	0.6	Reliable
Digitalization of Services (Y1)	0.849 _	0.6	Reliable
Employee Performance (Y2)	0.888 _	0.6	Reliable

Data sources processed in August 2023

From the table above, the reliability values for each variable are obtained, namely; Competency variable (x1) is 0.609, Compensation (x2) is 0.766, Service Digitalization (y1) is 0.849, and Performance (y2) is 0.888. This figure shows that the research instrument used is reliable, because the Cronbach's Alpha value of each variable is greater than >0.6, which means that all the statements tested have a good level of reliability.

Model I Path Coefficients

As for results calculation multiple linear regression on model 1 on part 'coeffisients" table as following:

Path Analysis Results I Coefficients ^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	3,377	2,374		1,422	,158
Competence	,440	,124	,359	3,532	,001
Compensation	,386	,130	,301	2,966	,004

a. Dependent Variable: Digitalization of Services

coeffisients" table, it can be seen that the significance values of the two variables are $X1 = 0.001 < \alpha = 0.05$ and $X2 = 0.004 < \alpha = 0.05$. These results provide the conclusion that Regression Model I, namely variables X1 and X2 have a positive and significant effect on Y1.

Deter Coefficient Test Results

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,593 ^a	,351	,338	2,079

a. Predictors: (Constant), Compensation, Competency

Source of processed data SPSS 23, 2023

The R Square value contained in the "*Model Summary*" table is 0.351, this shows that the contribution of the influence of X1 and . Meanwhile, the value of e1 can be found using the formula $e1 = \sqrt{1 - 0.351} = 0.8056$.

Model II Path Coefficients

Results _ calculation multiple linear regression on model 2 on part 'coeffisients'' table as following:

Path Analysis Results II
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-2,741	2,213		-1,238	,218
Competence	,289	,122	,161	2,374	,020
Compensation	,252	,125	,134	2,015	,047
Digitization of Services	,995	,092	,679	10,786	,000

a. Dependent Variable: Employee Performance

coeffisients'' table, it can be seen that the significance values of the three variables are $X1 = 0.020 < 0.05$ $X2 = 0.047 < 0.05$ and $Y1 = 0.000 < 0.05$. These results provide the conclusion that Model II regression, namely variables X1, X2 and Y1 have a positive and significant effect on Y2.

Coefficient of Determination Test Results

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,863 ^a	,745	,738	1,919

a. Predictors: (Constant), Service Digitalization, Compensation, Competency

The R Square value contained in the "*Model Summary*" table is 0.745, this shows that the contribution of the influence of X1, included in the study. Meanwhile, the value of e1 can be found using the formula $e2 = \sqrt{1 - 0.745} = 0.5049$.

Influence Competence Towards the Digitalization of Services

Based on the test results to determine the effect of competence on the digitalization of services through Linear Regression Analysis, results were obtained which showed that the coefficient table had a significance value smaller than that determined by the researcher, which means that employee competency had a positive and significant effect on the digitalization of services at the Sulawesi Province Energy and Mineral Resources Service Office. South. This shows that the better employee competency will be directly proportional to the digitalization of services.

Influence Compensation Towards the Digitalization of Services

Based on the test results to determine the effect of compensation on the digitalization of services through Linear Regression Analysis, the results obtained show that the coefficient table's significance value is smaller than that determined by the researcher, which means that employee compensation has a positive and significant effect on the digitalization of services in the office. This is in line with the opinion of (Arifudin, 2019) which states that the increase in compensation received by employees will be directly proportional to the employee's work performance and acceptance of changes in work patterns that occur.

Influence Competence To Performance

Based on the test results to determine the effect of competency on employee performance at the South Sulawesi Province Energy and Mineral Resources Service, results were obtained that showed a significance value smaller than that determined by researchers, which means that employee competency has a positive and significant effect on increasing employee performance at the Energy and Resources Service. Mineral Resources of South Sulawesi Province.

Influence Compensation To Performance

From the test results to determine the effect of compensation on employee performance at the South Sulawesi Province Department of Energy and Mineral Resources, results were obtained that showed a significance value smaller than that determined by researchers, which means that employee compensation has a positive and significant effect on increasing employee performance at the Energy and Resources Service. Mineral Resources of South Sulawesi Province. This shows that employee compensation will be directly proportional to employee performance.

The Impact of Service Digitalization on Performance

Based on the test results to determine the effect of digitalization on employee performance at the South Sulawesi Province Department of Energy and Mineral Resources, results were obtained that showed a significance value smaller than that determined by researchers, which means that digitalization of services has a positive and significant effect on increasing employee performance at the Energy and Resources Service. Mineral Resources of South Sulawesi Province. This shows that the increase in service digitalization will be directly proportional to employee performance.

Influence Competence To Performance Through the Digitalization of Services at the South Sulawesi Province Energy and Mineral Resources Service

From the test results to determine the effect of competency on employee performance through digitalization of services (Indirect Effect) at the South Sulawesi Province Energy and Mineral Resources Service, results were obtained that show the calculated t value of the indirect effect of Competency on Performance through Service Digitalization at the Energy and Resources Service Minerals of South Sulawesi Province are values greater than t table. Thus, hypothesis 6 which states Competency on Performance through Digitalization of Services at the South Sulawesi Province Energy and Mineral Resources Service, **is accepted**.

Influence Compensation To Performance Through the Digitalization of Services at the South Sulawesi Province Energy and Mineral Resources Service

From the test results to determine the effect of compensation on employee performance through digitalization of services (Indirect Effect) at the Department of Energy and Mineral Resources of South Sulawesi Province, results were obtained that show the calculated t value of the indirect influence of Competency on Performance through Digitalization of Services at the Department of Energy and Resources. Minerals of South Sulawesi Province are values greater than t table. Thus, hypothesis 7 which states Compensation for Performance through Digitalization of Services at the South Sulawesi Province Energy and Mineral Resources Service, **is accepted**.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the results of this research, there are several conclusions that can be drawn, namely:

1. The better the competency, the better the digitalization of services will be to improve performance as expected and will contribute to the South Sulawesi Province Energy and Mineral Resources Service.
2. The higher the compensation given to employees, the better the digitization of services available at the South Sulawesi Province Energy and Mineral Resources Service.
3. The better employee competency, the higher the performance will be, which is expected to contribute to quality work processes at the South Sulawesi Province Energy and Mineral Resources Service.

4. If the agency is consistent in the compensation given to employees with the aim of ensuring that employees are able to improve their performance, this is very important because when compensation is given on time and in accordance with employee performance, employees will be able to carry out their duties and mandates more quickly.
5. With the digitization of good services in an agency, it will influence performance to be even better.
6. The better the digitization of services for employees, the better the performance will be. Then, for the indirect influence of competence on performance through digitalization of services, we get acceptable results.
7. For the indirect effect of compensation on performance through digitalization of services, the results were also obtained. Because, the better the digitization of services for employees, the better the performance will be.

Suggestion

Based on the conclusions and research results, suggestions can be given in this research, as follows:

1. Based on the research results, it was found that for the competency variable the lowest average value was found in the knowledge indicator. Employees must further improve their knowledge. It is recommended that agencies provide training to employees by carrying out training carried out by employees through regular scheduling. The more frequently training is carried out, the more knowledge and abilities you have will increase.
2. Based on the research results, it was found that the compensation variable had the lowest average value in the incentive indicator. To increase compensation, it is recommended that agencies often provide more compensation or incentives according to their respective performance so that employees will be more enthusiastic about working and feel satisfied because the compensation or incentives given are in accordance with what they do.
3. Based on the research results, it was found that the service digitization variable had the lowest average value in the collective usage indicator. It is recommended that parties from agencies in using digitalization of services hope that employees will always speed up services and use them collectively and be transparent in providing services.
4. Based on the research results, it was found that for the performance variable the lowest average value was found in the quantity indicator. This means the amount of work and utilization used during the specified working hours. So employees are expected to complete their duties and responsibilities within the specified time. This is intended so that the performance provided is also maximized.
5. For researchers, the results of the contribution of the variables studied show that there are still other variables that must be considered in this research. Further research should add other variables.

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