

Improve employee performance with competence and work motivation at PT Global Jet Express Serang Branch

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ABSTRACT

Employee performance is an essential factor influencing success. In an organization, this is one of the most critical functions of a company. This study aims to determine the variables that affect employee performance and develop a theoretical basis and research model. This study used an associative descriptive quantitative method with a population of 41 respondents drawn into a sample using non-probability sampling, using the saturated sampling / total sampling method. Data analysis techniques using linear regression with the help of SPSS software version 26. The results of this study show that the first hypothesis of competence does not affect employee performance. Thus, the second hypothesis states that work motivation significantly influences employee performance. The third hypothesis is that work competence and inspiration influence employee performance, which can simultaneously improve employee performance. This research is expected to make theoretical contributions to the literature in this context, certainly in the context of human resource management.

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1. Introduction

Human resources is the design of various formal systems in an organization to ensure the effective and efficient use of human expertise to achieve organizational / company goals under the intended determination. Human resources are employed in organizations that become activists, theorists, and planners to achieve the organization's purposes. Quality human resources will be produced if human resource management is done well and can shape employee performance better so that it can have a positive impact on the effectiveness of interpretation within the company as a whole (Al Amin et al., 2023; Alfarizi et al., 2022; Anshori et al., 2022). Human Resource Management can be interpreted as science applied in the management of Human Resources and is one of the main elements of the organization to achieve the goals that have been set. The success or failure of an organization in realizing its goals depends mainly on the human resources owned by the company (Gunawan et al. 2022; Haryadi. D, 2022; Haryadi. D et al., 2021). Human resources play a significant role in organizations' achieving competitive advantage. The development of technology and environmental changes make human resources a critical factor in determining the ability of organizations or companies in global competition (Haryadi. D et al., 2022; Haryadi. D & Wahyudi, 2020; Karsikah et al., 2023).

In a company, there are often fluctuations in the performance of its employees. Several factors cause a decrease or increase in an employee's performance in the company, one of which is motivation. To improve employee performance, encouragement, and motivation triggers are needed for company employees by specific actions from the company. Company resources are precious capital for a company because humans carry out all operational activities/activities of the company. Even though companies have many machines to

support their operational activities, the role of HR is not underestimated because to run all existing devices, companies need human resources (Ahlstedt et al., 2023; Collie, 2023). The rapid development of science and technology today greatly influences business progress. Advancing the business venture requires proper management. The company takes various ways to survive and develop its operations. Intense competition requires companies to increase competitiveness to maintain survival (Didit Haryadi et al., 2021; Mulyadi et al., 2023).

Performance is defined as what employees do or don't do. Employee performance influences how much they contribute to the organization (Mukhlisin et al., 2023; Mulyadi et al., 2023; Oktaviani et al., 2023). Performance is the result of work that a person or group of people can achieve in a company under their respective authorities and responsibilities to achieve organizational goals officially, does not violate the law, and does not conflict with morals and ethics (Perry et al., 2023; Purnamasari et al., 2023; Princess et al., 2023). Performance (work performance) is the result of work in quality and quantity achieved by an employee in carrying out his duties under the responsibilities given to him (Rahmatullah et al., 2022; Riyanto et al., 2022; Salahudin et al., 2023; Setiadi et al., 2023). Performance is the implementation of the plan that has been prepared. Human resources implement performance with the ability, competence, motivation, and interests. How organizations value and treat their human resources will affect their attitudes and behaviors in performing (Tajudin et al., 2023; Tania et al., 2021; Wahyudi et al., 2023).

Employee competence and enthusiasm are other aspects that influence employee abilities. Opinion (Natalia & Netra, 2020) Enthusiasm can support a person to prove a unique attitude. That way, it takes tremendous enthusiasm from each employee who is assigned to a regime institution or activity base; with the presence of encouragement and great enthusiasm, each employee will try to do better and want to devote all his abilities automatically will affect his performance (Mulia & Saputra, 2020). The central role of motivation is to be customized, as the agenda is meant to address the needs and requirements of the employees (Meijerink *et al.*, 2021). Inspiration inspires creative performance and shows workers how much the organization cares (Putri & Frianto, 2019). The most potent effect of motivation is better results or performance. Therefore, if employee motivation can be improved, efficiency is bound to occur, and there is no decrease in alignment (Putri & Frianto, 2019). Therefore, employee motivation promotes workplace harmony, and employee performance thus improves. Motivated workers will retain staff and company loyalty, breeding business growth and progress (Fauzi & Anam, 2019).

One factor that can improve employee performance is by providing work motivation. Work motivation has a dominant role in enhancing employee performance. This can all be supported by the provision of motivation because indirectly, motivation is a stimulant for employees to work better and can encourage employees to be more active in performing and more passionate so that it will benefit the company (Ahlstedt et al., 2023; Collie, 2023). Motivation itself is one of the factors that can affect employee performance in the company and is a factor that moves someone to have the desire and willingness to work (Li et al., 2023; Popoola & Fagbola, 2023). Even employees who are motivated in carrying out their work have the assumption that their task is a challenge that must be completed. They will exert all their abilities to finish the position enthusiastically, and for employees who are not motivated, their performance cannot be maximized, and company goals cannot be achieved (Heidari et al., 2024; Kohnen et al., 2023).

In Indonesia, various freight forwarding service companies are known to have good quality and provide a wide selection of shipping services that suit customers' needs. For example, PT Global Jet Express, better known as J&T Express, is a delivery service that is quite popular among the public. J&T Express is a private company that operates expedition services. The company was founded in 2015 in Jakarta, Indonesia, and uses technology as the basis of its operations. J&T Express provides freight forwarding services to all cities in Indonesia and also offers international express services through internet platforms. The company's primary focus is to provide high-quality services to customers with expertise in the field of expedition. Although J&T Express offers a wide range of services, the challenges faced include human resource issues such as employee job stress. However, employee job satisfaction can reduce the impact of such work stress. This study aims to determine the factors that can improve employee performance. This research is expected to contribute theoretically to the literature in the context of human resources.

2. Research Method

In this study, the method used by the author is descriptive quantitative research with a causal approach. The causal approach research type process is an analysis that will look for an overview of the relationship,

influence, impact, and causal effect of various concepts or factors that, in some ways, are designed in management science (Ferdinand, 2014). The population in this study was employees of PT Global Jet Express Serang Branch, which amounted to 41 respondents. The sample in this study consisted of PT Global Jet Express Serang Branch employees, totaling 41 respondents. The sampling technique was saturated/total sampling, meaning that the entire population was drawn as a sample. The data collection technique used in this study used a questionnaire with a Likert scale of 1-5 using the Likert scale method, namely strongly disagree, disagree, hesitate, agree, and strongly agree. Based on the research sample, 41 questionnaires were obtained from respondents. The data analysis technique in this study is a descriptive analysis using the SPSS assistance program version 26, then to determine the influence between variables using inferential analysis with the SPSS assistance program version 26 through multiple linear regression analysis with validity tests, reliability calculations, then classical assumption tests which include normality and multicollinearity of data. The t-test and f-test are used to determine the effect of variables by looking at t-statistical values and significance. In this study, the author formulated research hypotheses, including H1: There is a significant influence of competence on employee performance, H2: There is a substantial influence of work motivation on employee performance, and H3: There is a considerable influence of competence and work motivation simultaneously.

3. Results And Discussions

Before testing assumptions, it is necessary to test validity to show how positive an instrument is or how to measure something designed. Competency is calculated using five statements, work motivation uses five accounts, and employee performance uses five ideas. This study tried to test validity by looking at the validity number of the correlation value of the correction. Furthermore, the results of the validity test calculation and the results of reliability calculations for each variable can be seen in Table 1, validity and reliability below.

Table 1. Validity and reliability test

Item Statement	Validity Convergent	r-table	Decision	Reliability Convergent
Competence				
C_1	0,776	0.308	Valid	0.661
C_2	0,388	0.308	Valid	
C_3	0,574	0.308	Valid	
C_4	0,460	0.308	Valid	
C_5	0,776	0.308	Valid	
Work Motivation				
WM_1	0,506	0.308	Valid	0.678
WM_2	0,332	0.308	Valid	
WM_3	0,432	0.308	Valid	
WM_4	0,379	0.308	Valid	
WM_5	0,434	0.308	Valid	
Employee Performance				
EP_1	0,446	0.308	Valid	0.797
EP_2	0,512	0.308	Valid	
EP_3	0,465	0.308	Valid	
EP_4	0,463	0.308	Valid	
EP_5	0,331	0.308	Valid	

Table 1 shows that all statement indicator variables for each variable on each indicator have an r-count value of > 0.308 , which automatically meets the data validity standard. The needle is considered accurate if each r-calculate point of validity value $r > 0.308$. Not only look at the validity of the reliability value as well, which must be greater than 0.60. The average alpha value lies above 0.60. The following are the results of the classic assumption test from normality data that are proven to be normally distributed data, as seen in Table 2 below.

Table 2. One-sample kolmogorov-smirnov test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		41
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.34093697

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
Most Extreme Differences	Absolute	.125
	Positive	.071
	Negative	-.125
Test Statistic		.125
Asymp. Sig. (2-tailed)		.104 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Table 2 shows the magnitude of the Kolmogorov-Smirnov normality and obtained Asymp values. Sig. (2-tailed) of 0.104 indicates residual data that has a significance value greater than 0.05. The following results of the multicollinearity examination can be seen in Table 3 below.

Table 3. Multiklonieritas test

Model	Tableicients ^a	Collinearity Statistics	
		Tolerance	VIF
1	Competence	.354	2.821
	Work Motivation	.354	2.821

a. Dependent Variable: Employee Performance

Based on the results of the multicollinearity test in Table 3. It can be known that the value of the Variance Inflation Factor (VIF) is 2.821, and the Tolerance value is 0.354. The result of the multicollinearity test decision is that if the tolerance value (0.354) > 0.10 and VIF (2.821) < 10, it can be concluded that there is no multicollinearity between independent variables in this research model. The following multiple linear regression analysis can be seen in Table 4 below.

Table 4. Regres regressionr test

Model	Coefficients a			t	Sig.	
	Unstandardized Coefficients		Standardized Coefficients			
	B	Std. Error	Beta			
(Constant)	10.425	2.591		4.024	.000	
1	Competence	-.008	.186	-.010	-.044	.965
	Work Motivation	.540	.210	.576	2.571	.014

a. Dependent Variable: Employee Performance

The positive constant of 10.425 means that if the value of competence and motivation for cooperation equals zero, then the level or magnitude of employee performance is 10.425. The regression coefficient of the competency variable has a negative value of -0.008, which means that if the value of the competency variable decreases by one hundred %, then the performance of employees decreases -0.008 times. The value of the regression coefficient of the work motivation variable is positive by 0.540. This explains that if the value of work motivation increases by one hundred percent, then the employee performance variable increases by 0.540 times. The following analysis results in hypothesis testing are presented in Table 5 below.

Table 5. Hipotesis test

Variable	T-value	P-values	Result
C → EP	-.044	0.965	Accepted
WM → EP	2.571	0.014	Accepted
C & WM → EP	19.030	0.000	Accepted

Source: Results of research data processing 2023

The findings in the hypothesis that the author proposes in table 5, show that statistically competency does not have a significant influence on employee performance. This means that the competencies possessed by employees are appropriate. Employee competence and enthusiasm are other aspects that influence employee abilities. Opinion (Natalia & Netra, 2020) Enthusiasm can support a person to prove a unique attitude. That way, it takes tremendous enthusiasm from each employee who is assigned to a regime institution or activity base; with the presence of encouragement and great enthusiasm, each employee will try

to do better and want to devote all his abilities automatically will affect his performance (Mulia & Saputra, 2020). The central role of motivation is to be customized, as the agenda is meant to address the needs and requirements of the employees (Meijerink et al., 2021).

The second finding in this study is that work motivation significantly influences employee performance. One factor that can improve employee performance is by providing work motivation. Work motivation has a dominant role in enhancing employee performance. This can all be supported by the provision of motivation because indirectly, motivation is a stimulant for employees to work better and can encourage employees to be more active in performing and more passionate so that it will benefit the company (Ahlstedt et al., 2023; Collie, 2023). Motivation itself is one of the factors that can affect employee performance in the company and is a factor that moves someone to have the desire and willingness to work (Li et al., 2023; Popoola & Fagbola, 2023).

The third finding in this study is that work competence and motivation significantly influence employee performance. Inspiration inspires creative performance and shows workers how much the organization cares (Putri & Frianto, 2019). The most potent effect of motivation is better results or performance. Therefore, if employee motivation can be improved, efficiency is bound to occur, and there is no decrease in alignment (Putri & Frianto, 2019). Therefore, employee motivation promotes workplace harmony, and employee performance thus improves. Motivated workers will retain staff and company loyalty, breeding business growth and progress (Fauzi & Anam, 2019). At the same time, motivation itself is one of the factors that can affect employee performance in the company and is a factor that moves someone to have the desire and willingness to work (Li et al., 2023; Popoola & Fagbola, 2023). Even employees who are motivated in carrying out their work have the assumption that their task is a challenge that must be completed. They will exert all their abilities to finish the position enthusiastically, and for employees who are not motivated, their performance cannot be maximized, and company goals cannot be achieved (Heidari et al., 2024; Kohnen et al., 2023).

4. Conclusion

Based on the descriptions of the research results and discussion in the previous chapter, researchers can conclude this study tries to analyze variables related to the influence of competence and work motivation on employee performance. Conclusions can be drawn from the research results obtained from data processing calculations using SPSS version 26. The first hypothesis is that competence does not affect employee performance. This company has influenced employee performance. The second hypothesis is that work motivation significantly affects employee performance. This means that the higher the work motivation that an employee has in a company, the higher the company's performance. The third hypothesis is that work competence and inspiration significantly influence employee performance. Future research should add variables and samples to get more relevant statistical results. This research is expected to make theoretical contributions to the literature in this context, including in the context of human resource management.

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