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INFLUENCE OF WORK COMPETENCY, WORK DISCIPLINE AND TRAINING ON EMPLOYEE PERFORMANCE AT BANDUNG HOSPITAL

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ABSTRACT

Work competence, work discipline and training are elements that can affect employee performance. This study aims to determine and analyze the effect of work competence, work discipline and training on the performance of consumer employees at Bandung Hospital. This type of research is explanatory research. The total population in this study is the average number of employees per day who make repeated purchases at the company totaling 211 employees. Due to the large number of populations, the sampling technique will be reduced by using the Slovin formula for an error tolerance level of 5% so that there are 138 respondents in the study to which the distribution of questionnaires will be measured using a Likert scale. Data analysis used multiple linear regression analysis and coefficient of determination as well as simultaneous and partial tests. The results showed that either partially or simultaneously, work competence, work discipline, and training had a positive and significant impact on the performance of consumer employees at Bandung Hospital. Based on the results of this study, the implications for management are to make improvements to work competencies so that they can be better, increase employee work discipline and also add training for all employees in developing their work abilities.

1. Introduction

Human resources are one of the most important resources in all existing resources. Without human resources, other resources will not carry out their functions properly. Human resources who excel in carrying out their work can certainly support the achievement of the goals to be achieved by the hospital effectively and efficiently.

Bandung Hospital is a general hospital located on Jalan Mistar No. 39-43, Petisah Field. Currently the performance of employees in hospitals is considered to be experiencing a decline where based on initial observations made by researchers, the performance of employees in hospitals is experiencing a decline where the quality of work of employees begins to decline such as many corrections to the results of daily and monthly reports made by employees so that they spend a lot of time in rewriting the report and spending his boss's time checking back. Employees also need a long time to complete their reports to their superiors, so sometimes employees often pass the deadline for submitting reports to their superiors. This makes the work of his superiors hampered because they have to wait for him to finish the job.

The factor that is indicated to have an influence on the decline is work competence. The work competence of employees in hospitals is considered to be experiencing a decline because the skills possessed by employees in carrying out their work are still lacking, such as not being able to communicate well and effectively in conveying or explaining their work. Employees are also considered not to be able to think critically in carrying out their work so that employees are less able to find creative solutions to every problem

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they face while working and expect help from other colleagues. The lack of skills makes employees less able to work together well in carrying out their work and hinders teamwork.

The second factor that affects the decline is based on discipline where employees are still less disciplined in carrying out their work such as some employees are often late for work. The employees who exceed the rest hours provided by the company. Some employees are also often absent from work citing family interests and personal interests that must be taken care of immediately. Lack of employee discipline makes the assigned tasks neglected and late in carrying out the work given. This clearly hinders employee performance in providing the best work for the company.

Another factor that is indicated to have an effect on the decline is training where training is an effort to improve employee performance in their current job or other jobs that will be positioned by the company. Training is related to the skills and abilities needed by employees to provide their best work results. Employees who attend training without any interest in it will certainly not bring satisfactory work results. Conversely, with the emergence of interest, then his attention to the training he underwent will be even greater. Based on the phenomena that occur in hospitals, the researchers conducted a study entitled "The Effect of Work Competence, Work Discipline, and Training on Employee Performance at Bandung Hospital".

2. Research Methods

2.1 Location and Time

The research was conducted at Bandung Hospital Jalan Mistar No. 39-43, Medan. The research time is planned from November 2021 to February 2022.

2.2 Population and Sample

The population in this study is an average of 211 employees per day who make repeated purchases at the company. The sampling technique is to use the Slovin formula with a 95% confidence level and an error tolerance of 5% where the number of samples in this study is 138 employees.

2.3 Data Collection Method

Collecting data through a questionnaire is done by asking questions to parties related to the problem. To assess respondents' responses, the author uses the Likert scale which uses several question items to measure individual behavior by responding to 5 choice points on each question item.

2.4 Validity and Reliability Test

The data obtained needs to be tested for its accuracy and reliability so that the results of data processing can be more precise and accurate. Therefore, it is necessary to know how high the validity and reliability of the measuring instrument (instrument) used. Based on the research, each variable of the questionnaire item that was tested for validity, all the questionnaires had met the valid criteria and were eligible to be used as a questionnaire in further research. While in reliability test, all variable questionnaire item is reliable and can be used as instrument.

3. Results and Discussion

3.1 Result

3.1.1 Normality Test

The residual normality test is used to test whether the residual value resulting from the regression is normally distributed or not. A good regression model is to have residuals that are normally distributed. There is some method to do the normality test such as histogram graphic, normal probability plot of regression graphic and one sample Kolmogorov Smirnov statistic.

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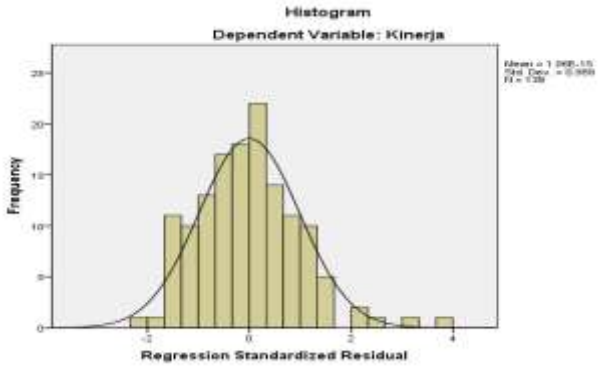

Figure 1. Histogram Graphic

Based on the picture above, it can be seen that the line forming a bell, not going left or right. This shows that the data is normally distributed and meets the assumptions of normality.

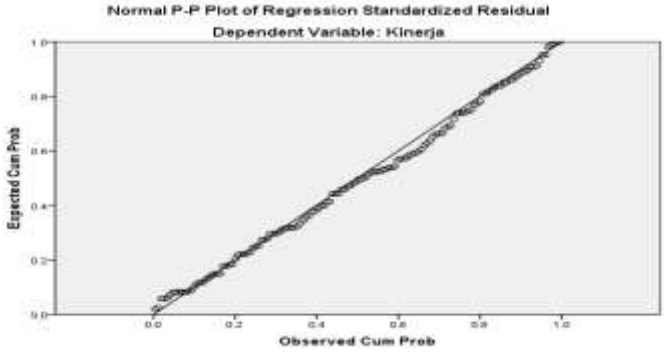

Figure 2. Normal Probability Plot Of Regression Graphic

Based on the picture above, it shows that the data (dots) spreads around the diagonal line and follows the diagonal line. So from this figure it is concluded that the regression model residuals are normally distributed.

TABLE 1
ONE-SAMPLE KOLMOGOROV SMIRNOV TEST

		Unstandardized Residual
N		138
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	2.26436390
Most Extreme Differences	Absolute	.056
	Positive	.056
	Negative	-.041
Kolmogorov-Smirnov Z		.652
Asymp. Sig. (2-tailed)		.788

a. Test distribution is Normal.
b. Calculated from data.
Source: Research Result, 2022

Based on the table above, the results of the Kolmogorov-Smirnov normality test prove that the significant value is greater than 0.05, namely 0.788, it can be concluded that the data is classified as normally distributed.

3.1.2 Multicollinearity Test

Multicollinearity is a condition in the regression model where there is a perfect or near perfect correlation between independent variables where a good regression model should not have a perfect or nearly perfect correlation between the independent variables. The commonly used test method is to look at the Tolerance and Variance Inflation Factor (VIF) values in the regression model where the VIF value is less than 10 and has a Tolerance value of more than 0.1.

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TABLE 2
MULTICOLLINEARITY TEST

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Work competency	.675	1.482
	Work discipline	.659	1.517
	Training	.972	1.029

a. Dependent Variable: Performance
Source: Research Result, 2022

Based on the table above show that all the variables have a tolerance value more than 0.1 and VIF value less than 10 which can be concluded that there is no problem found in multicollinearity test.

3.1.3 Heteroscedasticity Test

Heteroscedasticity is a condition where in the regression model there is an inequality of variants from the residuals from one observation to another where a good regression model does not occur heteroscedasticity.

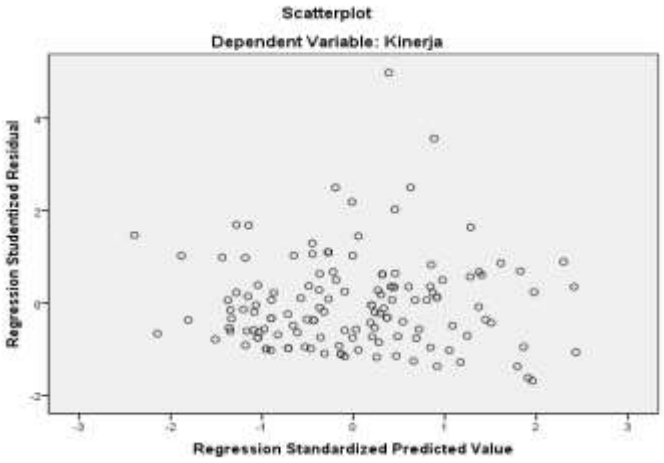

Figure 3. Scatterplot Graphic

Based on the scatterplot graph presented, it can be seen that the dots spread randomly and do not form a clear pattern and are spread either above or below zero on the Y axis. This means that there is no heteroscedasticity in the regression model, so the regression model can be used to predict achievement based on the input of the independent variable.

3.1.4 Multiple Linear Regression Analysis

Multiple regression analysis is an analysis to determine whether there is a significant influence between two or more independent variables on one independent variable.

TABLE 3
MULTIPLE LINEAR REGRESSION ANALYSIS TEST

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	5.438	2.690	
	Work competency	.266	.052	.322
	Work discipline	.525	.060	.557
	Training	.311	.056	.293

a. Dependent Variable: Performance
Source: Research Result, 2022

Performance= 5,438+ 0,266 Work Competence+0,525 Work Discipline+ 0,311 Training+e (1)
Based on the above equation, then: Constant (a) = 5,438. This means that if the independent variables, namely work competency (X1), price (X2), and training (X3) are 0 then the performance (Y) is 5.438. Where if there is an increase in work competency, there will be an increase in purchasing decisions of 0.266.

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Likewise with the price where if there is an increase in the price, the performance will decrease by 0.525. If there is an increase in training, purchasing decisions will increase by 0.311.

3.1.5 Coefficient Determination

Analysis of determination or also called R Square symbolized by R2 is used to determine the magnitude of the influence of the independent variable (X) together on the dependent variable (Y) where the smaller the coefficient of determination, this means the effect of the independent variable (X) on the dependent variable (Y) is getting weaker. Conversely, if the coefficient of determination is closer to number 1, then the effect of the independent variable on the dependent variable is getting stronger. Thus, if coefficient determination is 0, this indicates that there is no percentage contribution of influence given by the independent variable to the dependent variable. However, if the coefficient of determination is 1, then there is a contribution that the independent variable gives to the dependent variable is perfect.

TABLE 4
COEFFICIENT DETERMINATION TEST
MODEL SUMMARYB

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.800[a]	.639	.631	2.290

a. Predictors: (Constant), Work competency, Work discipline, Training
b. Dependent Variable: Performance
Source: Research Result, 2022

Based on the table above, the value of the Adjusted R Square coefficient of determination is 0.573. This shows that the variable ability of Work Competence (X1), Work Discipline (X2), and Training (X3) explains its effect on Performance (Y) of 63.1%. While the remaining 36.9% is the influence of other independent variables not examined in this study such as work conflict, work spirit and other factors.

3.1.6 Simultaneous Hypothesis Test (F Test)

F test or regression coefficient test is used to determine whether simultaneously the independent variable has a significant effect on the dependent variable. In this case, to find out whether simultaneously the independent variable has a significant effect on the dependent variable or not. The test uses a significance level of 5%. The criteria for evaluating the hypothesis in this F test are:
H0 Accepted if: $F_{count} < F_{table}$,, H_{α} Accepted if: $F_{count} > F_{table}$

TABLE 5
ANOVA TEST

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1246.047	3	415.349	79.233	.000[a]
	Residual	702.446	134	5.242		
	Total	1948.493	137			

a. Predictors: (Constant), Work competency, Work discipline, Training
b. Dependent Variable: Performance
Source: Research Result, 2022

Based on the table above, it is found that Ftable value (2.69) and significant = 5% (0.05) namely Fcount (79.233) and sig.a (0.000a). This indicates that the results of the study accept H1 and reject H0. Comparison between Fcount and Ftable can prove that simultaneously Work Competence, Work Discipline, and Training have a positive and significant effect on performance.

3.1.7 Partially Hypothesis Test (t Test)

The t test or partial regression coefficient test is used to determine whether partially the independent variable has a significant effect on the dependent variable or not. In this case, to find out whether partially the independent variable has a significant effect on the dependent variable or not. The test uses a significance level of 0.05 and a two-sided test. The criteria for evaluating the hypothesis in this t test are:
H0 Accepted if: $t_{count} < t_{table}$
Hα Accepted if: $t_{count} > t_{table}$

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TABLE 6
COEFFICIENT TEST

Model		t	Sig.
1	(Constant)	2.021	.045
	Work competency	5.099	.000
	Work discipline	8.713	.000
	Training	5.560	.000

a. Dependent Variable: Performance
Source: Research Result, 2022

Based on the table above, it can be concluded that work competency, work discipline and training partially have a positive and significant effect on Performance which can be seen at the tcount is greater than ttable (1,981) and the significant is less than 0,05.

4. Conclusion

The conclusions that researchers can draw from the results of this study are as follows: (1) The tcount value for the Work Competence variable (X1) shows that the tcount value (5.099) > ttable (1.981) with a significant level of 0.000 <0.05 so it can be concluded that there is a partially significant positive effect between Work Competence on Performance. (2) The tcount value for the Work Discipline variable (X2) shows that the tcount (8.713) > ttable (1.981) with a significant level of 0.000 <0.05 so it can be concluded that there is a partially significant positive effect between Work Discipline on Performance. (3) The tcount value for the Training variable (X3) shows that the tcount (5.560) > ttable (1.981) with a significant level of 0.02 <0.05 so it can be concluded that there is a partially significant negative effect between Training on Performance. (4) Ftable value (2.69) and significant = 5% (0.05) namely Fcount (79.233) and sig.a (0.000a). This indicates that the results of the study accept H1 and reject H0. Comparison between Fcount and Ftable can prove that simultaneously Work Competence, Work Discipline, and Training have a positive and significant effect on performance. (5) The coefficient of determination of Adjusted R Square is 0.573. This shows that the variable ability of Work Competence (X1), Work Discipline (X2), and Training (X3) explains its effect on Performance (Y) of 63.1%. While the remaining 36.9% is the influence of other independent variables not examined in this study such as work conflict, work spirit and other factors.

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