



Performance competencies of the giri tirta sari drinking water Perumda Wonogiri District

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ABSTRACT

In this research the author used a quantitative approach method with a pattern of giving questionnaires to respondents. This research was carried out by Perumda Air Minum Giri Tirta Sari, Wonogiri Regency, with the consideration that this agency requires internal control, work professionalism, work awards and competencies related to employee performance. Selection of research locations through observation to find out the general description of the agency. The research period was carried out for 2 (two) months from February 2022 to March 2022. The population in this study was all internal controls in the Giri Tirta Sari Drinking Water Company, Wonogiri Regency, totaling 238 employees. In this study the sample was calculated as 25% of the total population, namely 60 people. The sampling technique used was proportionate stratified random sampling. The analytical tool in this research is Multiple Linear Regression with the help of SPSS 24. Based on the results of the research that has been conducted, it can be concluded that internal control has a positive and significant effect on performance. Professionalism has a positive and significant effect on performance. Awards/rewards do not have a significant effect on performance. Competence has a positive and significant effect on employee performance. Internal control, professionalism, appreciation/reward, and competence simultaneously influence performance. The variables selected/entered into the model are correct, namely the variance of internal control variables, professionalism, appreciation/rewards, and competence in contributing/contributing to performance is 56.1%, the remaining 43.9% is influenced by other variables outside the model.

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1. INTRODUCTION

The success of an organization depends greatly on its ability to empower existing resources and utilize the potential of these resources to the fullest. Among the resources available in an organization, human resources really need attention because these human resources have a big influence on the organization. The success of an

organization really depends on the human resources within the organization, this is demonstrated by performance. It cannot be denied that employees have an important role and position as actors in achieving organizational goals, in other words employees are agency assets that are quite significant in influencing whether or not the agency's goals are achieved. Therefore, employee performance needs to receive serious attention and be given priority. Employee performance is an important factor in achieving organizational goals, but everything that employees provide to the agency is very dependent on what the agency provides to the employees themselves.

Employee performance can be influenced by the internal control system. Internal control is a series of activities carried out by a company to provide sufficient confidence in achieving company goals. Companies generally use internal controls to direct company operations and prevent system misuse. The internal control system is useful for the purpose of preventing or preventing undesirable things from happening. Internal control functions to supervise all economic activities that occur in the company. Internal control can help a company and function as a tool to implement control effectively. With internal control, managers can convince themselves that the information contained in the reports received is correct and trustworthy (Wijaya & Priono, 2022).

The many problems in the world of work require every employee to be able to demonstrate high quality performance. Therefore, every employee is required to have internal controls. The phenomenon in the field shows that many employees at Perumda Air Minum Giri Tirta Sari, Wonogiri Regency still do not work according to the system, but only work according to habits that have been passed down from their predecessors.

Perumda Air Minum Giri Tirta Sari, Wonogiri Regency, to increase performance targets, every human resource must have professionalism because professionalism contains expertise, skills and abilities in carrying out work and has high qualities and qualities, there is a desire to spur missions in progress to develop (Ichsan & Nasution, 2022). The reality on the ground shows that most of the employees at Perumda Air Minum Giri Tirta Sari Wonogiri mostly work without paying attention to the professionalism of their work.

Reward programs are important for organizations because they reflect the organization's efforts to maintain HR as the main component and the most important cost component. Apart from these considerations, awards are also a meaningful aspect, because for employees the size of the award reflects the value of the work they have done. Providing rewards in an organization can strengthen or weaken performance (Indah et al., 2019).

The phenomenon that occurred at Perumda Air Minum Giri Tirta Sari Wonogiri shows that the rewards given by the company are often not in accordance with the performance produced by employees. Problems regarding rewards arise when leaders give rewards to employees without implementing a justice system. Employees who don't contribute enough and don't excel actually receive rewards from the leadership in the form of service awards.

Performance is also influenced by competence. Competence is very necessary in every human resources process. Competency-based Human Resources can increase capacity and build the foundation of an organization because if the people who work in an organization have the right competencies according to the demands of their work, then they will be capable both in terms of knowledge, skills and mental and productive character. Competence 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 attitudes required by the job. Thus, high employee competence will result in better performance (Habiburrahman & Zhavira, 2021). It is felt that the existing competency in Perumda Giri Tirta Sari Wonogiri Drinking Water is still far from what was expected. If we look at the education level of employees, the majority are only high school/vocational school graduates. This also results in limited employee abilities and low knowledge levels.

An initial portrait of the competency of Perumda Air Minum Giri Tirta Sari Wonogiri Regency employees in terms of education level in 2021 shows that there are 12 elementary/middle school graduates (5.71%), 159 high school/vocational school graduates (75.71%) and college graduates. higher (Diploma/S1) as many as 39 people (18.58%). This means that employees are dominated by lower secondary education graduates, reaching 81.42% compared to college graduates. This condition illustrates the imbalance in the combination between employees who are college graduates and lower secondary education graduates within the Giri Tirta Sari Drinking Water Company, Wonogiri Regency. Ideally, college graduate employees should receive priority in recruitment programs.

Based on the background, the title of this research is Supervision of Internal Control, Professionalism, Employee Rewards and Competence on Performance at the Giri Tirta Sari Drinking Water Company, Wonogiri Regency.

The urgency of this research raises a problem that occurs giri tirta sari drinking water Perumda Wonogiri District, will be followed up later related to problems aforementioned. The research object chosen by this researcher is based on a survey and The consideration of researchers in describing the uniqueness that exists in this place. When conducting research later, researchers will ask for data according to the Desired. Researchers hope to complete this research.

2. RESEARCH METHOD

In this research the author used a quantitative approach method with a pattern of giving questionnaires to respondents. This research was carried out by Perumda Air Minum Giri Tirta Sari, Wonogiri Regency, with the consideration that this agency requires internal control, work professionalism, work awards and competencies related to employee performance. Selection of research locations through observation to find out the general description of the agency. The research period was carried out for 2 (two) months from February 2022 to March 2022. The population in this study was all internal controls in the Giri Tirta Sari Drinking Water Company, Wonogiri Regency, totaling 238 employees. In this study the sample was calculated as 25% of the total population, namely 60 people.

The sampling technique used is proportionate stratified random sampling, so each unit in the sampling is an element of the population that has the same opportunity to become a sample or to represent the population. In taking it, strata were formed based on the same characteristics of the members, in this case the sampling was taken from 25% of each sector or section in the organizational structure of the Giri Tirta Sari Drinking Water Perumda Office, Wonogiri Regency.

The results of data collection are then processed using multiple linear regression analysis tools which are processed using SPSS 24 software. Multiple linear regression analysis is used to analyze the influence of more than one independent variable on the dependent variable. Namely to determine the close relationship between internal control, professionalism, appreciation/reward, and competence on employee performance. The form of the equation is as follows:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4 + e \quad (1)$$

Where:

a = constant

b₁, b₂, b₃, b₄ = regression coefficient of each variable

X₁ = internal control

X₂ = professionalism

X₃ = award

X₄ = competence

e = error term (confounding variable) or residual

3. RESULTS AND DISCUSSIONS

Table 1. Multiple Linear Regression Results

Variable	Regression coefficient	t statistics	Sig. t	Information
Constant	-1,977	-0.549	0.585	
Internal control	0.377	4,221	0,000	Influential
Professionalism	0.325	2,045	0.046	Influential
Competence	0.145	1,275	0.208	No effect
Competence	0.311	2,872	0.006	Influential
R square	0.561			
F statistics	19,868			
Sig. F	0,000			

Source: Primary data processed in 2022

So the multiple linear regression equation is obtained, namely:

$$Y = -1.977 X_1 + 0.377 X_1 + 0.325 X_2 + 0.145$$

From the equation above it can be described as follows.

$a_0 = -1.977$ is a constant that describes the average performance value if the variables of internal control, professionalism, appreciation and competence are zero,

$b_1 = 0.377$. If the internal control variable increases by 1 score, then performance will increase by 0.377 score. The sign of parameter b_1 in the study above is positive. This means that internal control has a positive (unidirectional) relationship, so if the employee's internal control is better, the performance will be better.

$b_2 = 0.325$. If the professionalism variable increases by 1 score, then performance will increase by 0.325 score. The sign of parameter b_1 in the study above is positive. This means that professionalism has a positive (unidirectional) relationship, so if the better the professionalism provided by employees, the better the performance will be.

$b_3 = 0.145$. If the reward variable increases by 1 score, then performance will increase by 0.145 score. The sign of parameter b_1 in the study above is positive. This means that awards/rewards have a positive (unidirectional) relationship, so if the better the awards/rewards given by employees, the better their performance will be.

$b_4 = 0.311$. If the competency variable increases by 1 score, then performance will increase by 0.311 score. The sign of parameter b_1 in the study above is positive. This means that competence has a positive (unidirectional) relationship, so if the better the competence provided by employees, the better the performance will be.

The multiple linear regression equation can be interpreted to mean that internal control (X1), professionalism (X2), appreciation (X3), competence (X4) have a positive effect on performance.

3.1 Discussion

a. The Influence of Internal Control on Performance at the Giri Tirta Sari Wonogiri Drinking Water Company.

Based on table 1, it shows that internal control has a positive and significant effect on performance. This research is in line with several previous studies conducted by Eltaher (Wijaya & Priono, 2022), (Jasmalinda, 2021), (Alawaqleh, 2021), (Gita & Dwirandra, 2018), Hadianto, et al (2017), (Hendrawan & Budiarta, 2018), (Mentari et al., 2018), (Oktavia, 2018), (Clara, 2018), (Fadillah, 2017), (Krisnawati & Bagia, 2021), (Purwanto, 2019), (Usman, 2022), (Hadisantoso et al., 2017) and (Aminah & Septyarini, 2021) which states that internal

recognition has a positive and significant effect on employee performance.

Effective internal control starts with good planning and setting clear goals. Organizations must set measurable and achievable goals for employees and ensure that they understand their expectations and responsibilities. Organizations must have clear written policies and procedures to direct employee actions. These policies may include rules and standards that must be followed, standardized work procedures, and guidelines on ethics and integrity. Effective internal control requires skilled and competent employees. Organizations must provide the necessary training and development to improve employee skills, ensuring that they have the knowledge and skills necessary to carry out tasks so that performance is realized well.

b. The influence of professionalism on performance at Perumda Air Minum Giri Tirta Sari Wonogiri

Based on table 1, it shows that professionalism has a positive and significant effect on performance at Perumda Air Minum Giri Tirta Sari Wonogiri. The results of this research are in line with research conducted by (Qurtubi, 2023), (Ichsan & Nasution, 2022), and (Rahmadhani et al., 2022) which states that work professionalism has a positive and significant effect on employee performance.

Professionalism encourages employees to carry out their duties with high integrity and quality. Employees tend to understand the work standards set and try to carry out their duties responsibly and accurately. As a result, the quality of work produced is better, which in turn improves individual and organizational performance as a whole. Employees who have a professional attitude tend to work efficiently. They value the time and resources provided, and strive to complete tasks on time using effective methods. With efficiency in work, productivity increases, which leads to better achievement of organizational targets and goals.

Professionalism includes being honest, reliable and communicating well. Employees who have a professional attitude tend to build trust with their coworkers and superiors. They adhere to work ethic principles, maintain the confidentiality of sensitive information, and communicate effectively. Good working relationships and mutual trust enable better collaboration, promote solid work teams, and influence performance positively. Professionalism generates a sense of personal responsibility and accountability. Professional employees recognize that they are responsible for their tasks and decisions, as well as their impact on the organization. They do not make excuses or blame others if something goes wrong, but take responsibility and try to correct the mistake. This attitude improves the quality of performance and builds trust among fellow employees.

c. The Influence of Awards/Rewards on Performance at the Giri Tirta Sari Wonogiri Drinking Water Company

Based on table 1, it shows that awards/rewards do not have a significant effect on the performance of Perumda Air Minum Giri Tirta Sari Wonogiri. The results of this research are in line with research by (Andreyan et al., 2020) which states that partial rewards do not have a significant effect on employee performance at PT. BPR Delta Lamongan. However, the results of this research are not in line with those conducted by (Indah et al., 2019), (Mansur, 2020), (Aswan et al., 2022), (Kerr et al., 2022) which states that awards/rewards have a positive and significant effect on employee performance.

Awards/rewards are a form of method or strategy used to raise employee motivation and a form of appreciation for employees who excel and are able to carry out tasks effectively and efficiently. Awards/rewards can be said to be rewards, prizes, awards or rewards which aim to make someone become more active in their efforts to improve or enhance the performance that has been achieved. Perumda Air Minum Giri Tirta Sari Wonogiri has so far implemented a reward system for employees who excel with the aim that each employee competes to improve their performance.

d. The Influence of Organizational Competence on Performance at the Giri Tirta Sari Wonogiri Drinking Water Company

Based on table 1, it shows that competency has a positive and significant effect on performance at Perumda Air Minum Giri Tirta Sari Wonogiri. The results of this research are in line with those conducted by (Rais et al., 2022), Krinawati and Bagia (2021), (Habiburrahman & Zhavira, 2021), (Sudarso, 2020) which states that competence has a positive and significant effect on employee performance. The results of this research are not in line with research conducted by (Indradewa & Randi, 2021) which states that competence does not have a positive and significant influence on performance.

Strong competencies enable employees to carry out tasks with a high level of expertise and understanding. Employees with relevant knowledge in their field of work and mastering the necessary skills. As a result, the quality of work produced is higher, which contributes to individual performance and overall organizational success. Relevant competencies also influence employees' ability to innovate and solve problems. Competent employees have knowledge and skills that enable them to identify and analyze problems, find effective solutions, and generate new ideas. Good innovation and problem solving abilities increase employees' ability to adapt to change, as well as making a positive contribution to process improvements and increased performance.

4. CONCLUSION

Based on the results of the research that has been conducted, it can be concluded that internal control has a positive and significant effect on performance. Professionalism has a positive and significant effect on performance. Awards/rewards do not have a significant effect on performance. Competence has a positive and significant effect on employee performance. Internal control, professionalism, appreciation/reward, and competence simultaneously influence performance. The variables selected/entered into the model are correct, namely the variance of internal control variables, professionalism, appreciation/rewards, and competence in contributing/contributing to performance is 56.1%, the remaining 43.9% is influenced by other variables outside the model.

Based on the conclusions from the results of the data analysis carried out, several suggestions are put forward, namely as follows: a) It is hoped that the leadership of Perumda Air Minum Giri Tirta Sari Wonogiri will be objective in assessing employee work results so that there will be no feelings of jealousy between employees and will create comfort at work so that employee performance will increase; b) Employees should improve their performance so that the targets set by the company can be realized immediately according to what was planned the previous year; c) Future researchers should be able to examine the same variables as this research, but with a broader object; d) It is hoped that future researchers can add several other variables that are felt to influence employee performance, such as: compensation, leadership, work discipline, work environment, work facilities, and others.

The implication in this study is that it is expected for leaders to be able to control internal employees to keep working well regardless of the work environment. In addition, leaders should reward outstanding employees by assessing their performance fairly and wisely without favoritism. Employees and leaders should cooperate well with each other to improve work professionalism so that employee performance can be realized as expected.

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