



RESEARCH ARTICLE

Factors Affecting Employee Performance Employees At The Satpol PP of South Bengkulu District

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Abstract

This study aims to determine the effect of ability on employee performance at Satpol PP South Bengkulu Regency, to determine the effect of motivation on employee performance at Satpol PP South Regency and to determine the effect of ability and motivation on employee performance at Satpol PP South Bengkulu Regency. The data collection method in this research is using a questionnaire and the analysis method is multiple linear regression. Based on the results of research and discussion, it is found that ability has a significant effect on the performance of Satpol PP employees of South Bengkulu Regency because the significance value is $0.000 < 0.05$ or the t value is $7.249 > t$ table 2.005. Motivation has a significant effect on the performance of Satpol PP employees of South Bengkulu Regency because the significance value is $0.001 < 0.05$ or the t value is $3.469 > t$ table 2.005. Ability and motivation have a significant effect on the performance of Satpol PP employees of South Bengkulu Regency because the significance value is $0.000 < 0.05$ or the value of F count $395.125 > F$ Table 2.78. The results of multiple linear regression obtained $Y = 4.227 + 0.576X_1 + 0.302X_2 + e$. The advice given to the South Bengkulu Regency Satpol PP is to continue to strive to always improve the ability of employees because employees who have good abilities in carrying out their duties will certainly have good performance in carrying out their duties. In addition, the South Bengkulu Regency Satpol PP continues to improve / increase motivation to its employees so that employee performance will be even better.

Keyword: Performance, Ability, Motivation

Introduction

Human resources are one of the important factors in an organization to achieve its goals and objectives. Employees as human resources must always play an active and dominant role in every organizational activity, because employees become planners, actors, and determinants of the realization of organizational goals. Dessler in (Soetrisno, 2016) human resource management can be defined as a policy and practice needed by someone who runs the "people" or human resources aspect of a management position, including recruitment, screening, training, compensation, and assessment. Human resource management has the task of managing the human element properly in order to obtain a workforce that is satisfied with its work (Barthos, 2014). Thus it can be concluded that in principle management is a process of activity, an effort to achieve a goal through cooperation with others. The most important management task is to organize, manage the human factor as optimally as possible so that effective and efficient results can be obtained by compiling, developing and implementing human resource development programs in accordance with company needs.

Performance is a performance performed by employees which is usually used as a basis for evaluating employees or organizations. Good performance is a requirement for the achievement of organizational goals so that employee performance needs to be improved (Priansa, 2014). (Sinambela,

2017), suggests that employee performance is defined as the ability of employees to perform certain skills. Employee performance is very necessary because with this performance it will be known how far the ability of employees to carry out the tasks assigned to them. For this reason, it is necessary to determine clear and measurable criteria and set them together which are used as a reference.

One of the factors in the organization that must receive management attention is employee performance. Performance has a broader meaning, not only stating as a result of work, but also how the work process takes place. Good employee performance is needed for the continuity of organizational activities in it, all employees are required to be able to carry out their duties and functions properly in accordance with applicable regulations. (Mangkunegara, 2011), argues that employee performance is influenced by several factors, namely: motivation, leadership and work environment factors. The high and low performance of an employee can be seen from his work motivation, leadership in the organization and the existing work environment. Meanwhile, Simamora in (Mangkunegara, 2011) says that performance is influenced by three factors, namely individual factors, psychological factors and organizational factors. Individual factors consisting of abilities, skills, background, demographics. Psychological factors consisting of perception, attitude, personality, learning, motivation. Organizational factors consisting of resources, leadership, rewards, structure, Job Design. According to Mitchell in (Sinambela, 2017) the factors that influence performance achievement are ability factors and motivation factors. A person's ability is influenced by his understanding of the type of work and the skills to do it, therefore one must be able to improve his abilities and skills. In addition, the contribution of work motivation to performance cannot be ignored. Even though the employee's ability is very good if his work motivation is low, of course his performance will also be low.

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Satpol PP as a regional apparatus, has a very strategic role in strengthening regional autonomy and public services in the regions. To ensure the implementation of Satpol PP's duties in enforcing regional regulations (Perda) and regional head regulations (Perkada), organizing public order and tranquility and community protection, it is necessary to improve, both in terms of institutional and human resources. In addition, the existence of Satpol PP in the implementation of local government is expected to help legal certainty and expedite the development process in the regions (Law Number 23 of 2014 concerning Regional Government). Excellent skills and high motivation are needed in helping the community, given that the work provided by Satpol PP of South Bengkulu Regency involves public order and tranquility as well as community protection. The level of employee performance will depend on the employee's own ability factors such as the level of education, skills and experience where the higher the level of ability, the higher the performance. experience where the higher level of ability will have higher performance as well. Likewise, if the ability is low, it will have a negative impact on employee performance. Another phenomenon besides ability is low work motivation in some employees causing decreased employee performance (Robbins, 2015).

Research conducted by (Suaib et al., 2021), states that motivation, welfare and work enthusiasm have a significant effect on employee performance at the Bulukumba Regency Regional Revenue Agency both partially / each and simultaneously / together. Research conducted by (Mustofa et al., 2023) from the results of the study obtained that together Motivation and Job Satisfaction have a significant influence on Employee Performance of the Mas Ibrahim Rajapolah Tasikmalaya Bamboo Skewer Factory. Partially Motivation has a significant influence on the Performance of Employees of the Bamboo Skewer Factory Mas Ibrahim Rajapolah Tasikmalaya. Partially Job Satisfaction has a significant effect on Employee Performance of the Mas Ibrahim Rajapolah Bamboo Skewer Factory Tasikmalaya.

Based on the results of research by (Juniarti et al., 2022), it shows that work ability and work motivation together have a significant influence on employee performance at the Regional Secretariat of Seluma Regency which can be seen from the test results of $0.000 < 0.05$. Work ability has a significant influence on employee performance at the Regional Secretariat of Seluma Regency, which can be seen from the test results of $0.000 < 0.05$. Work motivation has a significant influence on employee performance at the Regional Secretariat of Seluma Regency, which can be seen from the test results of $0.003 < 0.05$.

Research conducted by (Siregar, 2019), states that there is a positive and significant effect of leadership style, motivation, individual stress on the performance of PT Pos Indonesia (Persero) Padangsidimpuan employees both partially and simultaneously. Research conducted by Josiah, Novalia and Wulandari, 2019, found that there is a significant effect of ability and motivation on the performance of employees of the Bandar Lampung City PKK Movement secretariat, both partially.

Based on the researcher's observation that the South Bengkulu Regency Satpol PP in carrying out its duties still experiences many obstacles, where these obstacles are due to the lack of abilities possessed by the apparatus, there are employees who have never attended supporting technical trainings related to the main tasks they carry, the work initiative possessed by the Satpol PP apparatus is also still low because they always wait for superior orders, the facilities and infrastructure used to support the implementation of tasks are still very limited. From the above background, the authors are interested in conducting research with the title "Factors affecting Employee Performance at Satpol PP South Bengkulu Regency".

Method

The type of research used in this study is quantitative research with a descriptive approach. The population in this study were all Civil Servants (PNS) who worked at the Satpol PP

of South Bengkulu Regency, totaling 55 people. The sample in this study was taken from the total population of 55 civil servants, so that the sampling method was by means of the census method, namely a sampling method that takes the total population to be used as a research sample.

The data collection method was carried out by means of a questionnaire, which is a way of collecting data by giving a list of questions to respondents equipped with several alternative answers. The results of respondents' answers to the questionnaire were given an answer score with a Likert scale (Sugiyono, 2016).

The analysis method is an important component in the data analysis process. The analysis methods in this study include Validity Test, Reliability Test, Classical Assumption Test, Normality Test, Multiple Regression Test t test, F test and Determination Correlation.

This study hypothesises that:

Ha1: Ability has a significant effect on employee performance at the South Bengkulu Regency Satpol PP.

Ha2: Motivation has a significant effect on employee performance at the Satpol PP of South Bengkulu Regency.

Ha3: Ability and motivation have a significant effect on employee performance at the Satpol PP of South Bengkulu Regency.

Results and Discussion

Respondent Characteristics

From the results of distributing questionnaires to 55 respondents who are employees of the South Bengkulu Regency Satpol PP, the following characteristics of the respondents can be seen:

Table 1. Characteristics of Respondents Based on Gender

Gender	Total	Percentage
Male	42 People	76,36 %
Female	13 People	23,64 %
Total	55 People	100 %

Source: Questionnaire Results, 2024

Based on the table above, it can be seen that the number of male employees is 42 people or 76.36%, and female employees are 13 people or 23.64%, meaning that male employees are more dominant in number than female employees who work and perform tasks at the Satpol PP of South Bengkulu Regency.

Validity Test

The validity test is used to test research instruments that can provide results in accordance with their objectives. The validity test is carried out by calculating the correlation between the item score and the total score. Analysis of the statement items empirically the validity coefficient is called the corrected item total correlation or the total corrected item correlation coefficient. Then the correlation coefficient of the analysis results is compared with the predetermined provisions that the test if $r_{\text{count}} > r_{\text{table}}$ (0.2656) the statement is declared valid if r_{count} is greater than 0.2656 then the statement is suitable for use as a research instrument test tool. The r_{table} value is obtained from the degree of freedom ($df = n - 2$). n is the number of samples. In the attachment r_{table} $df = (n - 2)$ means $df = 55 - 2 = 53$, and for a significance level of 0.05 the value of r_{table} = 0.2656 is obtained.

Validity testing was carried out using the SPSS application so that the following data was obtained:

Table 2. Ability Validity Test

b	Question Item	R Table	R Count	Description
1	X1_1	0,2656	0,715	Valid
2	X1_2	0,2656	0,914	Valid
3	X1_3	0,2656	0,773	Valid
4	X1_4	0,2656	0,766	Valid
5	X1_5	0,2656	0,706	Valid
6	X1_6	0,2656	0,716	Valid
7	X1_7	0,2656	0,728	Valid

8	X1_8	0,2656	0,818	Valid
9	X1_9	0,2656	0,516	Valid
10	X1_10	0,2656	0,730	Valid

Source: Questionnaire Results, 2024

Based on the table above, it is obtained that all question items for the ability variable (X1) are valid, this is evidenced that the entire correlation value of each question item is greater than 0.2656 or r count > r table (0.2656).

Table 3. Motivation Validity Test

No	Question Item	R Table	R Count	Description
1	X2_1	0,2656	0,619	Valid
2	X2_2	0,2656	0,791	Valid
3	X2_3	0,2656	0,699	Valid
4	X2_4	0,2656	0,810	Valid
5	X2_5	0,2656	0,522	Valid
6	X2_6	0,2656	0,564	Valid
7	X2_7	0,2656	0,564	Valid
8	X2_8	0,2656	0,815	Valid
9	X2_9	0,2656	0,825	Valid
10	X2_10	0,2656	0,715	Valid

Source: Questionnaire Results, 2024

Based on the table above, it is found that all question items for the motivation variable (X2) are valid, this is evidenced that the entire correlation value of each question item is greater than 0.2656 or r count > r table (0.2656).

Table 4. Performance Validity Test

No	Question Item	R Table	R Count	Description
1	Y_1	0,2656	0,649	Valid
2	Y_2	0,2656	0,784	Valid
3	Y_3	0,2656	0,674	Valid
4	Y_4	0,2656	0,733	Valid
5	Y_5	0,2656	0,595	Valid
6	Y_6	0,2656	0,740	Valid
7	Y_7	0,2656	0,731	Valid
8	Y_8	0,2656	0,617	Valid
9	Y_9	0,2656	0,517	Valid
10	Y_10	0,2656	0,483	Valid

Source: Questionnaire Results, 2024

Based on the table above, it is obtained that all question items for the performance variable (Y) are valid, this is evidenced that the entire correlation value of each question item is greater than 0.2656 or r count > r table (0.2656).

Reliability Test

Reliability test is used to collect data on reliable research variables or not. The questionnaire is said to be reliable if the questionnaire is re-measured, it will get the same results. The decision-making method in the reliability test is to use the Alpha cronbach limit of 0.60, which means that a variable is said to be reliable if the value shows Alpha cronbach greater than 0.60. The reliability test procedure is if alpha (α) cronbach < 0.60 then the instrument is not reliable, and if alpha (α) cronbach > 0.60 then the instrument is reliable.

Based on the research results obtained through SPSS, Cronbach's alpha (α) is obtained which can be seen in the following table:

Table 5. Reliability test of ability, motivation and performance variables

Variable	Cronbach's alpha (α) value > 0.60	Description
Ability (X1)	0,907	Reliabel
Motivation (X2)	0,882	Reliabel
Performance (Y)	0,852	Reliabel

Source: Questionnaire Results, 2024

Based on the results of data processing carried out, it is known that the results of the Cronbach alpha (α) value in this study are greater than 0.60, namely the ability variable (X1), the

Cronbach alpha (α) value is 0.907, the motivation variable (X2), the Cronbach alpha (α) value is 0.882, the performance variable (Y), the Cronbach alpha (α) value is 0.852, so all research variables are reliable and reliable to be used as research variables 0.852, thus all research variables in this study are reliable and reliable to be used as research variables.

Multiple Linear Regression Analysis

Multiple linear regression analysis is used to measure the effect between more than one predictor variable (independent variable) on the dependent variable. To find out the effect of the ability variable (X1) and the motivation variable (X2) on employee performance (Y) at the Bengkulu Regency Satpol PP, it can be seen in the following table:

Table 6. Multiple Linear Regression Results Coefficient

Model	Unstandardize d Coefficients	Standardize d Coefficient	t	Sig
	B	Std. Error		
1 (Constant)	4.227	1.201	3.518	.001
Ability (X1)	.576	.079	7.249	.000
Motivation (X2)	.302	.087	3.469	.001

a. Dependent Variable : Performance

Source: SPSS data processing results

Based on the results of data processing, the results of the multiple linear regression equation are as follows:

$$Y = 4,227 + 0,576X1 + 0,302X2 + e$$

Ability (X1) has a regression coefficient value of 0.576 which means that ability has a positive influence on employee performance at the South Bengkulu Regency Satpol PP (Y). The higher / stronger the ability of employees at the South Bengkulu Regency Satpol PP, the higher the performance of employees at the South Bengkulu Regency Satpol PP. Motivation (X2) has a regression coefficient value of 0.302 which means that motivation has a positive influence on employee performance at the South Bengkulu Regency Satpol PP (Y). The higher / stronger the employee motivation at the South Bengkulu Regency Satpol PP, the higher the employee performance at the South Bengkulu Regency Satpol PP. The constant value has a value of 4.227 which means that if the ability variable (X1), motivation (X2) is considered equal to zero, then the performance of employees at the South Bengkulu Regency Satpol PP is 4.227. then the performance of employees at the South Bengkulu Regency Satpol PP is 4,227

Partial test (t test)

Hipotesis alternate 1 : The Effect of Ability on Employee Performance at Satpol PP South Bengkulu Rege

Based on the table above, it can be seen that for partial hypothesis testing that the ability variable (X1) has a significance value (sign.) of 0.000, which means that the ability has a significant effect on employee performance at the South Bengkulu Regency Satpol PP because the significance value is 0.000 < 0.05, so the hypothesis in this study is accepted. This shows that the more the ability of South Bengkulu Regency Satpol PP employees increases or is good, the more employee performance will increase, meaning that the South Bengkulu Regency Satpol PP will continue to provide encouragement to employees to continue to improve their abilities, because good abilities will improve employee performance.

This research is in line with previous research conducted by (Juniarti et al., 2022), work ability has a significant effect on employee performance at the Regional Secretariat of Seluma Regency, which can be seen from the test results of 0.000 < 0.05. Employees who have the ability to carry out their duties will certainly have good performance. Thus an employee with good competence will be able to improve his performance in carrying out his duties so that the quality of education will also increase.

This is in line with what is stated by (Robbins, 2015) that ability is an individual capacity to perform various tasks in a job.

Hipotesis alternate 2: The Effect of Motivation on Employee Performance at Satpol PP South Bengkulu Regency

Partial hypothesis testing obtained that the motivation variable (X2) has a significance value (sign.) of 0.001 which means that motivation has a significant effect on employee performance at the South Bengkulu Regency Satpol PP because the significance value is $0.001 < 0.05$, so the hypothesis in this study can be accepted. This shows that the more or the better the motivation at the South Bengkulu Regency Satpol PP, the more employee performance will increase, meaning that the South Bengkulu Regency Satpol PP will continue to strive to provide the motivation desired by South Bengkulu Regency Satpol PP employees, because good motivation will improve the performance of South Bengkulu Regency Satpol PP employees.

Motivation is a condition that moves employees who are directed to achieve organisational goals. Employees who are positive (pro) towards their work situation will show high work motivation and conversely employees who are negative (contra) towards their work situation will show low work motivation. This research is also in accordance with the theory put forward by (Martoyo, 2011) which states that motivation is basically a process of trying to influence someone to do something we want.

Simultaneous Test (F Test)

Hypothesis testing with the F test or simultaneously is used to determine the effect of the independent variables together / overall on the dependent variable. This test can be done by looking at the significance value (Sig.) in the Anova table if the significance (5%) then H_0 is rejected and H_a is accepted, meaning that it can be said that the research hypothesis is accepted. The F distribution table is sought at $\alpha = 0.05$ or 5% with degrees of freedom (df), namely $df = n - k = 55 - 3 = 52$. So that the value of F table = 2,78 is obtained.

Table 7. F Test Results
ANOVA

	Model	Sum of Squares	df	Mean Square	F	Sig
1	Regression	924.511	2	462.255	395.125	.000 ^b
	Residual	60.835	52	1.170		
	Total	985.345	54			

1. Dependent Variable : Performance

2. Predictors (Constant): Motivation, Ability

Source: SPSS data processing results

Hipotesis alternate 3: The Effect of Ability and Motivation on Employee Performance at Satpol PP South Bengkulu Regency

Simultaneous hypothesis testing that the ability (X1) and motivation (X2) variables have a significance value (sign.) of 0.000 which means that the ability and motivation variables have a significant effect on the performance of South Bengkulu Regency Satpol PP employees because the significance value is $0.000 < 0.05$, so the hypothesis in this study can be accepted. This proves that the more or the better the ability and motivation at the South Bengkulu Regency Satpol PP, the more employee performance will increase.

This is of course the South Bengkulu Regency Satpol PP will continue to encourage employees to have good abilities and strive to continue to provide the motivation desired by South Bengkulu Regency Satpol PP Employees, because good abilities and motivation will improve the performance of South Bengkulu

Regency Satpol PP Employees. This is also in accordance with previous research conducted by (Josiah et al., 2019), where the results of their research found that ability and motivation simultaneously had a significant effect on the performance of employees of the Bandar Lampung City PKK Movement secretariat.

Coefficient of Determination (R square)

The Coefficient of Determination (R square) is used to determine how much contribution or contribution of all independent variables to the dependent variable together. The coefficient of R^2 or R Square value can be made in the following model summary table:

Table 8. Test Coefficient of Determination (R square)

Model Summary				
Model	R	R Square	Adjusted R Square	Std Error of the Estimate
1	.969	.938	.936	1.082

1. Predictors:(Constat), Motivation, Ability

Source: SPSS data processing results

From the table above the data shows that the R^2 value is 0.938. This value illustrates that the contribution of the independent variables, namely ability (X1) and motivation (X2), to the dependent variable, namely employee performance (Y) is 93.8% and the remaining 6.2% is the contribution of other variables not examined in this study.

Limitation Of The Study

The limitations of this research problem are the factors that affect employee performance at the South Bengkulu Regency Satpol PP with factors according to Mitchell in (Sinambela, 2017), namely ability factors and motivation factors. The ability factor indicators are interactional ability, conceptual ability, administrative ability, technical ability (Donnelly, 2010). The indicator motivation factor is The desire to live / desire to live), The desire for position / desire for a position), The desire for power / desire for power, The desire for recognition / desire for recognition Peterson and Plowman in (Hasibuan, 2017). Performance indicators are the amount of work, quality of work, punctuality, attendance, ability to cooperate (Bangun, 2018).

Conclusions and Recommendations

Based on the results of the research and discussion that has been carried out, the following conclusions can be drawn:

1. Ability has a significant effect on employee performance at Satpol PP South Bengkulu Regency because the significance value is $0.000 < 0.05$ or the t value is $7.249 > t$ table 2.005.
2. Motivation has a significant effect on employee performance at the Satpol PP of South Bengkulu Regency because the significance value is $0.001 < 0.05$ or the t value is $3.469 > t$ table 2.005.
3. Ability and motivation have a significant effect on employee performance at the Satpol PP of South Bengkulu Regency because the significance value is $0.000 < 0.05$ or the value of F count $395.125 > F$ table 2.78.

In this study the authors provide suggestions:

1. It is hoped that the South Bengkulu Regency Satpol PP will continue to strive to always improve the ability of employees because employees who have good abilities in carrying out their duties will certainly have good performance in carrying out their duties.

It is hoped that the South Bengkulu Regency Satpol PP will continue to improve / increase motivation to its employees so that employee performance will be even better.

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