



Work Competency and Social Work Environment to Improve Employee Performance at PT Pertamina

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Received:

20/11/2022

Revised

25/11/2022

Accepted:

01/12/2022

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Abstract - Performance is a result of work achieved by a person in carrying out the tasks assigned to him based on skill, experience, seriousness and time. There are several factors that affect performance, namely, skills, competencies possessed, motivation, and individual commitment. This study aims to determine the ability of work and social work environments to improve employee performance at PT. Pertamina (Persero) Marketing Operation Region 1 HR Unit of Sumbagut. The research approach used is the type of associative research. The sample used was 60 people. Data collection techniques in this study used a questionnaire. Data analysis techniques in this study use validity, reliability, multiple linear analysis, and data processing in this study using the SPSS software program (Statistical Package for the Social Science) version 18.00 for windows. The results of this study prove that improving employee performance is influenced by work competence and the social work environment. The results of SPSS partially obtained at 0.013, which means that work competence can improve employee performance. while the social work environment is 0.029 which means that it is not a factor in improving employee performance. work competence can improve employee performance. While the social work environment cannot improve employee performance.

Keywords: Work Competence, Social Work Environment, Employee Performance

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Introduction

Human resource management is part of organizational management that focuses on human resource elements. The task of human resource management is to manage the human element well in order to obtain a workforce that is satisfied with their work. In human organization is one important element. Without the role of humans, even though one of the factors needed is already available, the organization will not work because humans are the movers and determinants of the course of an organization. Therefore, the organization should provide a positive direction in order to achieve organizational goals.

One of the things that is important for an organization to pay attention to its human resources is the performance shown by the employee. Performance is a work result that is achieved by someone in carrying out the tasks assigned to him based on skill, experience and sincerity as well as time. The performance of this employee is "a combination of three important factors, namely the ability and interest of a worker, ability and acceptance of the explanation of delegation of tasks and roles as well as the level of motivation and discipline of a worker". The higher the three factors above, the greater the performance of the employee concerned.



Performance is carried out by involving all human resources in the organization and includes improving the entire performance management process. Performance improvements can be made to the entire performance management process, including the formulation of goals and objectives, the process of implementing performance, coaching and mentoring human resources, the process of assessing and reviewing, measuring performance and in conducting performance evaluations.

The factors that influence employee performance are influenced by two things, namely: ability factors, and motivational factors according to Mangkunegara (2013, p. 67).

Employee performance is a function of the desire to do the job, the skills needed to complete the task, a clear understanding of what is done and how to do it (Porter and Edward in Wibowo, 2014, p. 99).

The work of employees is very important for an organization because the work of employees is a benchmark for companies to assess the ability, productivity of companies to survive in business competition. Employee performance is not only important for the organization but also very important for an employee, because if an employee has good performance it will help in achieving the goals set by the organization.

Work ability shows more characteristics and characteristics of stable responsibility at a maximum level of productivity, individual differences in the abilities possessed by employees are something that managers need to pay attention to, because nothing can be achieved without employees with the appropriate abilities.

With good work skills possessed by each employee, the company will be better prepared to face challenges and competition in the industrial world. Having employees with good work skills will provide benefits to the company, so that the desire for targets and goals set by the company will be more easily achieved.

Capability, namely the capability of the workforce or HR to do the job. Reality abilities (knowledge and skills) are individual work abilities in completing the tasks they bear. So, besides being driven by a conducive environment, optimal performance is also supported by the strong ability and adequate motivation of a person. The influencing factors are intellectual abilities and physical abilities which are influenced by individual characteristics, organizational characteristics and psychological characteristics. According to Robbins (2001) in (Andree and Suhaja, 2012, p. 5)

Work ability is absolutely necessary because with the ability of employees so that organizational goals can be achieved.

The factors that affect performance and the social work environment are important because they not only benefit the company but also the employees personally. The social work environment in a company is very important to be considered by company leaders. Even though the social work environment does not directly affect the company, this social work environment has a direct effect on the employees who work. According to Sedarmayanti in Darmawan (2011).

The work environment is everything that is around the workers and which can affect them in carrying out the tasks assigned (Sunyoto, 2012, p. 43).

The work environment plays an important role in carrying out the tasks assigned to employees, this is one of the driving factors for an employee to be able to work well. Because, if the work environment is adequate, the performance of employees will be better

Literature Review

Employee performance

We often hear the term performance or it is very important for an organization or company to achieve its goals. In the context of developing human resources, the performance of an employee in a company is needed to achieve work performance for the employee himself and also for the success of the company.



Employees must be able to improve the quality of their performance in order to increase progress for the company. Employees who work well will also get rewards from the company which makes employees more enthusiastic about improving their performance.

Leaders or managers who act as regulators of the course of activities or activities carried out by the company in carrying out the tasks assigned by employees must really be considered by a manager in understanding this because employees are individuals who carry out the tasks given by the leadership so that the goals set achieved can be realized but if not impossible this can be realized.

For more details, the following will explain the meaning of performance "work results in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him" Mangkunegara (2013, p. 67).

Where in this case the performance achieved by an employee in an organization must really and truly be carried out by an employee in accordance with the rules that apply within the company so that the results achieved are as maximum as possible both in terms of good morals and ethics in the eyes of the company. Meanwhile, according to Hasibuan (2009, p. 94) Performance is a result of work that is achieved by a person in carrying out the tasks assigned to him which are based on skill experience and sincerity and time.

The work results achieved by an employee must be able to provide the most important contribution to the company in terms of quality and quantity that is felt by the company in the present and in the future.

From the definitions above, it is known that performance is a combination of important factors, namely the ability and acceptance of the explanation of task delegation and the role and motivation level of a worker. The higher the factors above, the greater the employee's performance in completing the tasks assigned to him.

To achieve good performance, the most dominant element is human resources, even though the planning has been arranged properly and neatly, if the people or person who carry out it are not qualified and do not have high morale, then the plans that have been prepared will be in vain.

Workability

Workability is the individual ability of each employee, this means that each employee has different abilities, therefore the company must know the capabilities needed by the company to improve company performance so that the company does not choose the wrong employee in choosing employees who are not as expected by a company.

According to Bambang (2007, p. 6) "a person's ability to work is the result of the accumulation of knowledge he has with the skills he is able to do".

According to Winardi (2007) in Nenny (2012, p. 55) "the ability of an individual to continue running a business in carrying out various kinds of tasks until it is successful that someone can do. "

According to Robbins (2001) in Andree and Suhaja (2012, p. 5) "ability is an individual capacity to perform various tasks in a job. "

From the expert opinion above, it can be concluded that workability is the ability of individuals or the skills and knowledge possessed by employees to carry out and carry out various types of tasks in a company

Social Work Environment

The work environment is a very important role in carrying out the tasks assigned to employees, with a pleasant work environment that gives satisfaction and a sense of comfort so that it influences performance improvement. A working environment condition is said to be good if employees can carry



out activities optimally, healthy, safe and comfortable. Therefore the determination and creation of a good work environment will greatly determine the success of achieving organizational goals. Conversely, if the work environment is not good, it will reduce the non-physical work environment and work morale and can ultimately reduce the employee's performance.

According to Danang (2012, p. 43) states "The work environment is everything that is around the workers and that can affect them in carrying out the tasks assigned".

Meanwhile, according to (Sedarmayanti, 2012, p. 28) "the work environment is said to be good or appropriate if humans can carry out their activities optimally, healthy, safe and comfortable. Incompatibility of the work environment can be seen as a result in the long term.

Based on these opinions and descriptions, it can be said that the social work environment is a work environment that cannot be captured by the five human senses. However, this social work environment can be felt by workers through relationships with fellow workers and with superiors

Method

This research method uses an associative approach. Associative research is research that uses two or more variables in order to determine the relationship or influence between one variable and another. The reason the researchers chose associative research as a research method was because this study had a relationship between one variable and another. Regression analysis is used to determine the effect of the independent variable on the dependent variable. The regression equation in this study is as follows:

$$Y = a + b^1.X^1 + b^2.X^2$$

Result dan Discussion Regression Analyst

Table 1. Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	6,591	4,820	
Work ability	,461	,125	,420
Social Work Environment	,279	,123	,260

Dependent Variable: Y - Employee performance

$$Y = 6,591 + 0,461X_1 + 0,279X_2$$

The equation above can be interpreted as follows:

The β value is -6.591 indicating that if the independent variables, namely work ability (X_1) and social work environment (X_2) are constant or do not change (equal to zero), then employee performance (y) is -6.591. The value of the regression coefficient $X_1 = 0.461$ indicates that if the ability to work increases by 100%, it will result in an increase in the social work environment of employees at PT. Pertamina (Persero) Marketing Operation Region 1 HR Unit for North Sumatra is -6.591% The value of the regression coefficient $X_2 = 0.279\%$ indicates that if employee performance increases by 100% it will result in employee performance at PT.Pertamina (Persero) Marketing Operation Region 1 HR Unit Sumgut is 0.279% The above equation shows that all independent variables (X_1 and X_2) have positive coefficients, meaning that all independent variables have a unidirectional influence on variable Y (Employee Performance).

t-test

Table 2. test

Model		t	Sig.	result
1	(Constant)	1.367	.177	
	X1 – Work ability	3.674	.001	Received
	X2 – Social Work Environment	2.269	.027	Received

a. Dependent Variable: Y - Employee performance

1. The effect of workability on employee performance

The t-test is used to determine the workability variable (X1) t-count of 3.674 with a sig probability of 0.00 greater than $\alpha = 0.05$, on employee performance (y) obtained t-count of 2.269 with a probability of sig 0.09 less than $\alpha = 0.05$. This means that the null hypothesis (H0) is rejected and it can be concluded that workability (X1) has a significant effect on employee performance (y) and partially has a significant effect on employee performance (y) at PT. Pertamina (Persero) Marketing Operation Region 1 HR of North Sumatra

2. The influence of the social work environment on employee performance

The t-test is used to determine the variable on the work environment (X2) obtained t-count of 2.269 with a sig probability of 0.00 greater than $\alpha = 0.05$, work environment (X2) on employee performance (y). This means that the null hypothesis (H0) is rejected and it can be concluded that the work environment (X2) on employee performance (y) partially influences employee performance (y) at PT. Pertamina (Persero) Marketing Operation Region 1 HR Sumbagut

F-test

Table 3: F-test

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1073.583	2	536.791	12.011	.000 ^a
	Residual	2547.351	57	44.690		
	Total	3620.933	59			

Predictor: Social Work Environment, Workability

Dependent Variable: Y - Employee performance

Based on the simultaneous test results above, the fcount value is 12.011 with sig. $0.02 < \alpha 0.05$ indicates H0 is rejected and Ha is accepted, meaning that communication (X1) and work environment (X2) simultaneously have a significant effect on employee performance (Y) at the α level of 0.05

Discussion

From the test results it can be seen that all the independent variables (work ability and social work environment) have an effect on the dependent variable (Employee Performance), in more detail the results of the analysis and testing can be explained as follows:

1. Effect of work ability on employee performance

There is a positive effect of the work ability variable (X1) on employee performance (y) indicated by a tcount of 3.674 with a sig probability of 0.04 greater than $\alpha = 0.05$, the results showed that there



is a significant effect between work ability on employee performance, this indicates that if work ability increases, the performance of the company's employees will also increase. The results of this study are in accordance with what was stated by Risqon and Purwadi (2012, p. 42) stating "that individual factors, in this case ability is one of the main factors among the three factors that affect employee performance. So work ability has a significant effect on employee performance.

2. The influence of the social work environment on employee performance

The research results obtained regarding the effect (X2) of the social work environment on employee performance (Y) indicated a t-count of 2.269 with a sig probability of 0.09 smaller than $\alpha = 0.05$, the results showed that there was a significant influence between the work environment on employee performance with such a relationship implies that the higher/better the work environment variable (X2), the higher/better the employee performance variable (Y). Dewi Hanggraeni (2011, p. 15) states that the work environment is a factor related to the relationship between a person and his co-workers and superiors, both the same and different types of work. This means a conducive work environment that provides a sense of security and allows employees to work optimally with good and satisfying results.

Research conducted by Dewi Hanggreni (2011, p. 15) shows that there is a significant influence on the work environment on employee performance.

3. Effect of workability and social work environment on employee performance

The research results obtained regarding the influence of workability variables (X1) and social work environment (X2) on employee performance (Y) are shown from the simultaneous test results above, the F-count value is 12.011 with sig. $0.02 < \alpha 0.05$ indicating H_0 is rejected and H_a is accepted, meaning workability (X1) and social work environment (X2) have a significant effect on employee performance (Y) at the α level of 0.05.

Strong influence means the value of workability and a good social work environment is followed by a high value of performance. Significant influence means the effect of workability and work environment on employee performance is a real influence. The conclusion obtained is that the better the workability applied to PT. Pertamina (Persero) Marketing Operation Region 1 HR Unit of Sumbagut and the better the social work environment for its employees, the higher the employee performance will be provided by all employees at PT. Pertamina (Persero)) Marketing Operation Region 1 HR Unit of North Sumatra.

Conclusion

Based on the results of the research and discussion previously stated, it can be concluded from research regarding the effect of workability and social work environment on employee performance at PT. Pertamina (Persero) Marketing Operation Region 1 HR Unit Sumbagut as follows:

1. Based on the results of research conducted between workability and employee performance there is a partially significant effect on PT. Pertamina (Persero) Marketing Operation Region 1 HR Unit for North Sumatra.
2. Based on the results of research conducted on the social work environment on employee performance at PT. Pertamina (persero) Marketing Operation Region 1, the Sumbagut HR Unit, there is no partial effect where H_0 is accepted and H_a is rejected.
3. Based on the results of research conducted between workability and social work environment on employee performance at PT. Pertamina (Persero) Marketing Operation Region 1 HR Sumbagut there is a significant effect simultaneously. The adjusted R square value of 0.296 means 29.6% of employee performance factors can be explained by workability and social work environment. While the remaining 70.4% are other factors that can be examined in this study so other research is needed that can look at variables other than workability and social work environment that affect employee performance such as compensation, motivation, and work performance



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