Influence Human Resources Quality, Competence and Leadership on Employee Performance at the Department of Communication and Information North Sumatra Province

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ABSTRACT

This study aims to examine the effects of Human Resource Quality, Competence, and Leadership on Employee Performance at the Department of Communication and Informatics of North Sumatra Province. The research utilizes SPSS software to analyze data from the sample obtained at the research site. The study population consists of 30 employees at the Department of Communication and Informatics of North Sumatra Province. The research employs a quantitative approach. The findings reveal that Human Resource Quality, Competence, and Leadership have a positive and significant partial impact on Employee Performance at the Department of Communication and Informatics of North Sumatra Province. Additionally, the variables of Human Resource Quality, Competence, and Leadership have a significant simultaneous effect on Employee Performance at the Department. The coefficient indicates that 71.3% of Employee Performance can be explained by the relationship between Human Resource Quality, Competence, and Leadership.

Introduction

In facing the era of modernization, the success or failure of an agency in achieving its goals is highly dependent on the ability of human resources in carrying out the tasks given by the agency. Human resources are also one of the important factors that cannot be separated from an organization, both agencies and companies.

This research was conducted at the Communication and Informatics Service of North Sumatra Province. The Communication and Informatics Service of North Sumatra Province has the task of carrying out government affairs that are the authority of the region in the field of Communication and Informatics.

In this study, the researcher uses the quality of human resources, competence, and leadership on employee performance at the Department of Communication and Informationof North Sumatra Province as a phenomenon, because these phenomena are currently important issues to improve employee performance sustainably.

The first factor is about the quality of human resources which is the ability of each employee to complete their work, develop and encourage the development of co-workers. In this case, the quality of human resources at the Communication and Informatics Office of North Sumatra Province is relatively low, due to the fact that there are still employees who are less agile when carrying out the tasks given and there are several employees who are placed not in accordance with the employee's major or expertise.

The second factor is competence. Competence plays a very important role in employee performance, where in The Department of Communication and Informationfound that there were differences in the majors of several employees and the positions they were placed in, which resulted in the employees' work being hampered because they had to understand and adjust first.

And the third factor that is suspected is leadership. Leadership has a great influence on employee performance. In this case, leadership in the Communication and Informatics Service is considered inadequate due to the rarity of leaders/heads of service in the Service office, which causes communication between employees and Leadership declines.

In general general optimal performance agency influenced by existence employee who are able to

perform well in the Department of Communication and Informationof North Sumatra Province. However, it is necessary to carry out continuous evaluation of the performance of employees who are still less than optimal in complete the assigned tasks on time.

Based on the background of the problems above, the researcher is interested in conducting research with the title **"The Influence of Human Resource Quality, Competence and Leadership on Employee Performance at the Communication and Informatics Service of North Sumatra Province".**

Literature Review

Quality of Human Resources

According to Dharma Sabri at.al (2024:84) "The quality of human resources (HR) is a crucial element in determining the performance and success of an organization. Quality HR is the backbone in achieving the goals and vision of the organization". According to Gomes in Arif Yusuf Hamali (2016:2) "Human Resources, is one of the resources in the organization, including all people who carry out activities". According to Herman Jelatu and Marselinus Jewaru (2024:33) "The quality of human resources is a form of ability or potential possessed by employees, in carrying out the tasks and responsibilities given to them which become provisions or capital, be it *education, training,* and sufficient experience". The quality of Human Resources has Indicators of Physical and Health Quality, Intellectual Quality, Training, Work Spirit and Education Jewaru (2024:33)

Competence

According to Wibowo (2016:271) "Competence is the ability to carry out or perform a job and task based on skills and knowledge and supported by the work attitude required by the job". Marwansyah (2016:36) to put forward that : "Competence is the combination of knowledge, skills, attitudes and other personal characteristics required to achieve success in a job, which can be measured using agreed standards, and which can be improved through training and development."

Competence according to Dessler (2017:408) competence is a personal characteristic that can be demonstrated such as knowledge, skills and personal behavior such as leadership. According to Gordon in Sutrisno (2016:204) explains indicators contained in competency is Knowledge, Understanding, Ability / Skills, Attitude.

Leadership

According to Sutrisno (2016:218) "Leadership is a process of directing and influencing activities related to the tasks of group members". According to Fahmi (2016:122), "Leadership is a science that comprehensively examines how to direct, influence, and supervise others to carry out tasks according to planned orders ". According to Fahmi (2017:15), "Leadership is a science that comprehensively examines how to direct, influence, and supervise others to carry out tasks according to planned orders. According to R. Terry in Fahmi (2017:20) there are several indicators in understanding leadership, namely Emotional Stability, Human Relations, Motivation Personal, and Ability Communication
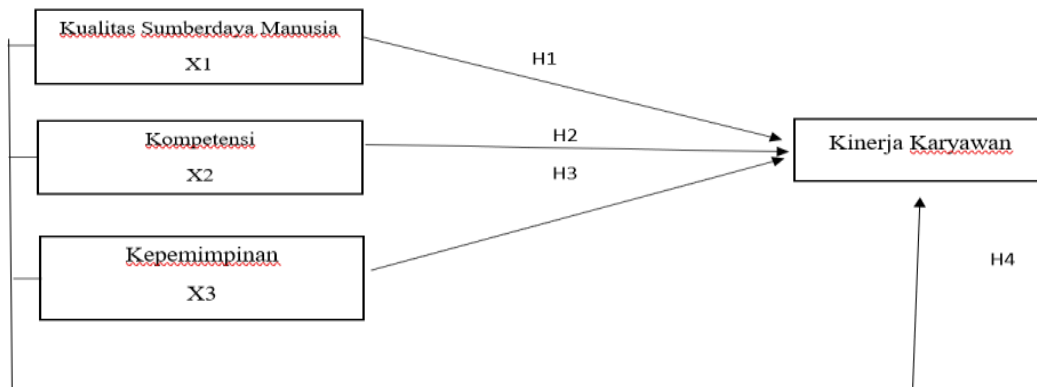
Performance Employee

According to Fahmi (2014:127), performance is the result obtained by an organization, whether the organization is profit-oriented or non-profit-oriented, which is produced during a period of time.

Employee Performance Theory, according to Daulay (2019:210) is the result of the quality and quantity of work performed by employees.

Adhari (2020:77) said that employee performance is the result produced by function work certain or activity – activity on work certain period of time, which shows the quality and quantity of the job. Indicators Performance, according to The Mangkunegaran in Mary (2021:15) is the Implementation Duties, Responsibilities Responsibility and Quality of Work.

Conceptual Framework

Figure 1 Conceptual Framework

Hypothesis

Based on the conceptual framework, the author formulated the hypothesis in this study as follows:

H_1 : Quality source Power man influential to Performance Employee Department of Communication and Informationof North Sumatra Province

H_2 : Competence have an impact on Performance Civil Service Employees Communication and Informatics of North Sumatra Province

H_3 : Leadership influential to Performance Employee Service Communication and Informatics of North Sumatra Province

H_4 : quality resources man, Competence And Leadership influential on the Performance of Employees of the Department of Communication and Informationof North Sumatra Province.

Method

Approach study Which used is approach Quantitative. According to Sugiyono (2017:8) "Quantitative research methods can be interpreted as research methods based on the philosophy of positivism used to research certain populations or samples, data collection using research instruments, data analysis is quantitative or statistical in nature with the aim of testing established hypotheses". Population in study This all over employee Which Work in Office Service Communication And Informatics Department of North Sumatra Province. The sample in this study were employees of the Communication and Informatics Department of North Sumatra Province totaling 60 people. While for test validity as much as 30 Respondent employee country Service Communication And Informatics of North Sumatra Province on Jl. HM. Said No. 27, Gaharu, East Medan District, Medan City, North Sumatra 20233. Model study Which used is regression analysis multiple linear. With the formula:

Information:

Y	= Employee performance
X1	= Quality Source Power Man
X2	= Competence
X3	= Leadership
a	= Constants
b1,2	= Coefficient Regration
e	= Standard *error*

Results

Validity Test

Ghazali (2016) test validity show whether questionnaire whether questionnaire original or not. The results of the research study validity test are as follows:

Table 1 Table Validity Test

Question Items	r count	r table	Information
Variables Quality of Human Resources (X1)			
SDM1	0.773	0.361	Valid
HR2	0.842	0.361	Valid
SDM3	0.736	0.361	Valid
SDM4	0.804	0.361	Valid
SDM5	0.634	0.361	Valid
SDM6	0.386	0.361	Valid
SDM7	0.594	0.361	Valid
SDM8	0.594	0.361	Valid
SDM9	0.641	0.361	Valid
SDM10	0.516	0.361	valid
Variables Competence (X2)			
Com1	0.763	0.361	Valid
Com2	0.687	0.361	Valid
Com3	0.862	0.361	Valid
Com4	0.932	0.361	Valid
Kom5	0.856	0.361	Valid
Kom6	0.903	0.361	Valid
Kom7	0.866	0.361	Valid
Kom8	0.868	0.361	Valid
Variables Leadership (X3)			
Kep1	0.598	0.361	Valid
Kep2	0.432	0.361	Valid
Kep3	0.596	0.361	Valid
Kep4	0.698	0.361	Valid
Kep5	0.671	0.361	Valid
Kep6	0.615	0.361	Valid
Kep7	0.648	0.361	Valid
Kep8	0.484	0.361	Valid
Variables Performance Employee (Y)			
Kin1	0.805	0.361	Valid
Kin2	0.712	0.361	Valid
Kin3	0.882	0.361	Valid
Kin4	0.741	0.361	Valid
Kin5	0.564	0.361	Valid
Kin6	0.682	0.361	Valid

Source: Data Study Processed SPSS (2021)

Based on results test validity known that mark r_{count} from X1, X2, X3 And Y on > r_{table} 0.361 so that can be stated that Items Which used is valid.

Reliability Test

Table 2 Reliability Test Results

Variables	Cronbach's Alpha	Information
Quality Source Power Man	0.852	Reliable
Competence	0.937	Reliable
Leadership	0.726	Reliable
Performance Employee	0.825	Reliable

Source: Data Study Processed SPSS (2021)

Based on variable on, so can concluded that results Cronbach's Alpha from the variables of Human Resource Quality, Competence, Leadership and Employee Performance is more than 0.6 so it can be said to be reliable.

Descriptive Statistics

Table 3 Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Quality Resource Man	30	25.00	49.00	34.0000	5.67511
Competence	30	22.00	39.00	28.1333	5.23735
Leadership	30	24.00	37.00	28.2000	3.91637
Performance Employee	30	18.00	28.00	20.7000	2.93786
Valid N (listwise)	30				

**Source: Data Study Processed SPSS (2021)**

Be aware results from test descriptive statistics on show distribution data Which in can be:
1. Variable Quality Source Power man (X1), from data in on Can described that the minimum value is 25, while the maximum value is 49 and the average value of Human Resource Quality is 34.0000 and the standard deviation of Human Resource Quality is 5.67511.
2. Variables Competence (X2), from data in on Can in describe that mark minimum 22, while the maximum value is 39 and the average Competency value is 28.1333 and the Competency standard deviation is 5.23735.
3. Leadership Variable (X3), from the data above it can be described that the minimum value 24, whereas mark maximum 37 And mark average Leadership of 28.2000 and the standard deviation of Leadership is 3.91637.
4. Employee Performance Variable (Y), the data above can be described that the minimum value 18, whereas mark maximum 28 And mark average Performance Employee of 20.7000 and the standard deviation of Employee Performance is 2.93786.

Normality Test
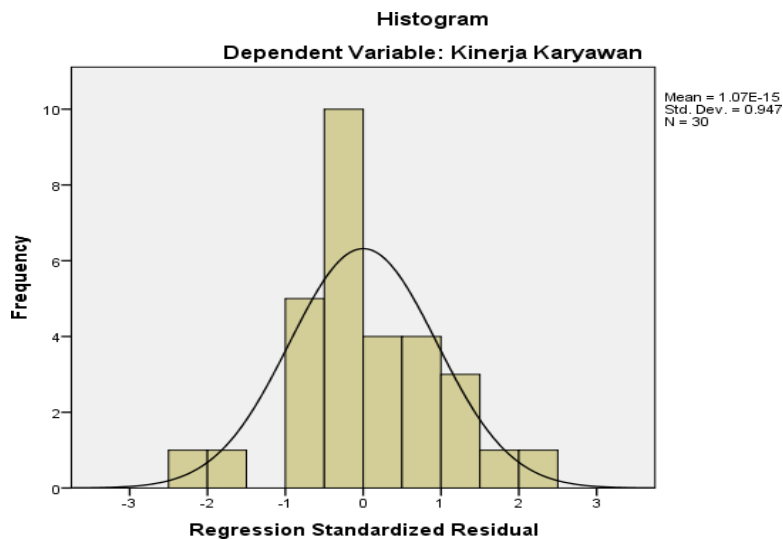
Figure 2   Histogram Testing
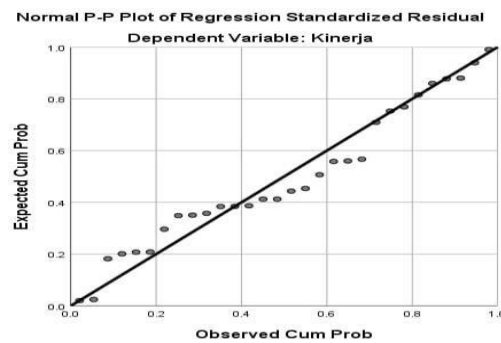
Figure 3 Testing P- Plot Graph

According to the results of the P-plot test above, the data distribution is spread around the diagonal line area. With thus can concluded that data in accordance with assumption normal distribution.

Table 4 Test Normality Kolmogorov Smirnov
One Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N	Mean	30
Normal Parameters ab	Std. Absolute	.0000000
Most Extreme Differences	Deviation	1.49001622
Test Statistics	Positive Negative	130
Asymp. Sig. (2- tailed)		130
		- 107
		130
		.200 cd

    a.   Test distribution is Normal
    b.   Calculated from data
    c.   Lilliefors Significance Correction
    d.   This is a lower bound of the true significance
Source: Data Study Processed SPSS (2021)

According to test Normality Kolmogorov-Smirnov on show results Which significant 0.200 > 0.05. Thus, it can be said that the results of the Kolmogorov-Smirnov test are normally distributed.

Multicollinearity Test

Table 5 Results Multicollinearity Test

| Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	2.245	2.233		1.005	.324		
Quality Resource Man	.210	.075	.406	2,801	009	.470	2.128
Competence	.164	.068	.292	2.428	.022	.682	1,466
Leadership	.237	.103	.316	2.298	.030	.522	1,914

e.   Dependent Variables: Performance Employee
Source: Data Study Processed SPSS (2021)

Based on the results of the multicollinearity test of the variables Human Resource Quality, Competence And Leadership No happen multicollinearity Because mark Tolerance from variable X > 0.10 and VIF value is not > 10

Heteroscedasticity Test

Figure 4 Results Testing Chart Scatterplot
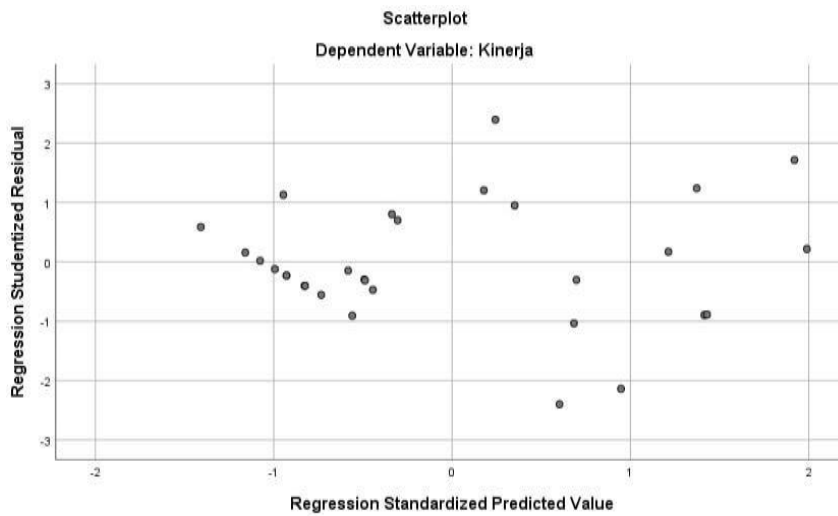
Based on the Scatterplot graph above shows that the heteroscedasticity test displays dot, dot, dot Which spread in a way random And No There is pattern Which clear formed and spread below and above 0 on the Y axis. This indicates that there is no heteroscedasticity in the regression model, so the data is suitable for use. Heteroscedasticity testing can also be done using the Glejser test as follows:

Table 6 Results Glejser Test

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig
	B	Std.Error	Beta		
1 (Constant)	-1,865	1,309		-1.425	.166
Quality Source Power Man	.023	.044	.137	.528	.602
Competence	.037	.040	.201	.937	.358
Leadership	.041	.060	.166	.673	.507

Dependent Variables: Abs
Source: Data Study Processed SPSS (2021)

Based on the results of the Glejser heteroscedasticity test, it is known that the quality of human resources to obtain mark significant 0.528, Competence 0.937, And Leadership get value significant 0.673. Results the show that mark significant X1, X2, And X3 > 0.05 so it can be concluded that there are no symptoms of heteroscedasticity.

Analysis Regression Multiple Linear

Multiple linear regression test is used to determine the relationship between several variables. free with variable related. Following This results calculation regression linear multiple with the help of SPPS version 21 program.

Table 7 Results Test Analysis Regression Linear Multiple

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	2.245	2.233		1.005	.324
Source Power Human	.210	.075	.406	2,801	.009
Competence	.164	.068	.292	2.428	.022
Leadership	.237	.103	.316	2.298	.030

Dependent Variables: Performance Employee
Source: Data Study Processed SPSS (2021)

Equality formula/regression linear multiple : **Y = a + b 1 X 1 + b 2 X2 +b 3 X 3 + e (0.05)**

Based on results test Regression Linear Multiple variable X No happen regression linear multiple. The interpretation of the above regression is as follows:

$$Y = 2.245 + 0.210\,X_1 + 0.164\,X_2 + 0.237\,X_3$$

a) Mark constant (a) as big as water 2.245 with direction connection positive show that when all the independent variables, namely Human Resource Quality (x1), Competence (x2), and Leadership (x3) have a value of 0, then the constant value will remain at 2.245.

b) Quality of Human Resources with direction connection positive Which shows when communication improved 1 unit so performance employee will experience increase of (0.210) units assuming that other variables are constant.

c) Competence with a positive relationship direction that shows if competence improved 1 unit so performance employee will experience improvement as big as (0.164) units assuming that the other independent variables have constant values.

d) Leadership with a negative relationship direction indicates that leadership is being reduced 1 unit so performance employee will experience decline as big as (0.237) units assuming that the other independent variables have constant values.

Coefficient Determination

Table 8 Results Coefficient Determination
Model Summary [b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.862 [a]	.743	.713	1.57363	1,685

a. Predictors: (Constant), Leadership, Competence, Source Power Man
b. Dependent Variables: Performance Employee
Source: Data Study Processed SPSS (2021)

Based on the test results above, it is known that the Adjusted R Square value is 0.713. This states that 71.3% of Performance is influenced by the Quality of Human Resources, Competence, And Leadership, whereas 28.7% other influenced by variables not examined in this study.

Example : variable culture, stress Work, leadership And other and so on

Testing Hypothesis In general Simultan (Test F)
Table 9 Results Test Coefficient Hypothesis Simultan

ANOVA [a]

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	185,916	3	61,972	25,026	.000 [b]
Residual	64,384	26	2.476		
Total	250,300	29			

a. Dependent Variables: Performance Employee
b. Predictors: (Constant), Leadership, Competence, Source Power Man
Source: Data Study Processed SPSS (2021)

Based on results F test obtained F count 25,026 > 2,975 and significant level 0.000 < 0.05 Which can interpreted that in a way simultaneous Quality Source Power Man, competence, and leadership have a significant influence on employee performance.

Testing Hypothesis In general Partial (Test T)
Table 10 Results Test Coefficient Hypothesis Partial

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.245	2.233		1.005	.324
	Source Power Human	.210	.075	.406	2,801	.009
	Competence	.164	.068	.292	2.428	.022
	Leadership	.237	.103	.316	2.298	.030

Dependent Variables: Performance Employee

Source : Data Study Processed SPSS (2021)

a) Variables Quality Source Power Man own mark count 2,801 > 1.7056 And a significant value of 0.009 < 0.05 states that Human Resource Quality has a positive and significant effect on Employee Performance.
b) Variables Competence own mark count 2.428 > 1.7056 And mark significant 0.022 < 0.05 shows that Competence has a significant effect on Employee Performance.
c) Variables Leadership own mark count 2.298 > 1.7056 And mark significant 0.030 < 0.05 state that Leadership influential Significant to Employee Performance.

Conclusion

Based on results from study And discussion so can withdrawn conclusion as follows Variables perception Quality Source Power Man, Competence And Leadership has a simultaneous influence on the performance of employees of the Department of Communication and Informationof North Sumatra Province. In partial variable Quality Source Power Man, Competence And leadership has a positive and significant simultaneous effect on the Performance of Employees of the Department of Communication and Informationof North Sumatra Province. The determination coefficient reveals that 71.3% of Employee Performance can be explained by the relationship between Human Resource Quality, Competence and Leadership, temporary 28.7% other influenced by variable Which No examined in this study.

The author suggests that the results of this study can be used as reference material to expand knowledge. outlook study in in field Management Source Power Humans. For further researchers, it is hoped that they will be able to research or obtain other factors that influential on Performance Employee so that to obtain results Which accurate And can be used to develop research. For company/agency expected can increase And adapt Human Resources Quality, Competence and Leadership so that it can help improve Employee Performance. Especially University First Indonesia, knowledge And education For It is hoped that students at the Faculty of Economics can develop further as a result of the results of this research.

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