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The Effect of Competency Human Resources, Work Motivation, and Work Spirit on Employees Performance at the Service Cooperative & Msmes West Sumatra

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Abstract: This study aims to examine and see: 1) The influence of human resource competence partially on the performance of employees at the *Office of Cooperatives and SMEs of West Sumatra Province* . 2) The effect of work motivation partially on employee performance at the *Office of Cooperatives and UMKM West Sumatra Province* . 3) The partial effect of work enthusiasm on employee performance at the *Office of Cooperatives and UMKM West Sumatra Province* . 4) The simultaneous influence of HR competence, work motivation, and work spirit on employee performance at the *Office of Cooperatives and UMKM West Sumatra Province* . This type of research is quantitative The population in this study were 65 employees of the Office of Cooperatives and UMKM West Sumatra province. The sample uses a total sampling technique with a total of 65 employees. Sources of data in this study are primary data obtained from observations and questionnaires. The data analysis method used multiple linear regression, coefficient of determination, and t and f tests. The results show 1) Human resource competence partially has a positive and significant effect on the performance of the employees of the *West Sumatra Province Cooperative and MSME Office* . 2) Work motivation partially has a positive and significant effect on the employee performance of the *Office of Cooperatives and UMKM West Sumatra Province* . 3) Work morale partially has a positive and significant effect on the performance of the employees of the *West Sumatra Province Cooperative and UMKM Service* .. 4) HR competence, work motivation, and work spirit simultaneously affect the performance of the employees of the *Cooperative Service and UMKM West Sumatra Province* . The contribution level of influence of human resources competence, work motivation, and work spirit on the performance of the *Office of Cooperatives and UMKM West Sumatra Province* is 79.5%, while the remaining 20.5% is influenced by other variables not examined in this study, such as work discipline, job satisfaction, work behavior, work environment, and so on.

Keywords: HR Competence, Work Motivation, Work Spirit, Employee Performance.

INTRODUCTION

Micro, Small and Medium Enterprises (MSMEs) are a major element in Indonesia's economic development. MSMEs have a role to grow financial power in an integrated manner and can be realized in creative industries and businesses. Nationally, the development of MSMEs occurs in almost all corners of the country, including in West Sumatra. Based on the information source <http://sumatra.bisnis.com>, currently the number of MSMEs in West Sumatra has reached nearly 600 thousand spread across all regions in West Sumatra.

MSMEs have the potential to become a source of strength for the economy. The rapid growth of MSMEs requires that relevant agencies, namely the Office of Cooperatives and MSMEs of the Province of West Sumatra, have competent human resources to be able to manage all MSMEs.

Human resources that function productively is the key that determines the development of an organization. In essence, the employees employed by the organization are the driving force for achieving the goals of the organization. The growth and development of an organization depends on the performance of employees.

Competency-based HR can increase capacity and expand the institutional body, because if employees who have competence to support work demands tend to be successful in terms of insight, skill and mentality and constructive character so that qualified, loyal and accomplished human resources are formed. The development of human resources on a competency basis is carried out so that they can produce output in line with the agency's mission and targets according to predetermined performance standards. That's why determining the level of competence is needed to be able to see the level of achievement or performance and can be a guide for monitoring employee performance. HR competence in the Office of Cooperatives and SMEs in the Province of West Sumatra can be seen in the education of employees, as shown in table 1.

Table 1. Employee Education Qualifications

No	Education	Number of Employees	Percentage
1	SD	0	0%
2	JUNIOR HIGH SCHOOL	0	0%
3	SMA/SMK	17	26.1%
4	D3	4	6.2%
5	S1	28	43.1%
6	S2	16	24.6%
7	S3	0	0%
Number of All Employees		65 Employees	

Source: Office of Cooperatives and SMEs Prov. West Sumatra

Based on Table 1 above, it can be seen that of the 65 employees at the Office of Cooperatives and UMKM Prov. West Sumatra, employees with the highest undergraduate education level are 43.1%, employees with high school/vocational school education levels are 26.2%, employees with a Masters education level are 24.5%, employees with D3 education level are 6.2%, then 0% of employees with junior high school and elementary school education levels. This is certainly expected to affect the competence of employees in carrying out their main tasks and functions to manage the growth and development of MSMEs.

In addition to competence, work motivation is very influential in efforts to improve performance, someone who joins an organization is required to have motivation within himself. Motivation arises when a person feels that his desires or needs have been fulfilled so that he becomes enthusiastic about doing his job. Motivation is very helpful in efforts to improve employee performance. The emergence of motivation is none other than the factors

that affect employee productivity. Among them are due to the competence they have and the conditions of the work environment.

However, based on the results of field observations, researchers found several problems related to low work motivation in some employees of the Cooperative and MSME Office of the Province of West Sumatra. Following are the results of the pre-survey of 9 respondents who were met directly and taken randomly.

It can be seen that the employees of the West Sumatra Province Cooperative and UMKM Office have overall work motivation that is not as expected. Based on the results of the pre-survey, it can be concluded that there are some employees who feel dissatisfied with environmental conditions, then employees feel they do not get attention and appreciation from superiors for work achievements that have been done and feel they do not get the opportunity to develop a career even though they have high work performance.

According to the survey, it is known that the work enthusiasm of the Cooperative and MSME Office employees of the Province of West Sumatra is not optimal, where there are employees who do not carry out their tasks and obligations on time, besides that they tend not to complete tasks to avoid work accumulation. Then you don't feel enthusiastic every time you get a task and you don't feel happy when you work intensely.

Organizations must be able to provide and create a pleasant working atmosphere in various ways, namely by maintaining and paying attention to the work environment so that it remains conducive. The comfort felt by employees is very helpful to boost morale. Employees who have high morale will give a positive attitude. Therefore, it is important to maintain morale so that employees can increase their work output, dedication and discipline.

Employee performance is a problem that is always faced by the management of both companies and government agencies, so management needs to know the factors that affect performance. Therefore, it is very necessary to evaluate the performance of employees of the West Sumatra Provincial Cooperative Office to find out to what extent employees are able to contribute to the development and growth of MSMEs that are spread throughout the West Sumatra region. Human resources that have high performance will determine the success of implementing organizational activities. The performance of employees at the Cooperative Office of the Province of West Sumatra can be seen in the achievement of performance, goals and objectives.

For performance indicator one, namely increasing productivity, business management and cooperative capital with a performance target of 100%, the achievement of performance realization is 60%. For the second performance indicator, namely the increase in cooperative business both savings and loans and the real sector with a performance target of 100%, the achievement of performance realization is 63%. For the third indicator, namely the improvement of organizational governance and human resources for administrators/managers of cooperatives, the performance target is 100%, the achievement of performance realization is 56%. The fourth performance indicator is increasing marketing, promotion and partnerships for MSME products, facilitating product standardization with a performance target of 100%, achieving a performance realization of 59%. For the fifth performance indicator, namely increasing mentoring and access to capital with a performance target of 100%, performance realization only reached 67%. For the sixth indicator, namely improving the performance of the Office of Cooperatives and SMEs in each field and better planning for each activity with a performance target of 100%, the achievement of performance realization is 65%.

According to this phenomenon, researchers are interested in finding out more about employee performance that has not been maximized at the Office of Cooperatives and SMEs in the Province of West Sumatra. According to observations, researchers have encountered several problems, namely that there are SMEs that have not been developed optimally so that

there are SMEs that do not last long in the market. This motivated researchers to conduct research related to how the influence of HR competence, work motivation and employee morale in the Office of Cooperatives and SMEs in West Sumatra Province to overcome these problems.

Research on this variable has been carried out by many previous researchers, such as research conducted (Suryani, 2017) where the research results show that motivation and competence have a positive and significant influence on employee performance. Then research conducted by (Sutedjo & Mangkunegara, 2018) where the results of his research show that competency and work motivation both significantly affect employee performance at PT. The Prosperous Garden Core. This is different from the research that the authors did, they used two variables, namely competence and work motivation. However, in this study the authors used three variables, namely by adding morale as a new variable.

Therefore the authors are interested in conducting further research in the form of a thesis entitled "Effect Of Hr Competency, Work Motivation and Work Spirit on Employee Performance in The Office of Cooperations and Smes in West Sumatra Province"

LITERATURE REVIEW

HR Competence

According to (Ibrahim 2016) in essence competence is a core potential within the individual who made it can do all tasks related to insight, ability, attitude, behavior _ Which one That included in a person's characteristics.

Competency indicators according to (Ibrahim 2016) that is: *Motives, Traits, Selfconcept, skills.*

Work motivation

Motivation is an encouragement that guides someone who changes the behavior of a person or company in acting to achieve the desired goals (Hasibuan 2017)

Indicators of work motivation according to (Hasibuan 2017), namely: Compensation, Work environment, Promotion.

Spirit at work

According to (Erpidawati and Yuliastanty 2020) work enthusiasm is a person's feelings that reflect the desire and sincerity to work more diligently and better, and discipline in order to achieve optimal work performance.

Indicators of morale according to (Erpidawati and Yuliastanty 2020), namely: Have initiative, Think creative and broad, Enjoy what is being done, Interested in his work, Responsible.

Employee Performance

Performance can be defined as the result of work both in quality and quantity that can be achieved by an employee when completing tasks according to the responsibilities assigned to workers.

The performance indicators according to (Hasibuan 2017), namely: Quality, Quantity, Implementation of Tasks, Responsibility.

Conceptual framework

As the formulation of the problem, the following conceptual framework is compiled:

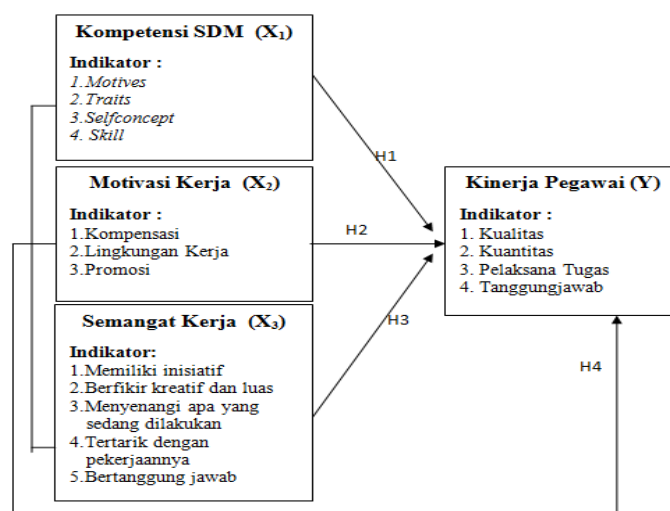


Figure 1. Conceptual framework

In accordance with the formulated hypothesis framework, namely:

- H₁ : It is suspected that the competence of human resources separately significantly affects the performance of employees at the Office of Cooperatives and SMEs in the Province of West Sumatra
- H₂ : It is suspected that work motivation separately has a significant effect on employee performance at the Office of Cooperatives and SMEs in the Province of West Sumatra
- H₃ : It is suspected that work enthusiasm separately significantly affects the performance of employees of the Cooperative and UMKM Office of the Province of West Sumatra
- H₄ : It is suspected that HR competence, work motivation and work enthusiasm simultaneously significantly influence the performance of employees of the Cooperative and MSME Office of West Sumatra Province

RESEARCH METHODS

For data collection used field studies and literature studies. The field study was based on primary data by distributing questionnaires to employees of the West Sumatra Province Cooperative and UMKM Office. Then library research comes from books and relevant journals.

The population is the totality of possible values, on a certain count and size, quantitatively and qualitatively according to special characteristics related to complete and detailed objects (Agussalim M. , 2020). The population of the study was 65 employees of the Office of Cooperatives and SMEs in the Province of West Sumatra.

The sample is an element of the population which is determined using a special scientific method (Agussalim M., 2020). In selecting the sample, *total sampling was used* where the sample was taken from the entire existing population, namely 65 employees of the Office of Cooperatives and SMEs in the Province of West Sumatra .

Testing measuring instruments using validity and reliability tests. Ghozali's validity test (2015) was carried out by comparing the rcount and rtable numbers.

According to Ghozali (2015) instrument reliability testing can use the *Alpha Cronbach technique*. The guideline for reliability is *Alpha Cronbach* > 0.6. test includes normality, multicollinearity and heteroscedasticity. Then also use the TCR test, multiple linear regression, the coefficient of determination and the t test and F test.

FINDINGS AND DISCUSSION

The Effect of HR Competence on Employee Performance

In the multiple linear regression test and the t test shows a positive and significant influence of HR competency variables on employee performance. This means that this research shows that every time there is an increase in HR competency in Cooperatives and SMEs in West Sumatra Province, it will have an impact on employee performance that is getting better. With maximum HR competence, the level of employee productivity increases so that employees can achieve work performance.

(Ibrahim, 2016) argues that in essence competence is a core potential in an individual that makes him able to do all tasks related to insight, ability, attitude, behavior which are included in a person's characteristics. Then Citra & Benjamin in (Ibrahim, 2016) competence can be defined as a specification of behavior shown by workers who have perfect performance more consistently and more effectively than workers with less than average performance.

These results are in line with research (Roni et al., 2018) where work competence positively and significantly influences the performance of Jambi Province KPU employees. And research (Guruh, 2019) shows that there is a positive and significant influence on the competency variable on the performance of employees of PT Finansia Multi Finance Kedoya Branch. In addition, research conducted by (Wahyuni, 2019) shows that there is a significant influence between competence on lecturer performance. Then it is supported by research (Nurjaya et al., 2021) where the results of HR competence are positive and significantly affect the performance of Village Apparatuses. It is also supported by the research results of Yulianti, Rinaldo & Novi Yanti (2022) which proves that competence partially positively and significantly influences employee performance.

The Effect of Work Motivation on Employee Performance

In the multiple linear regression test and the t test shows a positive and significant influence of work motivation variables on employee performance. This means that this research shows that every time there is an increase in work motivation, it will have an impact on the performance of the employees of the Cooperative and UMKM Office in the Province of West Sumatra, which will increase. The higher the work motivation possessed by employees, the greater the encouragement of employees to do work more optimally.

According to (Hasibuan, 2017) Motivation is an encouragement that guides someone who changes the behavior of a person or company in acting to achieve the desired goals. In addition (Ansory & Indrasari, 2018) states that work motivation is an encouragement that appears in individuals that comes from within and outside to do a task with great enthusiasm and mobilizes all the strength and insight that exists in achieving satisfaction as expected.

In line with research conducted by (Arisanti et al., 2019) proving that the work motivation variable has a significant effect on employee performance at PT. Pegadaian (Persero) Nganjuk Branch. Then research (Winata, 2019) proves that there is a significant relationship between motivation variables on employee performance. And research (Fadli & Hasanudin, 2020) proves that there is a positive and significant influence on motivation on the performance of Bait Qur'ani Ciputat employees. In addition, research (Olda et al., 2021) concluded that work motivation positively and significantly influences employee performance. Also supported by the research of Ardiyanto, Agussalim, & Novi Yanti (2022) which found results that positive and significant motivation influences employee performance.

Influence Spirit Work on Employee Performance

In the multiple linear regression test and the t test shows that there is a positive and significant effect of morale on employee performance. This means that this research shows that every time there is an increase in morale in Cooperatives and SMEs in West Sumatra Province, it will have an impact on increasing employee performance. Employee morale really needs to be improved, with high morale, employees feel passionate about carrying out work activities so that there is job satisfaction for employees.

According to (Erpidawati & Yuliastanty, 2020) work enthusiasm is a person's feelings that reflect the desire and sincerity to work more diligently and better, and discipline in order to achieve optimal work performance. According to (Agussalim, 2020) Morale is the behavior shown by individuals or work teams for the environment where they work, where workers can work actively and responsibly and coordinate to achieve the goals set by the agency. Davis in (Agussalim, 2020) states that work enthusiasm is a willingness to feel and behave that allows a person to produce better work. Then Moekijat in (Agussalim, 2020) states that morale describes feelings related to soul, group spirit, joy, and activity.

This research is in line with the results of research (Yudi et al., 2021) which obtained the results that morale has a significant effect on the work productivity of employees of PT. The Four Pillars Work. In addition, the research conducted by (Dahlila & Frinaldi, 2021) proved that there was a significant effect of the work spirit variable on the performance of Pariaman City Health Office employees. Then it is also supported by the research results of Novira, Agussalim, & Yulistia (2022) where it is proven that there is an influence between work enthusiasm and employee performance.

Influence HR Competence, Work Motivation and Work Morale on Employee Performance

According to the results of the F test, the HR competency variable, work motivation and work enthusiasm significantly affect employee performance at the Cooperative and MSME Office of West Sumatra Province. So performance will increase if HR competence, work motivation and morale increase real. With a contribution of 79.5%, this shows that the role of HR competence, work motivation and work enthusiasm is so great in shaping the performance of employees of the Cooperative and MSME Office of the Province of West Sumatra.

According to (Hasibuan, 2017) performance can be interpreted as a result of work in quality and quantity that can be realized by workers when doing their work according to the responsibilities assigned to workers. (Hasibuan, 2017) states that many factors influence performance including: personal/individual factors, leadership factors, team factors, system factors and contextual (situational) factors. In addition, Yuniarsih in (Lian, 2017) states that performance is a real achievement displayed by someone after the person concerned has carried out his duties and role in the organization.

These results are supported by previous research from (Achmad, 2016) the results Simultaneously competence and motivation have a significant influence on employee performance at The Jayakarta Hotel Bandung. In research conducted by (Suryani, 2017) proved that motivation and competence have a positive and significant influence on employee performance. In addition, it is supported by research (Sutedjo & Mangkunegara, 2018) that competency factors and work motivation simultaneously significantly influence the performance of PT employees. The Prosperous Garden Core. Then supported research conducted Yudi, Salfadri, & Novi Yanti (2021) which shows that work enthusiasm has a significant effect on employee work productivity.

CONCLUSION

1. HR Competence in a manner Partial positive as well as significant affect the performance of employees of the Office of Cooperatives and UMKM West Sumatra Province.
2. Work motivation in a manner Partial positive as well as significant affect the performance of employees of the Office of Cooperatives and UMKM West Sumatra Province.
3. Spirit at work in a manner Partial positive as well as significant affect the performance of employees at the Office of Cooperatives and SMEs in the Province of West Sumatra.
4. Level influence HR competence, work motivation, and enthusiasm Work on the performance of employees at the Office of Cooperatives and UMKM of West Sumatra Province, which is equal to 79.5% while the remaining 20.5% is influenced by other factors, such as work discipline, job satisfaction, work behavior, work environment and other factors.

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