

THE IMPACT OF EMPLOYEE COMPETENCE AND INFRASTRUCTURE TOWARD EMPLOYEE PERFORMANCE AT DINAS KESEHATAN KABUPATEN PESISIR BARAT DURING THE COVID 19 PANDEMIC

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Abstract. For government agencies, the availability of qualified, highly skilled and professional human resources engaged in the service sector is a requirement in order to improve the quality of state administration that gives satisfaction to the quality and services produced by the government to the community. In addition to employee competence, infrastructure is one of the other important factors that greatly contribute to improving employee performance in an organization.. This study aims to determine the influence of employee competence and infrastructure toward the employee performance at the Dinas Kesehatan Kabupaten Pesisir Barat. The type of research used in this study is the Explanatory research model, which is a problem-solving model that outlines problems and explains them based on existing data in reviewing theoretical approaches and number numbers related to each other. The study used 48 respondents. Based on data analysis has been found the answer to the hypothesis, namely as follows; There is an influence of employee competence (X1) on employee performance (Y), with an influence rate of 17.5%. There is an influence of infrastructure (X2) on employee performance (Y) with an influence rate of 31%. There is an influence of employee competence (X1) and infrastructure (X2) together on employee performance (Y) with an influence level of 42.5%

Keywords: employee competence, infrastructure, employee performance

DAMPAK KOMPETENSI PEGAWAI DAN SARANA PRASARANA TERHADAP KINERJA PEGAWAI PADA DINAS KESEHATAN KABUPATEN PESISIR BARAT DI MASA PANDEMI COVID-19

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Abstrak. Bagi instansi pemerintah tersedianya sumber daya manusia yang berkualitas, berketerampilan tinggi dan profesional yang bergerak disektor jasa pelayanan merupakan suatu syarat dalam rangka meningkatkan mutu penyelenggaraan negara yang memberikan kepuasan terhadap kualitas dan jasa pelayanan yang dihasilkan pemerintah kepada masyarakat. Selain kompetensi pegawai, sarana prasarana adalah salah satu faktor penting lainnya yang sangat berkontribusi terhadap peningkatan kinerja pegawai dalam suatu organisasi. Penelitian ini bertujuan untuk mengetahui dampak kompetensi pegawai dan sarana prasarana terhadap kinerja pegawai pada Dinas Kesehatan Kabupaten Pesisir Barat. Jenis penelitian yang digunakan dalam penelitian ini adalah model penelitian Explanatory yaitu model pemecahan masalah yang menguraikan masalah dan menjelaskannya berdasarkan data data yang ada dalam mengulas secara pendekatan teori dan angka angka yang berhubungan satu dengan lainnya. Penelitian ini menggunakan 48 responden penelitian. Berdasarkan analisis data telah ditemukan jawaban hipotesis yakni sebagai berikut; Terdapat pengaruh kompetensi pegawai (X1) terhadap kinerja pegawai (Y), dengan tingkat pengaruh sebesar 17,5%. Terdapat pengaruh sarana prasarana (X2) terhadap kinerja pegawai (Y) dengan tingkat pengaruh sebesar 31%. Terdapat pengaruh kompetensi pegawai (X1) dan sarana prasarana (X2) secara bersama-sama terhadap kinerja pegawai (Y) dengan tingkat pengaruh sebesar 42,5%.

Kata kunci: kompetensi pegawai, sarana prasarana, kinerja pegawai

PRELIMINARY

In an institution, human resources are a very important factor, this is because human resources are important for an institution. An institution of course has a vision and mission to achieve common goals, but to achieve the goals that have been determined requires good and correct management. The success and success of an institution's performance is determined by the quality of its human resources. An organization will be successful and effective because it has good performance and is supported by quality human resources.

For government agencies, the availability of qualified, highly skilled and professional human resources engaged in the service sector is a requirement in order to improve the quality of state administration that gives satisfaction to the quality and services produced by the government to the community. Experience has shown that the organizers of a very comprehensive introduction program do not guarantee that employees can immediately carry out their duties satisfactorily. Even experienced employees always need to increase their knowledge, skills and abilities because there are always better ways to increase work productivity. Not to mention if an employee is placed on a new job assignment, it is not impossible that there are bad or bad work habits that need to be improved.

The success of an organization is largely determined by its competence because human resources are the most vital asset in the organization. There are many ways to get competent human resources, including a good recruitment system and providing training to employees. Thus, it is expected that employees will improve their performance so that organizational goals can be achieved. Employee performance will be even better if members of the

organization have a high commitment in carrying out their organization to achieve organizational goals. Therefore, the management or management of human resources must be carried out as well as possible so that organizational goals can be achieved properly.

In addition to employee competence, infrastructure is one of the other important factors that greatly contribute to improving employee performance in an organization. Infrastructure is a supporting tool that plays an important role for employees in supporting their work. With the supporting infrastructure, the tasks of employees can be completed properly, so that the organization can achieve its goals effectively and efficiently. However great an employee's mastery of science and technology is, without being supported by adequate facilities and infrastructure, the results obtained cannot be achieved optimally.

The condition that exists at the Pesisir Barat Regency Health Office is that the quality of employee competence is still not optimal, it can be seen from there are still employees of the Pesisir Barat Regency Health Office who have not attended special education and training, but the quantity is sufficient because the number of employees is quite large. The existing infrastructure in terms of quality and quantity has not been able to support the work of employees because the Pesisir Barat Regency Health Office does not currently have its own building, which is still using lease rights. So that infrastructure facilities and building conditions are still inadequate, because the area of the building is still limited, and employee performance is still not optimal as can be seen from the completion of activity programs that are in accordance with the targets that have been set.

No	Nama Program Bimtek/ Diklat	Pegawai yang Mengikuti
1.	Program Peningkatan Kapasitas Sumber Daya Aparatur (Pengembangan Kualitas SDM)	8 orang
2.	Bimtek BLUD RSUD	6 orang
3.	Bimtek Fasilitator Pemberdayaan Masyarakat dibidang Kesehatan	6 orang
4.	Bimtek Desain dan Implementasi JKN Menuju Kepesertaan Seluruh Penduduk (UHC)	10 orang
5.	Bimtek Geriatri (Pencegahan dan Penanganan Penyakit Lanjut Usia)	4 orang
6.	Bimtek Peningkatan Kinerja Organisasi melalui Pembelajaran Organisasi	4 orang
7.	Bimtek Pengelolaan Program-program Kesehatan Kabupaten dan Kota	4 orang
Jumlah		42 orang

Sumber: Dinas Kesehatan Kab Pesisir Barat, 2021

The table above shows that the employees who have attended the Education Training/Technical Guidance are still far from expectations, namely 42 people out of 94 employees at the Pesisir Barat District Health Office.

No	Program Kerja	Target (%)	Realisasi (%)
1	Peningkatan keselamatan ibu melahirkan dan anak	100%	75%
2	Upaya Kesehatan Masyarakat	100%	75%
3	Pengadaan, peningkatan dan perbaikan sarana dan prasarana puskesmas/ puskesmas pembantu dan jaringannya	100%	78%
4	Peningkatan Pencegahan Penyakit Tidak Menular	100%	85%
5	Peningkatan pelayanan kesehatan anak balita	100%	85%
6	Kemitraan peningkatan pelayanan kesehatan	100%	85%
7	Standarisasi Pelayanan Kesehatan	100%	90%

Sumber: Diskes Kab. Pesisir Barat, 2021

THEORETICAL REVIEW

Sedarmayanti (2017: 76), suggests that competence is a fundamental characteristic possessed by a person that has a direct effect on, or can predict, excellent performance. In other words, competence is what outstanding performers

do more often, in more situations, with better results than what policy raters do. Another factor to consider is behavior.

There is a growing number of organizations that use some facet of competency analysis. The three main reasons organizations use the competency approach are to communicate valued behaviors throughout the organization, to increase the level of competence in the organization and to emphasize employee capabilities to enhance organizational competitive advantage.

Having competent human resources is a must for the company. Managing human resources based on competence is believed to be able to better guarantee success in achieving goals. Most companies use competence as the basis for selecting people, managing performance, training and development and providing compensation.

Competence in work culture plays a critical and essential role because on the one hand it is Human capital and an active agent for the development of an organization, on the other hand it is a determinant factor of capability which is a set of expertise and skills in coordinating and integrating a series of resources that exist in an organizational system so that produce a series of competencies that will form core competencies. Competence is a person's ability to produce at a satisfactory level at work, including one's ability to transfer and apply these skills and knowledge in new situations and increase agreed benefits.

The dense work of employees requires the support of adequate facilities. Means as an integral part of the overall activity or work activity that has a function and role in achieving goals. The term office facilities has the meaning as something that can be used or utilized directly to achieve goals. According to the Big Indonesian Dictionary (2008: 127) the notion "Means

are everything that can be used as a tool in achieving the goal or purpose". Facilities play an important role in the process of carrying out office activities. Office facilities as movable tools or objects that are directly used in the process of completing office tasks and work.

Dense office work also requires adequate infrastructure support. Office infrastructure as an integral part of the overall activities or work activities that can support or support the implementation of the duties and functions of the work unit. In general, office infrastructure means everything that supports the implementation of a process (business or development).

According to the Big Indonesian Dictionary (2008: 1099) the notion of "Infrastructure is everything that is the main support for the implementation of a process". From this definition, it can be interpreted that office infrastructure is a place facility (immovable goods) that is used to support office facilities in achieving business or organizational goals.

The function of facilities and infrastructure is certainly different based on the scope of their respective uses. For example, transportation facilities and infrastructure are different from health. But they have the same goal, namely the goal to achieve the expected results according to the plan. The following are the main functions of facilities and infrastructure, namely:

1. Can speed up the process of carrying out work so as to save time.
2. As well as increasing the productivity of both goods and services.
3. The results of work are of higher quality and guaranteed.
4. It can be simpler or easier for users or actors to move.
5. Make determinations of the composition of the stability of workers more secure.
6. Can create a sense of comfort for the people concerned.

7. And create a sense of satisfaction in interested people who use it.

Performance (performance), namely work performance / work achievement / work results or the output of a process. According to Agus Tulus (2012: 53) performance is something that is done or products / services produced or given to groups of people, thus, based on the above definition it can be concluded that the performance of human resources is the work that can be achieved by Human Resources in a government bureaucratic organizations, in accordance with the respective authorities and responsibilities.

Many factors that can affect the performance of both factors from the individual side of the employee or organization that are situational and beyond the control of the employee. Of the many factors that can affect performance is the ability of employees to carry out work which consists of lack of knowledge, skills, and expertise as well as attitudes and work behavior.

In general, performance is often defined as the ability to produce a result. The benchmark for determining the magnitude or high level of performance in each organization or agency is different depending on the type of activity, the output produced or who carries it out.

In another part, Marwansyah (2012) divides performance within the organization into three types, namely: organizational performance, process performance (administrative management process), and employee performance. The three types of performance cannot be separated from one another. Organizational performance depends on the performance of the processes in each work unit, while the performance of the process depends on the good or bad performance of the people who drive the process itself.

Referring to the theory above, the success of employees depends on the successful performance of the organizational work units that are in it where there is a management process. Thus, organizational goals can be achieved if the goals of the organizational units are achieved optimally.

From the theories that have been put forward, it is clear that performance is a result of work (output) that can be influenced both from the motivation that arises and within the employee/employee himself. Employee performance measurement indicators, using Sulistiani's (2011: 85) theory, are as follows:

1. Achievement, namely the work of employees in quality and quantity
2. Responsibility, namely completing all tasks and work
3. Work discipline, namely compliance with organizational rules
4. Cooperation, namely working with colleagues in completing work
5. Obedience is obeying orders from superiors and carrying out orders according to their main duties and functions.

Based on the explanation of the supporting theory of employee performance, it can be concluded that the work results obtained by employees are measured in the form of achievement, responsibility, work discipline, cooperation, and obedience.

RESEARCH METHODS

This research was conducted at the Pesisir Barat District Health Office. The type of research used in this study is an Explanatory research model, namely a problem-solving model that describes the problem and explains it based on the

existing data in reviewing the theoretical approach and the numbers that relate to one another.

In this study the types of data required are:

- a. Primary data
Primary data is data directly obtained from respondents in the form of responses to the influence of employee competence and infrastructure on employee performance at the Pesisir Barat Regency Health Office.
- b. Secondary Data
Secondary data is data sourced from the publications of the Pesisir Barat Regency Health Office such as organizational structure, main tasks and conditions of employees.

To obtain and collect data in accordance with the needs in this study, the techniques used are as follows:

- a. Observation
Namely conducting research by direct observation of the situation at the Pesisir Barat District Health Office.
- b. Questionnaire
Namely circulating a number of statements given to respondents directly by researchers at the Health Service of Pesisir Barat Regency.

The type of data used in this study is included in the type of primary data according to Indrianto and Supomo (2013) primary data is a source of research data obtained by research indirectly through intermediary media.

The method used in collecting data using a survey method through the distribution of questionnaires according to Sugiyono (2013) a questionnaire is a data collection technique carried out by giving a set of questions or written statements to respondents to answer. West Coast District Health.

The total population in this study were all employees at the Pesisir Barat District Health Office, as many as 93 people because the researchers were not included in the respondents. In this study the authors narrow the population by using the Slovin technique. (Sugiyono (2011: 87). So the respondents used in this study were 48 respondents.

HASIL DAN PEMBAHASAN

Based on the results of the study obtained data about the effect of employee competence on employee performance, as below:

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	t
		B	Std. Error	Beta	
1	(Constant)	32.541	7.255		4.485
	Kompetensi Pegawai	.408	.131	.418	3.121

a. Dependent Variable: Kinerja Pegawai

Based on the results of the t-test, the t-value is 3.121. When compared with a significance level of 0.05 (ie 1.679) of t table, t count 3.121 > t table 1.679, so it can be concluded that: Ha indicates that employee competence (X1) has a variable effect on employee performance variables (Y) Accepted. Therefore, the employee competence variable (X1) has an effect on the employee performance variable (Y).

The regression equation between the employee competency variable (X1) and the employee performance variable (Y) is $Y = 32.541 + 0.408X_1$, which means that every time the employee competency variable increases by 1 point, the employee performance variable will increase at the Pesisir Barat Regency Health Office scoring 0.408 points.

Based on the results of the research above, the coefficient of determination of employee competence on employee performance is as follows:

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.418 ^a	.175	.157	4.67015

a. Predictors: (Constant), Kompetensi Pegawai

The results of the calculation of the correlation level between employee competence (X1) and employee performance (Y) of 0.418 are included in the medium category, namely (0.400 - 0.599).

Coefficient of Determination (KD) = $R^2 = 0.175 \times 100\% = 17.5\%$. It can be concluded that the employee competency variable (X1) explains changes in the employee performance variable (Y) contributing 17.5%, the remaining 82.5% is explained by other factors not examined in this study.

Based on the results of the study, the results of the t-test of the influence of infrastructure (X2) on employee performance (Y) are as follows:

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	t
		B	Std. Error	Beta	
1	(Constant)	19.411	7.872		2.466
	Sarana Prasarana	.641	.141	.557	4.546

a. Dependent Variable: Kinerja Pegawai

Based on the results of the t test, the t value is 4.546. When compared with ttable with a significance level of 0.05, namely 1.679, tcount 4.546 > ttable 1.679, so it can be concluded that the assumption of infrastructure (X2) affects employee performance (Y) is acceptable.

The regression equation for the infrastructure variable (X2) on employee performance (Y) is $Y = 19.411 + 0.641X_2$, which means that for every increase in the infrastructure variable by 1 point, the employee performance variable will increase by 0.641 points.

Based on the results of the research above, to determine the coefficient of the influence of infrastructure on employee performance as:

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.557 ^a	.310	.295	4.27034

a. Predictors: (Constant), Sarana Prasarana

The results of the calculation of the correlation level between Infrastructure (X2) and Employee Performance (Y) of 0.557 are included in the medium category, namely (0.400 - 0.599).

Coefficient of Determination (KD) = $R^2 = 0.310 \times 100\% = 31\%$. It can be concluded that the infrastructure variable (X2) explains 31% changes in the employee performance variable (Y), while the remaining 69% is explained by other factors not examined in this study.

Through the SPSS 21 program, simultaneously (simultaneous) employee performance variable (Y) was tested the simultaneous hypothesis of employee competence variable (X1) and infrastructure (X2) through the following calculation results:

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	517.166	2	258.583	16.659	.000 ^b
Residual	698.500	45	15.522		
Total	1215.667	47			

a. Dependent Variable: Kinerja Pegawai

b. Predictors: (Constant), Kompetensi Pegawai, Sarana Prasarana

Through the F test, it is obtained that the calculated F is 16,659 which is much greater than the Ftable value of 3,209. Therefore, employee competence (X1) and infrastructure (X2) together (at the same time) affect employee performance (Y). Therefore, based on the results of the analysis above, it can be proven or accepted the proposed hypothesis, which shows that employee competence (X1) and infrastructure (X2) jointly affect employee performance (Y).

Based on the results of the research above, to determine the coefficient of influence of employee competence and

infrastructure on employee performance are as follows:

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.652 ^a	.425	.400	3.93983

a. Predictors: (Constant), Kompetensi Pegawai, Sarana Prasarana

The results of the calculation of the correlation level between employee competence (X1) and infrastructure (X2) and employee performance (Y) of 0.652 are included in the strong category (0.600 - 0.799).

Coefficient of Determination (KD) = $R^2 = 0.425 \times 100\% = 42.5\%$. Therefore, it can be concluded that the influence of employee competence and infrastructure on employee performance is 42.5%, and the remaining 57.5% is caused by adjustments to other factors that the authors did not examine in this article.

CLOSING

Based on the data analysis and discussion in the previous chapter, the following conclusions can be drawn:

1. Employee competence has an impact on employee performance at the Pesisir Barat District Health Office during the Covid 19 Pandemic by 17.5% and the remaining 82.5% is explained by other variables not examined in this study.
2. Infrastructure has an impact on employee performance at the Pesisir Barat Regency Health Office during the Covid 19 Pandemic by 31%, the remaining 69% is explained by other variables not studied in this study.
3. The competence of employees and infrastructure together has an impact on the performance of employees at the Pesisir Barat Regency Health Office during the Covid 19 Pandemic by 42.5% and the remaining 57.5% is

influenced by other factors not examined in this study.

Based on the results of the research above, future implications are formulated as follows:

1. The employee competency variable that needs attention is statement item no.1 regarding employees having relevant knowledge in accordance with their field of work because this statement gets the lowest score. The leadership can improve this indicator by providing tasks and job descriptions that are in accordance with the abilities and educational background of the employees so that work can be completed more effectively and efficiently.
2. The infrastructure variable that needs attention is statement item no. 1, namely regarding the quantity of work equipment that is adequate because this statement gets the lowest score. Improving this indicator can be done by proposing the procurement of work equipment to support employee performance at the Pesisir Barat District Health Office.
3. Employee performance variables need to pay attention to statement No. 2, namely employees never give time for completing work beyond the promised time limit because the statement has the lowest score. Leaders can manage the improvement of this indicator by assigning tasks and jobs according to their abilities and expertise.

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