

INFLUENCE OF KNOWLEDGE, SKILLS AND ATTITUDE ON SERVICE PERFORMANCE AT THE PEKALONGAN CITY BPKAD OFFICE

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ABSTRACT

The aim of this research is to determine the influence of knowledge, skills and attitudes on service performance at the Pekalongan City Regional Revenue and Financial Assets Agency Office. This research uses quantitative research methods. The questionnaire data collection technique is by distributing questionnaires to 30 respondents, then carrying out further analysis of the multiple linear regression test data, then carrying out the t test and F test. The results of this study show that knowledge has no effect on service quality, skills have an effect on service performance and attitudes influence service performance, while knowledge, skills and attitudes simultaneously influence service performance.

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1. Introduction

Based on Law number 5 of 2014 concerning the State Civil Apparatus, it has 3 (three) functions, namely implementing public policy, public servants and uniting and uniting the nation. In order to carry out the third function (gluing and unifying the nation) every ASN needs to have socio-cultural competence as mandated by Government Regulation number 11 of 2017 concerning ASN Management.

ASN Management in the Regulation of the Minister for Empowerment of the State Civil Apparatus and Bureaucratic Reform of the Republic of Indonesia Number 3 of 2014 is a career management system which includes acquisition, retention, development and placement of talents to occupy positions based on the potential and competence of the State Civil Apparatus (ASN) in accordance with the qualifications for the position. ASN competency to be able to occupy certain positions is assessed in several ways, one of which is using a competency assessment.

Socio-cultural competency according to the Regulation of the Minister for Administrative Reform and Bureaucracy (Permenpan-RB) Number 38 of 2017 is knowledge, skills and attitudes/behavior that can be observed, measured and developed related to the experience of interacting with a pluralistic society in terms of religion, ethnicity and culture, behavior, national insight, ethics, values, morals, emotions

and principles, which must be fulfilled by each position holder to obtain work results in accordance with the role, function and position.

The glue and unification of the nation can be defined as the ability to promote attitudes of tolerance, openness, sensitivity to individual/community differences; able to become an extension of the government in uniting society and building social psychological relationships with society amidst Indonesia's pluralism so as to create a strong attachment between ASN and stakeholders as well as between the stakeholders themselves; maintain, develop and realize a sense of unity and integrity in national and state life.

Phenomena that occur in ASN management are the mismatch between the academic achievements or educational background of an ASN and the position they occupy, the limited quantity of human resources that meet the requirements of certain positions and the proximity factor or political elements with superiors or leaders.

2. Literature Review

a. Performance

The glue and unification of the nation can be defined as the ability to promote attitudes of tolerance, openness, sensitivity to individual/community differences; able to become an extension of the government in uniting society and building social psychological relationships with society amidst Indonesia's pluralism so as to create a strong attachment between ASN and stakeholders as well as between the stakeholders themselves; maintain, develop and realize a sense of unity and integrity in national and state life.

b. Knowledge

Knowledge is a very important thing that humans must have, with knowledge employees will be able to understand the work they are supposed to do. According to Yuniarsih and Suwatno (2013), knowledge is information that a person has, especially in a specific field. According to Notoatmodjo (2014; 79) knowledge or cognitive is a very important domain for the formation of a person's actions. According to Dale in Sudarmanto (2014; 59) the knowledge a person has can be categorized into two types, namely: knowledge that is based on and knowledge that is not based on it. According to Yuniarsih and Suwatno (2013: 23), knowledge indicators are the suitability of the employee's educational background to the job, employee knowledge of task implementation procedures, and employee understanding of task implementation procedures.

c. Skills

Skills are the ability to operate work easily and carefully. According to Dunnette, the definition of skills is the capacity needed to carry out several tasks which are a development of the results of training and experience gained. Apart from the training needed to develop abilities, skills also require basic abilities to do work easily and precisely. Skills can be interpreted to mean an employee's ability related to the use of equipment to make work easier. Employee work skills in this context can be measured by several indicators: the ability to determine how to complete tasks/work, the ability to determine the best procedures for carrying out tasks/work and the ability to complete tasks well.

d. Attitudes

Attitude in general is often interpreted as an action taken by an individual to respond to something. The definition of attitude is explained by Anzwar (2010), attitude is defined as a reaction or response that arises from an individual towards an object which then gives rise to

individual behavior towards that object in certain ways. The definition of attitude was also conveyed by Sarwono & Meinarno (2009), attitude is an assessment process carried out by an individual towards an object. The object that an individual responds to can change into objects, people or information. Employee work attitude is the employee's way of communicating the employee's atmosphere to the leader or company. According to Sapran Reanaldi (2015), in research there are 5 indicators of work attitudes, namely working conditions, supervision from superiors, cooperation from co-workers, opportunities for advancement, and security.

3. Method, Data, and Analysis

In this research, the samples taken are Pekalongan City BPKAD employees who have taken the competency test.

The type of data collection that will be used in the research is primary data. The data collection technique used was a survey using a questionnaire filled in by respondents. With a total of 30 respondents.

The model fit test is used to test whether the multiple linear regression model is suitable for testing the influence of variable X (Knowledge, Skills and Attitudes) as an independent variable on Y (Performance) as a dependent variable. Test the suitability of the model using the ANOVA table or F test, the model is suitable for testing the effect if the significance value is <0.05 (Suliyanto, 2011).

Hypothesis testing in this research uses the t test. The t test is used to test whether each independent variable has an influence on the dependent variable. The hypothesis will be tested using a significance level of 5 percent or 0.05. The criteria for accepting or rejecting the hypothesis will be based on the significance probability value. If the significance probability value is <0.05 then the hypothesis is accepted, and if the significance probability value is >0.05 then the hypothesis is rejected (Umar, 2005).

4. Result and Discussion

Uji Asumsi Klasik

a. Uji Normalitas

A simple statistical test that is often used to test the normality assumption is the Kolmogorov-Smirnov normality test. If the Kolmogorov-Smirnov significance value is > 0.05 , it indicates that the data is normally distributed. The results of the Kolmogorov-Smirnov normality test show Kolmogorov-Smirnov significance (0.093) $> \alpha 0.05$, this indicates that the data used in this study is normally distributed.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		30
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	1,52383540
Most Extreme Differences	Absolute	,148
	Positive	,084
	Negative	-,148
Test Statistic		,148
Asymp. Sig. (2-tailed)		,093 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

b. Uji Multikolonieritas

If the tolerance value is > 0.1 and the VIF value is < 10 , it can be interpreted that the regression model does not contain multicollinearity. From the processed data, the tolerance values for each variable were obtained (0.483, 0.714 and 0.380) as well as the VIF values for each variable (2.070, 1.400 and 2.630). These results can be concluded, because the tolerance value is > 0.1 and the VIF value is < 10 , it means that all the independent variables, namely Knowledge (X1), Skills (X2) and Attitude (X3) in the model proposed in this research, did not find any symptoms of multicollinearity.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	5.600	4.557		1.229	.230		
	PENGETAHUAN	-.297	.192	-.320	-1.549	.133	.483	2.070
	KETERAMPILAN	.464	.207	.381	2.242	.034	.714	1.400
	SIKAP	.590	.250	.551	2.363	.026	.380	2.630

a. Dependent Variable: KINERJA

c. Uji Heteroskedastisitas

To detect the presence or absence of heteroscedasticity, the Glajser test can be used. Based on the calculation results, it is known that the significance value is above the 5% level of significance, namely the variables Knowledge (X1), Skills (X2) and Attitude (X3) have a significance value above the 0.05 (5%) level of significance, so it can be said that these variables do not have heteroscedasticity.

Analisis Regresi Linear Berganda

In this research there are variables consisting of three independent variables and one dependent variable. The independent variables include, Knowledge (X1), Skills (X2) and Attitude (X3). Meanwhile, the dependent variable is Service Performance (Y). Multiple regression analysis is used to determine whether there is an influence of Speed, Ease and Satisfaction on Service.

a. Uji Hipotesis (Uji t)

Based on the results of the t test data analysis using the multiple linear regression method analysis tool, the results are as follows:

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.600	4.557		1.229	.230
	PENGETAHUAN	-.297	.192	-.320	-1.549	.133
	KETERAMPILAN	.464	.207	.381	2.242	.034
	SIKAP	.590	.250	.551	2.363	.026

a. Dependent Variable: KINERJA

Basis for Decision Making t Test

1. If the sig value < 0.05 , or t count $>$ t table then there is an influence of variable X on variable Y
2. If the sig value is > 0.05 , or t count $<$ t table then there is no influence of variable X on variable Y

$$t \text{ table} = t (a / 2 ; n - k - 1) = t (0.05/2 ; 30 - 5 - 1) = t (0.025 ; 24) = 2.064$$

Hypothesis test

- Testing H1, it is known that the sig value for the influence of Y is $0.133 > 0.05$ and the calculated t value is $-1.549 < 2.064$, so it can be concluded that H1 is rejected, which means there is no influence of X1 on Y.
- Testing H2, it is known that the sig value for the influence of Y is $0.034 < 0.05$ and the calculated t value is $2.242 > 2.064$, so it can be concluded that H2 is accepted, which means there is a positive influence of X2 on Y.
- Testing H3, it is known that the sig value for the influence of Y is $0.026 < 0.05$ and the calculated t value is $2.363 > 2.064$, so it can be concluded that H3 is accepted, which means there is a positive influence of X3 on Y.

b. Uji Hipotesis (Uji F)

Based on the results of the F test data analysis using the multiple linear regression analysis tool, the results are as follows:

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	58.027	3	19.342	7.468	.001 ^b
	Residual	67.340	26	2.590		
	Total	125.367	29			

a. Dependent Variable: KINERJA

b. Predictors: (Constant), SIKAP, KETERAMPILAN, PENGETAHUAN

Basis for F Test Decision Making

1. If the sig value < 0.05 , or F count $> F$ table then there is an influence of variable X on variable Y
2. If the sig value is > 0.05 , or F count $< F$ table then there is no influence of variable X on variable Y

$$F \text{ table} = F (k ; n - k) = F (5 ; 30 - 5) = F (5 ; 25) = 2,60$$

Testing H4, the significance value for the simultaneous influence of X1, X2 and X3 simultaneously to Y is $0.001 < 0.05$ and the calculated F value is $7.468 > F$ table 2.60 so it can be concluded that H4 is accepted, which means there is a positive influence of X1, X2 and X3 simultaneously on Y.

c. Koefisien Diterminasi

Based on the results of analysis of the termination coefficient testing data using the multiple linear regression method analysis tool, the results are as follows:

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.680 ^a	.463	.401	1.60935

a. Predictors: (Constant), SIKAP, KETERAMPILAN, PENGETAHUAN

Based on the output above, it is known that the R Square value is 0.463, this means that the influence of variables X1, X2 and X3 simultaneously on variable Y is 46.3%.

5. Conclusion and Suggestion

Based on the results of the research that has been conducted, it can be concluded that the Knowledge variable has no effect on Service Performance, the Skills variable has a positive effect on Service Performance and the Attitude variable has a positive effect on Service Performance and the Knowledge, Skills and Attitude variables have a positive effect simultaneously on Service Performance. This shows that skills and attitudes in taxpayer service at BPKAD Pekalongan City influence the performance of services provided to the community, while employee knowledge at BPKAD Pekalongan City does not influence the performance of services provided to the community.

In this research, we suggest that ASN management should be carried out as well as possible, considering the importance of the role and function of human resources in achieving the goals set by the organization. Currently, the quality of human resources plays an important role in achieving the goals of an organization. In organizations, human resources issues always receive special attention, because the role of human resources is highly expected by the organization. Human resources have a big role in determining the progress or development of an organization. Therefore, the company's progress is also determined by the quality and capacity of its human resources. The more qualified the company's human resources, the better the performance produced by human resources or employees at work. Every organization needs to improve its human resources so that the resulting performance increases because an advanced organization is an organization that displays good performance. ASN management is also expected to pay attention to knowledge, skills and attitudes to support employee performance.

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