

The Influence of Quality of Human Resources and Professionalism of Civil Servant Investigators through Organizational Commitment to Employee Performance

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Abstract

The research aims to examine the effect of human resource quality and professionalism on organizational engagement, the impact of human resource quality, the professionalism of civil servant investigators, and the corporate commitment to employee efficiency. The effect of the quality of human resources and professionalism on the performance of employees by organizational engagement. This approach to analysis is quantitative. A survey of 200 people using a sampling method to sample the Civil Servant Investigators at the Land Transportation Management Centre of the XIX Region, South Sulawesi, and West Sulawesi Provinces. Methods of analysis of data using a route analysis and a Sobel test. The results of the assessments and investigations carried out indicate that the efficiency of human resources and civil servants' investigators' professionalism have a positive and vital impact on organizational engagement. Also, it was found that the efficiency of human resources, the integrity of civil servant inspectors, and the corporate meeting had a positive and vital impact on employees' performance. In addition, the quality of human resource and civil also have a positive and indirect influence on employees' performance through organizational engagement.

Keywords: Quality of Human Resources, Professionalism, Organizational Commitment, Employee Performance, Indonesia

1. Introduction

Essentially, a company's human capital can contribute to enhancing the efficiency of an organization where the scale of the work carried out by the employee can be seen. Employees can exert a high degree of effort when they believe in a clear connection between effort and success, performance and incentive, and reward and achievement of personal goals. This means that employee performance is an essential aspect, so it is crucial for a company to consider enhancing employees' performance to the best of its capacity to function (Hasmin Tamsah et al., 2020).

Efforts to increase workers' performance in the company, one of which is affected by the element of individual contribution to the organization. Commitment to the organization is a situation in which the employee is interested in the organization and its objectives and plans to remain a part of the organization (Nurung et al., 2020). It would improve the good results of the company by making a high commitment to the organization (H Tamsah et al., 2020).

The role of organizational commitment is critical in improving the performance of employees. This is supported in other research that indicates that if the employee's loyalty to the company is very high, this will enhance employee efficiency. The standard of human resources in a company is assumed to affect the engagement and efficiency of employees. The middle of human resources has a significant effect on growing organizational meetings and employee efficiency. If workers are not of good quality, the subsequent output would be affected (Ilyas et al., 2020).

It is recommended that each employee has a professional attitude at work to maximize their expertise, time, energy, knowledge, and resources according to the area in which they work to influence the output of the employees. As for professionalism increases, loyalty to the company will also increase (Muhajji et al., 2016). Various research also indicates that professionalism directly affects organizational engagement, and even if employees' professionalism is insufficient, it can dramatically improve employees' performance (Bin Tahir, 2015).

Employee success in career development is followed by compensation, which is one of the factors that affect employee job satisfaction. Every organization should strive to increase the job satisfaction of its employees by providing fair and reasonable compensation. Compensation plays an important role in increasing employee job satisfaction, because one of the main reasons someone works is to make ends meet (Rinantanti et al., 2019; Kanto et al., 2020; Nuraini et al., 2019). Career development aims to help the achievement of the company, help realize the potential capabilities of employees, and improve employee welfare. Career development when accompanied by clear company feedback can lead to employee job satisfaction. Career development programs are well executed, so the level of job satisfaction will be even higher. Career development can be a dominant factor affecting employee job satisfaction.

The Land Transportation Management Centre (BPTD) in Region XIX of the South Sulawesi and West Sulawesi Provinces, as a Technical Implementation Unit, has duties and functions that are very important for the quality of human resources in the implementation of the expected results and human resources in the transport sector must have competence under the type of competence assigned to the role, or j. Competence includes Terminal Operations, Vehicle Weighing Management, Ferry Port Management, Motor Vehicle Inspection, Marine Inspectors, Traffic Environmental Impact Analysis and Civil Servant Investigator and other professional competencies (Government Regulation Number 51 of 2012 concerning Resources Human Resources in the field of Transportation).

Employees within the Region XIX Territories of the Province of South Sulawesi and West Sulawesi are State Civil Servants with 468 employees, consisting of 200 Civil Servants and 268 Non-Civil Servants of Government Employees or contract workers, who typically have high-quality human capital. Exemplary and endorsed professionalism at work and intended to have consequences for improved organizational engagement and better results. This study focuses on Civil Servant Investigators' performance and their impact on Civil Servants at the Land Transportation Management Centre of the XIX Region of South Sulawesi and West Sulawesi Province's performance of land transport management tasks and the implementation of law in compliance with their authority.

The phenomenon in the Area XIX Region Land Transportation Management Center of the South Sulawesi Province, based on the observations, poses problems related to employees' performance, which are considered not to be optimal. For example, about employees' quality of work, individual employees cannot work in such a way that it affects the quality of work created by employees. This must, of course, be a priority so that the output of workers can be optimum. Based on this perspective, the researchers have identified a research issue, namely the effect of the

quality of human resources and civil servant investigators' integrity through an organizational commitment to employee efficiency.

2. Research Method

The research used a quantitative approach using techniques for gathering data from surveys. Survey research takes a sample from a population and uses a questionnaire as the required method for collecting data. The research was conducted at the Land Transportation Management Center of the XIX Region of South Sulawesi and West Sulawesi Provinces. Further analysis of the subject and object under study is required due to the research site phenomenon. Test subjects were all civil servants, including public servants who were research objects. The study population was 200 people made up of 28 Civil Servant Investigators as research objects and 172 Civil Servants who were research subjects at the Land Transportation Management Center of the XIX Region of South Sulawesi West Sulawesi Provinces. The method used to determine the sample utilizing an objective sampling. The data analysis approach uses path analysis techniques by path analysis and Sobel checking.

3. Results

3.1 Validity and Reliability Test Results

The results of the SPSS analysis in the Corrected items Total correlation column can be obtained the amount of each statement item for each variable. The criterion for the short validity test (rule of thumb) is 0.3. If the correlation (count) is more significant than 0.3, then the indicator is considered valid. Meanwhile, reliability testing of research instruments can be said that a hand has a high reality if the Cronbach's Alpha value exceeds 0.6.

Based on Table 1, it can be seen that the value of the Corrected items Total correlation of all indicators on the quality of HR variables is in the range 0.537 - 0.792; professionalism variable in the scope 0.567 - 0.689, organizational commitment variable in the field 0.530 - 0.728; and employee performance in the range 0.482 - 0.718. Thus, the value of Corrected items Total correlation for all indicators is greater than the cut of point 0.3, so it can be said that all indicator items are valid. Likewise, with the reliability test, it is known that the variables studied, namely the quality of human resources, professionalism, organizational commitment, and employee performance, show that the Cronbach's alpha value is more significant than 0.60 so that it can be said to be reliable (reliable).

Table 1. Validity and Reliability Test Results

| Variable | Indicator | Corrected items Total correlation | Cronbach's Alpha |
|-------------------------------|-----------|-----------------------------------|------------------|
| SDM Quality (X1) | X1.1 | 0.537 | 0,841 |
| | X1.2 | 0.587 | |
| | X1.3 | 0.697 | |
| | X1.4 | 0.723 | |
| | X1.5 | 0.792 | |
| Professionalism (X2) | X2.1 | 0.638 | 0,834 |
| | X2.2 | 0.683 | |
| | X2.3 | 0.689 | |
| | X2.4 | 0.599 | |
| | X2.5 | 0.567 | |
| Commitment Organizations (X3) | Y1.1 | 0.610 | 0,835 |
| | Y1.2 | 0.637 | |
| | Y1.3 | 0.728 | |
| | Y1.4 | 0.688 | |
| | Y1.5 | 0.530 | |
| Performance (Y) | Y2.1 | 0.627 | 0,820 |
| | Y2.2 | 0.659 | |
| | Y2.3 | 0.628 | |
| | Y2.4 | 0.718 | |

| | | | |
|--|------|-------|--|
| | Y2.5 | 0.481 | |
|--|------|-------|--|

Source: Data Processed, 2020

3.2. Hypothesis Testing and Discussion

Based on the results of the path analysis and the results of the Sobel test, the findings of this study can be summarized in the following table:

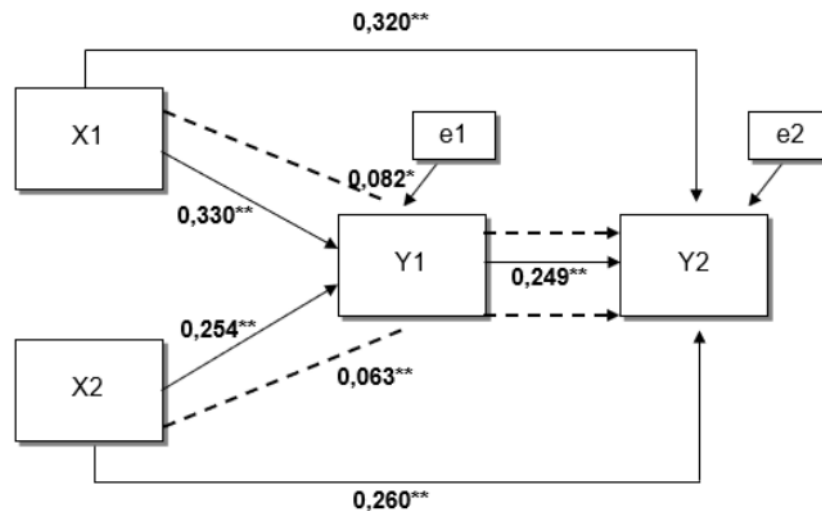
Table 2. Summary of Hypothesis Test Results

| Models | Direct Effect | | | Indirect Effect | | | Information |
|----------------|---------------|-------|-------|-----------------|-------|-------|-------------|
| | β | t | Sig. | β | t | Sig. | |
| X1 -> Y1 | 0,330 | 3,113 | 0,002 | . | . | . | Significant |
| X2 -> Y1 | 0,254 | 2,394 | 0,018 | - | - | - | Significant |
| X1 -> Y2 | 0,320 | 3,529 | 0,001 | - | - | - | Significant |
| X2 -> Y2 | 0,260 | 2,903 | 0,004 | - | - | - | Significant |
| Y1 -> Y2 | 0,249 | 4,185 | 0,000 | - | - | - | Significant |
| X1 -> Y1 -> Y2 | 0,320 | 3,529 | 0,001 | 0,082 | 2,446 | 0,007 | Significant |
| X2 -> Y1 -> Y2 | 0,260 | 2,903 | 0,004 | 0,063 | 2,031 | 0,021 | Significant |

Source: Data Processed, 2020

The results of hypothesis testing can be described as follows:

Figure 1. Hypothesis Test Results



The first hypothesis (H1) is that human resources' efficiency has a positive and important influence on organizational engagement. Based on Table 2, the estimated value of the human resource quality element is 3.113 at a value of 0.002, which is at a value of 0.05 or sig. The value of 0.002 is less than 0.05 (0.002 < 0.05).

The second hypothesis (H2) is that civil servant inspectors' professionalism has a positive and important influence on organizational engagement. The Civil Servant Investigator Professionalism indicator's estimated value is 2,394 at a meaningful value of 0.018, with a significance value of 0.05 or sig. The value of 0.018 is less than 0.05 (0.018 < 0.05).

The third hypothesis (H3) is that it is believed that the quality of human resources has a positive and important influence on the output of employees. Based on Table 2, the t-count value of the human resource efficiency variable is 3.529 at a meaningful value of 0.001, the value of which is 0.05 or sig of importance. The value of 0.001 is less than 0.05 (0.001 < 0.05).

The fourth hypothesis (H4) is that it is believed that civil servant inspectors' integrity has a positive and important influence on the performance of employees. Based on Table 2, it is established that the count of the professionalism variable of civil servants' investigators is 2.903 at a meaningful value of 0.004, the value of which is 0.05 or sig of significance. The value of 0.004 is less than 0.05 (0.004 < 0.05).

The fifth hypothesis (H5) is that it is believed that the organizational contribution has a positive and important influence on the performance of employees. Based on Table 2, the organizational commitment element's count is 4.185 at a meaningful value of 0.000, which has a value of 0.05 or sig. 0.000 is less than 0.05 (0.000 is < 0.05). Organizational engagement, therefore, has a positive and important influence on the success of employees. The fifth hypothesis (H5) may therefore be accepted.

The sixth hypothesis (H6) is that the quality of human resources has a positive and important impact on employees' performance through organizational engagement. Based on Table 2, the t-count value of the human resource efficiency variable is 2.446 at a meaningful value of 0.007, the value of which is 0.05 or sig of importance. The 0.007 value is less than 0.05 (0.007 < 0.05).

The seventh hypothesis (H7) is that it is believed that civil servant inspectors' professionalism has a positive and important influence on the performance of employees by organizational engagement. Based on Table 2, it is established that the count of the professionalism variable of civil servants' investigators is 2.031 at a relevant value of 0.021, the value of which is 0.05 or sig of importance. 0.21 is less than 0.05 (0.021 < 0.05).

4. Discussion

As a result, the efficiency of human resources has a positive and important impact on organizational engagement. The first (H1) hypothesis is appropriate. This means that the higher the quality of human resources, in particular the Civil Servant Investigators at Land Transportation Management Hall XIX South Sulawesi and West Sulawesi Provinces, the higher the contribution of employee organisations, the lower the quality of human resources, in particular the Civil Servant Investigators. Employees' lower organizational contribution will accompany land Transportation Management Centre XIX Area South Sulawesi and West Sulawesi Provinces. The level of capacity exhibited by an individual reflects the characteristics that an organization will need so that the sense of belonging to an organization is higher, which will influence employees' organizational engagement. This study's findings are reinforced by previous research results, which show the effects of human resource quality on organizational engagement. The increased organizational engagement has a huge effect on the efficiency of human resources (Yusriadi et al., 2019).

As a result, civil servant inspectors' integrity has a positive and important impact on organizational engagement. The second hypothesis (H2) may therefore be accepted. This means that the greater the professionalism of the Civil Servant Investigators at Land Transportation Management Hall XIX of the South Sulawesi and West Sulawesi Provinces, the stronger the employees' loyalty organizations. On the other hand, the less discipline of the Civil Servant Inspectors at Land Transportation Management Hall XIX of the South Sulawesi and West Sulawesi Provinces, the lower the dedication of the employees' organisations. The findings of this study are confirmed by previous research results, which show the effect of professionalism on organizational engagement. As for professionalism increases, loyalty to the company will also increase. Various studies also indicate that professionalism significantly influences executive meetings (Bogler and Somach, 2004; Agustia, 2005; Siahaan, 2010).

Consequently, the efficiency of human resources has a positive and important impact on the success of employees. This means that the higher the quality of human resources, particularly the Civil Servant Investigators or PPNS

owned by the 19th District of the South Sulawesi and West Sulawesi Provinces, the better the quality of human resources, in particular the Civil Servant Investigators. Civil or PPNS, owned by the Land Transportation Management Centre of the XIX Region of South Sulawesi and the West Sulawesi Provinces, will be followed by lower employee results. Ndraha (2012) notes that "Human resources are people who are ready, willing and able to contribute to efforts to achieve organizational goals" The findings of this study are confirmed by the results of previous research showing the effect of the quality of human resources on the performance of employees. For example, in a study conducted by Gampang et al. (2019), human resources' quality had a major effect on employee efficiency. Likewise, Telaumbanua (2019), where the improved quality of human resources introduced, would also have a beneficial impact, namely an improvement in employees' output. Numerous studies have also found that high-quality human resources would affect employee performance development (Aisyah et al., 2017; Ramadhani, 2017).

Civil servant inspectors' expertise has a positive and important impact on the performance of employees. The fourth hypothesis (H4) may therefore be accepted. This means that the greater the professionalism of the Civil Servant Investigators in the Land Transportation Management Hall XIX of the South Sulawesi and West Sulawesi Provinces, the better the professionalism of the Civil Servant Investigators or PPNS in the Regional Land Transportation Management Hall XIX of the South Sulawesi Province and the less professionalism. The findings of this study are confirmed by previous research results, which show the effect of professionalism on the performance of employees. For example, Fujianti (2012) found that professionalism had a major impact on organizational commitment. Eryafdi & Sianturi (2018) also demonstrated in their research that professionalism would be beneficial for improving the performance of employees, even if the professionalism of employees is poor, this would significantly increase the performance of employees (Risanti et al., 2017; Siahaan, 2010); Aisyah et al., 2017; Istiariani, 2018; Juliantari et al., 2020).

The greater the commitment of the Civil Servant Investigators or PPNS to the Land Transportation Management Hall XIX of the South Sulawesi and West Sulawesi Provinces, the higher the performance of the workers, the less the commitment of the Civil Servant Investigators or PPNS to the XIX Regional Land Transportation Management Hall would be. Lower employee results will follow South Sulawesi and West Sulawesi. This study's findings are reinforced by the results of previous research, which show the importance of dedication to employee success. For example, in research conducted by Eclipse et al. (2019), on the other hand, it was found that the role of organizational engagement is significant in improving the performance of employees. This is verified in other research that indicates that if the employee's loyalty to the company is extreme, it will enhance employee efficiency (Siahaan, 2010; Fujianti, 2012; Risanti et al., 2017; Juliantari et al., 2020).

As a result, the quality of human resources has a positive and important impact on employees' success through organizational engagement. The sixth hypothesis (H6) may therefore be accepted. This means that the better quality of human capital, in particular the Civil Servant Investigators or the PPNS, which are owned by the Land Transportation Management Centre for the XIX Region of the South Sulawesi and West Sulawesi Provinces, will be accompanied by an improvement in the dedication of employees so that it will also affect the higher output of employees, on the opposite, the less good quality. Human resources, in particular Civil Servant Investigators or PPNS, which are owned by the Land Transportation Management Centre for the 19th Area of the South Sulawesi and West Sulawesi Provinces, will be accompanied by a decline in employee dedication to the company, which will affect lower employee performance.

As a result, civil servant inspectors' integrity has a positive and important impact on the performance of employees through organizational engagement. The seventh hypothesis (H7) may therefore be accepted. This means that the stronger the professionalism of the Civil Servant Investigators or PPNS in Land Transportation Management Hall XIX Area of South Sulawesi and West Sulawesi Provinces will be accompanied by an improvement in the dedication of employees so that it will also affect the higher performance of employees, while at the same time the less professionalism of the Civil Servant Investigators or PPNS in L.

4. Conclusion

Based on the research results, this study's findings indicate that the quality of human resources and professionalism have a positive and vital impact on organizational engagement. This suggests that the higher the level of human resources and professionalism, the higher its concentration. The standard of human resources, integrity, and organizational engagement have a positive and vital impact on employees' success. This means that an increase in the quality of human resources, integrity, and an executive meeting would increase employees' output. The Meeting of human resources and professionalism has a positive and vital impact on employees' success through organizational engagement. This indicates that the higher the level of human resources and professionalism, the higher the workers' morale through improved organizational engagement.

Based on the results of this study, as well as the conclusions mentioned above, the recommendations of this study may be submitted to the Land Transportation Management Center of the XIX Region of South Sulawesi and the West Sulawesi Provinces for Civil Service Investigators (PPNS) to improve the efficiency of its services further. The integrity of the inspectors and the organizational engagement PPNS can have an impact on enhancing the performance of workers in the performance of their duties or jobs. In this case, the Land Transportation Management Center for Area XIX, South Sulawesi, and West Sulawesi Provinces is expected to continue to take strategic measures to improve the standard of human capital, integrity, and organizational engagement of employees. For potential researchers, it is hoped that they will be able to use various research objects. For example, on a larger scale, and it is suggested that other research variables be introduced to contribute to the creation of human resources and the performance of employees, especially in government agencies.

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