



The Effect Of Human Resource Quality On Employee Performance

Volume 15 Issue 2
(Oktober, 2024)
e-ISSN 2716-5191
doi: 10.30997/jsh.v15i2.15092

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ARTICLE INFO

Article history:

Received: 17-08-2024

Revised version received:
17-10-2024

Accepted: 29-10-2024

Available online: 01-10-2024

Keywords:

Quality; Human resources; Employee performance;

How to Cite:

APA Style 7th

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ABSTRACT

In carrying out its duties, Bawaslu faces several problems related to employee performance, namely problems in terms of lack of employees in carrying out supervision or handling violations, discipline in using the daily uniforms of employees, coaching and improving employees, and the management system. This has an impact on the low assessment of the performance of the employees they provide. Improving optimal, effective, and efficient employee performance at work is the main goal of human resource quality. However, basically, a shortage of human resources can lead to obstacles or failures in completing tasks and achieving goals. The purpose of this study is to find out the relationship between employee performance at the Bogor Regency General Election Supervisory Agency and the quality of human resources. The method used is quantitative associative by involving all employees, namely 18 respondents as a sample. Observations, interviews, and questionnaires were used to collect data. applied the Spearman rank correlation analysis method to data analysis. The results of this research can indicate that improving the quality of human resources can maximize employee performance. The correlation coefficient obtained of 0.830 shows that a strong and positive relationship was found between employee performance and the quality of human resources. The results of the correlation coefficient also show the same direction. This means that worker performance will increase along with the increase in the quality of human resources. Thus, this can show how effective and efficient Bawaslu employees are in carrying out their duties despite having heavy demands and a shortage of human resources.



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1. Introduction

Every agency, both public and private, needs to have short-term and long-term goals that they want to achieve with their actions. Achieving goals requires strategic planning and efficient human resource development. The existence of human resources reflects valuable assets that need to be maintained because they are the most crucial element for a company to achieve its goals. A competent workforce will guarantee that the organization's goals are met.

Every officer or employee needs human resource development, both when they first join a company and in meeting the demands of their jobs. To achieve performance that is certainly more reliable and has the best influence on organizational performance, there are quality human resources at the work level that are of course more effective and efficient (Maludin Panjaitan, 2017).

One of the most important resources in a business or organization, effectively and efficiently allocates other resources to achieve goals. Meanwhile, the human resources of an organization usually have a high level of diversity. In addition, this has an impact on the ability to function as various agents of change. However, all human resources need to be involved to implement changes within the organization. This participation is not limited to individual abilities, but there also needs to be a desire from each human resource to improve the organization. This desire will encourage the role of human resources as agents of change. Capabilities without commitment will not result in progress for the company in these circumstances.

With this the organization can use to see the possible level of staff performance. Organizational performance will also increase if the person concerned has good performance. As a result, the government is able to produce competent personnel. In order for public sector organizations within the local government to fulfill their obligations, the organization must focus on serving the interests of the community, and must always adapt to changes that occur in its environment.

However, local government human resources are still not managed effectively until now. As a result, more and more problems related to employee performance reviews have arisen. Some argue that employee performance reviews are the most crucial phase in employee management. To implement the right performance appraisal model, sufficient human resources, time, and funds are required. Human resources are basically the main factor in the success and success of an organization. However, basically, a lack of human resources can lead to obstacles or failures in completing tasks and achieving goals.

Meanwhile, employee performance is a measure of how well workers carry out their duties both in terms of quantity and quality, and how well they adapt to the tasks assigned to them. In addition, the results of each employee's work on tasks related to their position as an employee in a company or workplace are what determine their performance as an employee. Meanwhile, the best way to measure this is to examine the results of the work in terms of facilities, capabilities, and treatments that are relevant to the agency's goals. This can improve employee discipline and the quality of employee service. Problems and substandard performance may be caused by the lack of human resources of the company or the company to meet its needs. The performance of an employee who is less than optimal from an employee can result in the institution becoming less productive and will be able to cause dissatisfaction in self-development.

To become one of the pillars of democracy, general elections, or elections, must be carried out honestly, fairly, and transparently. Active participation from election organizing institutions is needed to ensure quality elections. Ensuring that elections are conducted in

accordance with relevant laws and regulations is the duty and obligation of the General Election Supervisory Agency, often known as Bawaslu.

Bawaslu human resources can be measured in terms of knowledge, skills, motivation and work environment. In carrying out its duties, Bawaslu faces several problems related to employee performance, namely problems in terms of lack of employees in carrying out supervision or handling violations, discipline in using the daily uniforms of employees, coaching and improving employees, and the management system. To achieve organizational goals, it is crucial to effectively manage, organize, and employ human resources, which is crucial for any institution. As well as to achieve a balance between the needs of the business and its personnel and its capabilities, professional human resource management is necessary. This research is intended to investigate the relationship between the quality of human resources and employee performance in the Bogor Regency Bawaslu.

1.1. Human Resource Quality

Human Resource Quality is a key component of all organizational operations. One of the important assets of a company or organization, it manages other resources to achieve the company's targets. However, changes in the organization of all human resources must participate. This participation is not limited to individual abilities, but there also needs to be a desire from each human resource to achieve organizational improvement.

1.1.1. Employee performance

Employee performance can show the work products of employees in carrying out their duties, which is synchronized with the responsibilities assigned to them. In addition, the worker in question is an assembly of the work that each worker has done for tasks related to their work in the organization or workplace. Meanwhile, the way to measure it is to look at work efforts that are relevant to the goals of the institution, and can motivate employee discipline and the quality of employee service.

2. Methods

Associative research techniques are used in this study. Sugiyono (2014: 55) revealed associative research as research that examines the interaction of two or more variables. Through this research, hypotheses that can be used to understand, predict, and regulate a phenomenon can be produced. The purpose of this study is to determine how the Bogor Regency Bawaslu Office is affected by test variables, employee performance (Y) and human resources (X). The research population is 18 personnel of the Bogor Regency Bawaslu Office. The population is small and will be used as research participants, therefore the authors use a saturated sampling strategy to select samples.

The steps taken to obtain the necessary information from data both inside and outside the agency are known as data collection techniques. Sugiiyono (2017) stated that the data collection process is a scientific approach with the aim of obtaining verifiable, valid, and developing knowledge that can be applied to a problem to predict and solve it. Sugiyono (2020:105) emphasized that there are four (four) main categories of data collection techniques: documentation, interviews, and observations.

3. 1 Questionnaire/Questionnaire

The distribution of the questionnaire to this sample uses the statement or closed question method, where respondents are asked to answer one answer option from each statement or question. In this case, the Likert scale is used to create research. Variables are assessed and described using the Likert scale to create variable indicators. These indicators are then used as a basis for collecting items that can be in the form of statements or questions.

3.2 Observation

A state in which researchers conduct direct observations to gain a more comprehensive understanding of the context of data in a broader social environment.

3.3 Interview

Carefully and correctly developed interview criteria for data collection purposes were not followed by the researcher in the unstructured interviews conducted by the study authors. However, the principles used only provide a general overview of the problem. In addition, secondary data consists of: Library Study: This method is used to collect ideas, concepts, and facts from various reliable sources, including magazines, journals, and scientific articles, that are tied to research.

3.4 Documentation

Documentation: Sugiyono (2020:124) defines documentation as a collection of writings, drawings, or monumental works by a person or organization that functions as a record of past events.

4 Results and Discussion

4.2 Results

Before an assessment of the validity and reliability of each statement item of ten employee performance items (Y) and ten items of human resource variables (X), the results of the research, including the results of data analysis, must be verified first. By using data processed through the use of the SPSS 26 program, the following validity and reliability test findings were obtained:

Table 1. Results of Validity Test on Human Resource Quality Variables (X)

Statement Items	r Count	r Table	Information
X1	0.791	0.468	Valid
X2	0.761	0.468	Valid
X3	0.888	0.468	Valid
X4	0.576	0.468	Valid
X5	0.942	0.468	Valid
X6	0.797	0.468	Valid
X7	0.708	0.468	Valid
X8	0.887	0.468	Valid
X9	0.476	0.468	Valid
X10	0.968	0.468	Valid

Source : SPSS 26 Data Processing Results

Table 2. Results of Validity Test on Employee Performance Variables (Y)

Statement Items	r Count	rTable	Information
Y1	0.777	0.468	Valid
Y2	0.902	0.468	Valid
Y3	0.877	0.468	Valid
Y4	0.840	0.468	Valid
Y5	0.843	0.468	Valid
Y6	0.757	0.468	Valid
Y7	0.615	0.468	Valid
Y8	0.766	0.468	Valid
Y9	0.858	0.468	Valid
Y10	0.607	0.468	Valid

Source : SPSS 26 Data Processing Results

Tables 1 and 2 prove that the calculation value is higher than the table r value for each correlation value for both employee performance indicators and human resource quality. Thus, it can be concluded that all the items made about the elements that affect the performance of the employee are valid or accurate.

Table 3. Reliability Test Results of X and Y Variables

No	Variable	Average Results	Criterion
1.	Quality of Human Resources (X)	4,42	Excellent
2.	Employee Performance (Y)	4,21	Excellent

Source : Research 2024

Based on Table 3, the employee performance variable has a Cronbach's Alpha value of 0.923 and the human resource quality variable has a Cronbach's Alpha value of 0.925. Thus, since the statements in this questionnaire have a Cronbach's Alpha (α) score of >0.60 , these statements can be declared reliable.

Independent Variable Analysis Human Resource Quality Variable (X)

Table 4. Recapitulation of the Answer of Each Variable Dimension X

Variable	Dimension	Indicator	Average	Category
Variable X Quality of Human Resources	Personality	Integrity	4,44	Excellent
		Attitude	4,3	Excellent
		Ethics	4,55	Excellent
		Morality	4,55	Excellent
	Average		4,46	Excellent
	Productivity	Quality	4,44	Excellent
	Average		4,44	Excellent
	Creativity	Creativity	4,38	Excellent
	Average		4,38	Excellent
Average Results			4,42	Excellent

Source : Research Questionnaire processed in 2024

As presented in the table above, Human Resource Quality shows diverse results in each dimension and indicator. With the category of Very Good in the X variable Human Resources, the average aggregate indicators and dimensions of all employee respondents was 4.42. Employee respondents provided the moral and ethical personality dimension indicator which has the highest rating of 4.46 in the Very Good category which can be used to improve the quality of human resources. Respondents from Bawaslu personnel who are in the innovation dimension and creative indicators where there are still many obstacles in coming up with new ideas, have the lowest score in the Very Good category, which is 4.38.

Independent Variable Analysis Employee Performance Variables (Y)

Table 5. Recapitulation of the Answer of Each Variable Dimension

Variable	Dimension	Indicator	Average	Category
Variable Y Employee Performance	Internal Factors	Intellectual property	4,35	Excellent
		Work Discipline	4,25	Excellent
		Job Satisfaction	4,33	Excellent
		Work Motivation	4,44	Excellent
	Average		4,34	Excellent
	External Factors	Work Environment	4,44	Excellent
		Compensation	3,72	Good
	Average		4,08	Good
Average Results			4,21	Excellent

Source : Research Questionnaire processed in 2024

Employee performance varies in each dimension and indications, as illustrated in the following table. The Employee Performance Variable Y category of Very Good has an overall

average score of 4.21 based on the responses of all employee respondents reviewed from indicators and dimensions. With the highest score of 4.44 in the Very Good category, employee respondents offer motivation indicators of the internal factor dimension that can improve the quality of human resources. In this case, the employees have been very good at disciplining the time of entry hours, task completion time and job satisfaction, if we reflect on the indicators in work discipline that the employees are ready to apply their daily lives in time discipline and complete tasks on time. On the other hand, respondents who are Bawaslu employees and are included in the category of external factors and compensation indicators obtained the lowest score of 3.72 in the Good category.

Correlation between Variable X and Y Rank Spearman

A statistical application called SPSS 26 is used to process data. It is possible to obtain the correlation values listed below:

Table 6. Results of the Spearman Rank Correlation Test

Correlations			Quality of Human Resources	Employee Performance
Spearman's rho	Quality of Human Resources	Correlation Coefficient	1,000	,830**
		Sig. (2-tailed)	.	,000
		N	18	18
	Employee Performance	Correlation Coefficient	,830**	1,000
		Sig. (2-tailed)	,000	.
		N	18	18

** . Correlation is significant at the 0.01 level (2-tailed).

Based on the results above, it is known that the significance value is 0.000. There was a significant correlation between employee performance and the Human Resource Quality variable, which was indicated by a sig value of $0.000 < 0.05$. The resulting correlation coefficient is 0.830. This shows that there is a correlation effect of 0.830 in the very strong category between the employee performance variable and the human resource quality variable. In the results above, the coefficient number is 0.830 with a positive sign. So, there is only a one-way relationship between the two variables. In a unidirectional relationship, variable Y will increase along with the increase of variable X. Thus, it can be concluded that employee performance will increase along with the improvement of the quality of human resources.

Partial Hypothesis Test (T-Test)

Table 7. Hypothesis Test Results T

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	,335	4,672		,072	,944
	Quality of Human Resources	,953	,104	,916	9,138	,000

a. Dependent Variable: Employee Performance

The table (df = 18) is 1.661 (α ; 0.05) and the tcal value of 9.138 is revealed by the t-test findings. This indicates that H_a accepted H_0 rejected when $t_{count} \geq t_{table}$. This is shown in the performance of employees is significantly influenced by the quality of human resources in Bogor Bawaslu Regency.

Coefficient of Determination

The results of the determination coefficient test are as follows:

Table 8. Determination Coefficient Test Results (R2)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,916 ^a	,839	,829	2,153

a. Predictors: (Constant), Quality of Human Resources

The t-test produced a ttable (df=18) of 1.661 (α ; 0.05) and a t-count value of 9.138. This signifies that H_a is accepted and H_0 is rejected when $t_{hitung} \geq t_{table}$. This is shown in the performance of employees is significantly influenced by the quality of human resources of Bogor Bawaslu Regency.

4.3 Discussion

The findings of this study show that the performance of employees in the Bogor Regency Bawaslu is significantly influenced by the varying quality of human resources. The progress and efficiency of employees in doing their work will have a significant impact on their performance. This means that Bogor Regency Bawaslu employees will have better performance and be more productive and efficient in their work if the quality of their human resources is improved.

A person's knowledge, skills, and talents applied in providing professional services shape the quality of their human resources. With the greatest enthusiasm, highly skilled human resources are able to produce assessments that are not only comparative but also generatic, inventive, and creative. This is also in accordance with the findings of interviews conducted by the author on human resources and organizational staff of Bogor Regency Bawaslu members. He answered the following questions:

4.3.1 How Does the Quality of Human Resources Affect Employee Performance in the General Election Supervisory Agency?

The results of the t-test indicate that employee performance is significantly influenced by the human resource quality variable. The results of the hypothesis test of the t test show this; $t_{count} \geq t_{table}$, indicating that H_a is accepted and H_0 is rejected. The significance value of the calculation on the human resource quality variable was 9,138 and the ttable (df = 18) was 1,661 (α ; 0.05).

The findings of this study support the hypothesis of Mangkunegara AP which states that the human resources of an organization are very important. Thus, high-quality human resources can produce high-caliber employee performance. If workers perform well, the institution may be able to achieve its goals. This is further strengthened by the author's conversation with HR employees and the Bogor Regency Bawaslu Organization who delivered the following statement:

"Because the performance of employees in completing the tasks given can be greatly affected by the quality of human resources, we often face challenges in completing a much higher workload than usual when human resources are insufficient. This can lead to higher pressure, burnout, and even a decrease in the quality of employee work. In addition, labor shortages often mean that we have to work with limited resources in terms of equipment and personnel. This may interfere with our ability to get the job done quickly and efficiently. For

example, we cannot complete work according to standards or on time if we do not have enough personnel or equipment." Based on the response of one of the employees, employee performance is greatly influenced by the quality of human resources, and the problem of lack of human resources further exacerbates the already heavy workload faced by Bogor Regency Bawaslu employees.

5 Conclusion

The results of the description and tables regarding the Analysis of Human Resource Quality on Employee Performance at the Bogor Regency Bawaslu are compiled as a consequence of this research and analysis. Here's the conclusion:

Based on the data, this has been done well, in the score ranking of 4.42 in the very good category, based on the data contained from the respondents' answers through a questionnaire that utilizes the theory of the Quality of Mangkunegara A.P. Human Resources with an average score rating of 4.46, the personality factor gives the highest score. Employee performance will be good if abundant human resources are available at the election supervisory body. Workers can help their coworkers to be more productive and efficient. Regarding respondents' responses to the personality dimension of the attitude indicator, the lowest average score was 4.3 which belongs to the "very good" group. The maximum availability of human resources in the general election supervisory body makes employee performance maximized. Employees can help their fellow colleagues to be more effective and efficient. Regarding respondents' responses to the personality dimension of the attitude indicator, the lowest average score was 4.3 in the "very good" group.

Based on data with an average score of 4.21 in the very good category, the performance of employees at the Bogor Regency General Election Supervisory Agency has been carried out well, based on data contained from respondents' answers using a questionnaire using Muhamad Busro's theory. In the answers of respondents with employee performance variables, the highest score was in 2 dimensions, namely the dimension of internal factors with motivational indicators and in the dimension of external factors with work environment indicators with a score of 4.44 with the category of very good. Meanwhile, the respondent's response whose lowest score on the employee performance variable was in the dimension of external factors, in the compensation indicator was included in the good category, with a score rating of 3.72.

Based on the results of the spearman rank correlation study, there is a correlation coefficient of 0.830 between employee performance and the quality of human resources. Thus it can be concluded that there are various influences, some of which fall into the category of Very Strong with positive associations, suggesting that there is only one direction of relationship between employee performance and the caliber of human resources. Meanwhile, the t_{table} ($df = 18$) is 1.661 ($\alpha: 0.05$) and the t -count value of 9.138 is obtained by the t -test formula. The fact that t_{count} is less than or equal to t_{table} indicates that H_a is accepted H_0 is rejected. This indicates that the performance of employees in the election supervisory agency is greatly affected by high-quality human resources. The test results compared the performance of employees at the Bogor Regency General Election Supervisory Agency and the quality of human resources with a sample of 18 respondents in a population of 18 people. Meanwhile, the determination coefficient (R^2) of this study for the interaction between the quality of human resources (X) and the employee performance variable (Y) was 0.839. This states that 83.9% of the variation in employee performance is due to the influence of independent variables, namely the quality of human resources.

Acknowledgment

Thank you very much to the Bogor Regency Bawaslu Agency for facilitating me well to obtain relevant data and sources so that I can complete my thesis well.

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