The Influence of Facilities and Competencies on The Performance of The State Civil Apparatus of North Langowan District Office

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Abstract. This research aims to test whether there is a correlation and influence between: a) Facilities (X1) and Performance (Y); b) Competency (X2) and Performance (Y); c) Facilities (X1) and Competence (X2) simultaneously with Performance (Y). The research method used was a quantitative method with a total of 30 respondents. Data analysis used the SPSS IBM 24 program. The results showed that there was a correlation between 1) Facilities (X1) and performance (Y), 2) competence (X2) and performance (Y) and, 3) Facilities (X1) and competence (X2) simultaneously with the performance of (Y) State Civil Apparatus North Langowan District Office. Then the test results to find the significance of the influence, obtained the results that 1) there is no significant influence between Facilities (X1) on Performance (Y), 2) Competence (X2) has a significant effect on Performance (Y), and 3) Facilities (X1) and Competency (X2) simultaneously influences the Performance (Y) of the State Civil Apparatus of North Langowan District Office.

Keywords. Facilities, Competence, Performance, State Civil Apparatus

1. Introduction

Performance is the implementation of the plan that has been prepared. Performance implementation is carried out by human resources who have the ability, competence, motivation and interests. Every person who works is expected to achieve high performance, performance as a result of activities that can be measured and standardized [1].

Performance success is very dependent and determined by several aspects in carrying out work, including role clarity, level of competence, environmental conditions, and other factors such as values, culture, preferences, rewards and recognition. The international article entitled Influence of Training, Competence and Motivation on Employee Performance by Subari and Riady (2015) writes about employee performance with independent variables, namely training, competency and motivation [2].

Law Number 5 Article 21 of 2014 concerning State Civil Apparatus, Civil Servants' rights are: (1) Salary, allowances and facilities (2) Leave (3) Pension and old age security (4) Protection (5) Competency development. In the Minister of Home Affairs Regulation number 7 of 2006 concerning Standardization of regional government work facilities and infrastructure,
it is explained that in order to improve the performance and smooth implementation of regional government tasks in an efficient and effective manner, it is necessary to organize work facilities and infrastructure; and Whereas regional government work facilities and infrastructure are important factors in supporting the implementation of government administration and development in the region, so that standardization of work facilities is needed [3].

Regarding public services in North Sulawesi, none of the 15 regencies/cities have entered the green zone. This is in accordance with the compliance assessment evaluation from the Republic of Indonesia Ombudsman Representative of North Sulawesi. In order to encourage all regional governments to enter the green zone regarding public services, the Ombudsman asked for assistance from the Governor of North Sulawesi Olly Dondokambey SE to bring together regents and mayors throughout North Sulawesi to discuss the results of the assessment of the level of public service compliance in 2022. Governor Olly immediately followed up on the Ombudsman's hopes, by holding a meeting with regents and mayors throughout North Sulawesi, Friday (10/3/2023) in the C. J. Rantung Room, North Sulawesi Governor's Office, Manado City. "There are several efforts that we must carry out in order to realize this mission, namely improving the quality of public services, preventing administrative malfeasance through fulfilling service standards, fulfilling facilities, increasing the competence of service providers and improving the quality of complaint management at each regional apparatus," he said.

Fulfilling facilities and increasing competence should be carried out in order to improve public services in Sulawesi Province, Minahasa Regency, especially in the North Langowan District Head Office. Facilities means everything that can be used as a facilities and for certain purposes. Tables, chairs, shelves and so on are tools that are often used, the presence of various equipment can facilitate the implementation of tasks so that it will improve performance and speed up the achievement of a goal.

Apart from facilities, competence is also a factor that influences performance [4]. Currently, Government Agencies, both the Central Government and Regional Governments, are working hard to improve these services in various ways, including providing comfortable service rooms, creating community service innovations that make things easier, and providing consultation and complaint facilities both directly and through electronic media. One aspect that plays an important role in improving Public Services is the existence of State Civil Apparatus (ASN) who have adequate qualifications and competencies in providing services to the community [5].

From a survey conducted by ASN researchers at the North Langowan District Office, their performance has not yet reached maximum performance, due to the lack of work facilities such as computers and printers, so ASN have to queue to use these work facilities, resulting in the production of letters being delayed. And the lack of competency of ASN with a lack of training or guidance regarding tasks from the Regency level in an effort to increase competency, there are even still ASN who cannot use technology and other applications even though ASN have to work providing services in the District which consists of 8 Villages, namely Walantakan Village, Desa Taraitak, Taraitak Village One, Toraget Village, Tempang Village, Tempang Two Village, Tempang Tiga Village and Karumenga Village.Dari masalah diatas penulis tertarik untuk lebih mengetahui bagaimana pengaruh sarana dan kompetensi terhadap kinerja Aparatur Sipil Negara di kantor pada Kantor Camat Langowan Utara.

Departing from this description, the author is interested in conducting research entitled "The Influence of Facilities and Competencies on the Performance of the State Civil Apparatus (ASN) of the North Langowan District Head Office" with the aim of testing whether there is a correlation and influence between: a) Facilities (X1) and Performance (Y ); b) Competency
2. Literature review

**Human Resource Management Concept**

In practice, state administration is also related to management. The English word "management" comes from several languages such as: 1) Latin, namely "managiere" which means to do, carry out, take care of something (Tanhowi, 1983)[6]; 2) In Italian, "maneggiare" means to train a horse or literally means to control = to handle (Silalahi, 1989) [7]; 3) French, namely "manege" or "manage" means the act of guiding, leading, driving, taking care of, commanding and the word manage also means "horse training place", "horse taming" (Atmosudirdjo, 1986) [8]; 4) In English itself the term is known as "management" whose infinitive form is "to manage" which means to handle, control, dominate, take care of, complete something (Atmosudirdjo, 1986).

If you pay close attention to the activities contained in the term from the origins of management mentioned above, namely: carrying out, implementing, managing, controlling, guiding, leading, driving, commanding, training, mastering and completing apparently have similarities with the activities contained in the term "managing" or "arranging" which are administrative activities. So, it is natural that there are views from some experts who equate the terms administration with management.

Human resources are one of the resources in an organization that plays an important role in the successful achievement of an organization's goals [9]. Humans always play an active role and are always dominant in every organizational activity, because humans are the planners, actors and determinants of the realization of organizational goals. The success or failure of an organization in carrying out its tasks and functions depends on the capabilities of its human resources. The larger an organization, the greater the workforce required and the more complex the problems faced will be, because every human being has different behavior, thought patterns and interests. Therefore, so that work activities can be appropriate and in line with the company's goals, it is very necessary to regulate the workforce. To get workers who are suitable for the company, organization and attention to the workforce is also needed. In this case, the role of human resource management is highly demanded as special management to manage problems related to human production factors with all their activities in a company so that they can work effectively and efficiently.

According to Widodo (2015:2) explains that "Human resource management is a process that includes evaluating HR needs, finding people to meet those needs, and optimizing the utilization of these important resources by providing intensive and appropriate assignments, to suit the needs and goals and objectives of the organization where the HR is located" [10]. Meanwhile, according to Marwansyah in Dilapanga et al. (2023) argue that "Human resource management can be interpreted as the utilization of human resources within an organization, which is carried out through the functions of human resource planning, recruitment and selection, human resource development, career planning and development, providing compensation and welfare, safety and occupational health, and industrial relations" [11].

**Concept of State Civil Servant Performance**

Based on its etymology, performance comes from the word performance. Performance comes from the word "to perform" which has several entries; (1) Entering, carrying out, carrying out (2) fulfilling or carrying out the obligations of a vow; (3) Describe a character in a game (4)
Armstrong (1994) in Masengi et al. (2023) clarify performance measures as follows: 1) Money measures, used to measure maximum income and minimum expenditure; 2) Time measures, showing performance with work time schedules and work speed; 3) Measures of impact, including achievement of standards, changes in behavior (colleagues, staff and customers), physical work complement and level of service acceptance; 4) Reaction, shows how other people evaluate the worker and is therefore less objective. Reactions can be measured by ratings by colleagues, customers or analysis of complaints [13].

Selim and Woodward (in the book Nasucha, 2004) write that there are five basic criteria for public sector performance, namely: 1) Service Volume, which shows how much service is provided; 2) Economy, which shows whether the costs used are cheaper than planned; 3) Efficiency, which shows the comparison of the results that should be with the results achieved; 4) Equity, which shows the level of potential fairness of the resulting policy [14].

According to Hersey, Blanchard and Johnson in Kairupan and Mandagi (2019) there are 7 performance indicators, namely Goals, Standards, Feedback, Tools and Facilities, Competencies, Motives and Opportunities [15].

Facilities Concept
According to the Minister of Home Affairs Regulation Number 7/2006 Chapter I Article 1B states that, work facilities are facilities that directly function to support the regional government administration process in achieving set targets, including office space, work equipment and official vehicles. Meanwhile, according to Sri Mulyani (2008), facilities are anything that is used as a tool to achieve aims and objectives, facilities are more indicated for moving objects such as computers and machines. According to Arikunto & Yuliana (2012), facilities are anything that can make business easier and smoother, in the form of objects or money.

According to Minister of Home Affairs Regulation Number 7 of 2006 Chapter II, the arrangement of regional government work facilities is carried out based on the principles of orderliness, fairness, transparency, efficiency and effectiveness, benefits, safety, welfare, propriety and accountability, as well as paying attention to regional financial capabilities [16].

Competencies Concept
According to Brian E. Becher, Mark Huslid and Dave Ulrich (in Supit and Lumingkewas, 2023) Competency is knowledge of skills, abilities or individual personal characteristics that directly influence job performance [17]. According to Mc. Aslan in Supit (2023) competence is the knowledge, skills and abilities that a person has or has achieved which is part of himself, so that he can carry out certain cognitive, affectional and psychomotor behavior performances [18].

Competency is the ability to carry out or carry out a job or task that is based on skills and knowledge and is supported by the work attitude required by the job (Wibowo in Komara, 2019) [19]. Thus, competency shows skills or knowledge that are characterized by professionalism in a particular field as the most important thing, as superior in a particular field, with the indicators being Knowledge, Skills and Attitudes.

In this research, the indicators used are in accordance with Gordon's theory (in Setiabudi and Anggraini, 2021), namely knowledge, understanding, skills and attitudes [20].
Research Framework

![Figure 1. Research Framework: Facilities (X1), Competence (X2), Performance (Y)](image)

3. Method

The research method that will be used in this research is a quantitative survey method. Where statistical test calculations are the basis for the high and low levels of a variable, the existence of a correlation or influence between the variables to be studied. This research aims to test the proposed hypothesis by describing and analyzing the correlation between existing variables, namely to test the influence of certain variables on the performance of ASN at the North Langowan sub-district office. The research instrument was a questionnaire distributed to 30 respondents. This research uses the SPSS IBM 24 program to help process and analyze research data.

4. Result and discussion

4.1. Data Calculation Results Through Descriptive Statistics

There were 10 questions regarding facilities for ASN at the North Langowan District Office given to research respondents. The score is measured with a numerical value from 1 to 5. The highest ideal score is 50 and the lowest ideal score is 25. The calculation uses the IBM SPSS Version 24 tool. Based on the calculations, the collected data on facilities at the sub-district office shows that the minimum score is 33 and the maximum is 46. In accordance with the t table 2.364 (0.01). Therefore, by looking at the trend of emergence and the mean of 40.57, the value of ASN Facilities at the Langowan District Office.

There were 10 questions regarding ASN competency at the North Langowan District Office given to research respondents. The score is determined by numbers from 1 to 5. Therefore, the highest ideal score is 50 and the lowest ideal score is 25. The calculation uses the IBM SPSS Version 24 tool. Based on the calculations, the collected data on facilities at the sub-district office shows that the minimum score is 30 and the maximum is 45. In accordance with the t table 2.364 (0.01). Therefore, by looking at the trend of emergence and the mean of 36.2, the ASN Competency score at the North Langowan District Office, Minahasa Regency was found to be a valid result.

There were 10 questions regarding ASN performance given to research respondents. The score is determined by a numerical value from 1 to 5. The highest ideal score is 50 and the lowest ideal score is 25. The calculation uses the IBM SPSS Version 24 tool. Based on the calculations, the collected data on ASN performance at the sub-district office shows that the
minimum score is 30 and the maximum is 42. In accordance with the t table 2.364 (0.01). Therefore, by looking at the trend of emergence and the mean of 35.1, the ASN Performance score at the North Langowan District Office, Minahasa Regency was found to be a valid result.

4.2. Testing Requirements Analysis
Performance Variable Normality Test (Y)

From the results of the data normality test based on the results of the K-S analysis, the significance value \( Y = 0.187 \) at the \( \alpha = 0.05 \) level was obtained. From these results it is known that the Sig value > \( \alpha \), so H0 is accepted and Ha is rejected. Thus it can be concluded that the ASN Performance variable data at the North Langowan District Office comes from a normally distributed population.

<table>
<thead>
<tr>
<th>Tests of Normality</th>
<th>Kolmogorov-Smirnov(^a)</th>
<th>Shapiro-Wilk</th>
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<tbody>
<tr>
<td></td>
<td>Statistic</td>
<td>Df</td>
</tr>
<tr>
<td>Y</td>
<td>0.133</td>
<td>30</td>
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<td></td>
<td>a. Lilliefors Significance Correction</td>
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Facilities Variable Normality Test (X1)

From the results of the data normality test based on the results of the K-S analysis, the significance value \( Y = 0.200 \) at the \( \alpha = 0.05 \) level was obtained. From these results it is known that the Sig value > \( \alpha \), so H0 is rejected and Ha is accepted. Thus, it can be concluded that the variable data for ASN facilities at the North Langowan District Office comes from a normally distributed population.

<table>
<thead>
<tr>
<th>Tests of Normality</th>
<th>Kolmogorov-Smirnov(^a)</th>
<th>Shapiro-Wilk</th>
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<tr>
<td></td>
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<tr>
<td>X1</td>
<td>0.109</td>
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<td></td>
<td>a. Lilliefors Significance Correction</td>
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Competency Variable Normality Test (X2)

From the results of the data normality testing based on the results of K-S analysis, a significance value of \( Y = 0.29 \) was obtained at the \( \alpha = 0.05 \) level. From these results it is known that the Sig value > \( \alpha \), so H0 is rejected and Ha is accepted. Thus, it can be concluded that the ASN Competency variable data at the North Langowan District Office comes from a normally distributed population.

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<thead>
<tr>
<th>Tests of Normality</th>
<th>Kolmogorov-Smirnov(^a)</th>
<th>Shapiro-Wilk</th>
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<tr>
<td></td>
<td>Statistic</td>
<td>Df</td>
</tr>
<tr>
<td>X2</td>
<td>0.169</td>
<td>30</td>
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<td></td>
<td>a. Lilliefors Significance Correction</td>
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4.3. Significance and Linearity Test

The linearity test is carried out to test whether there is a direct correlation between the independent variable (X) and the dependent variable (Y) and to find out whether there is a change in variable X followed by a change in variable Y. This test is carried out by calculating the F value. If the calculated F value is < If the F table is at a significance level of 5%, it is stated that the data regression line is linear. If the calculated F value > F table then it is stated that the data regression line is not linear. To determine the linearity correlation, it was tested using IBM SPSS Version 24 software.

The Correlation between Facilities and ASN Performance at the North Langowan District Office

<table>
<thead>
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<th>Model Summary</th>
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<td>Model</td>
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<td>1</td>
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a. Predictors: (Constant), Facilities

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<th>ANOVAa</th>
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<td>Model</td>
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<tr>
<td>Regression</td>
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<tr>
<td>Residual</td>
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<tr>
<td>Total</td>
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</table>

a. Dependant Variable: Performance
b. Predictors: (Constant), Facilities

Figure 2. Simple Regression Results for Facilities on ASN Performance at the North Langowan District Office

R square is a value that shows how much the independent variable influences the dependent variable. R squared is a number ranging from 0-1 which indicates the magnitude of the combination of independent variables that together influence the dependent value. There are three groupings in the R square value, namely the strong category, moderate category and weak category (Hair et al, 2011). Hair at al states that an r square value of 0.75 is included in the strong category, an r square value of 0.50 is included in the moderate category, an r square value of 0.25 is included in the weak category.

Based on the image above, the R value is displayed which is a symbol of the correlation coefficient value. In the picture above the correlation value is 0.636. This value can be interpreted to mean that the correlation between the two research variables is in the moderate category. Through this table, the R Square value or coefficient of determination (KD) is also obtained which shows how good the regression model formed by the interaction of the independent variables and the dependent variable is. The KD value obtained is 0.404 which can be interpreted that the independent variable X1 has a contribution of 40.4% to variable Y and the other 59.6% is influenced by other factors outside variable X1.

The second table in the figure above is used to determine the level of significance or linearity of the regression. The criteria can be determined based on the F test or Significance value test (Sig.). The easiest way is with the Sig test, provided that if the Sig. < 0.05, then the regression model is linear, and the opposite applies. Thus the results obtained according to the
results in the table above obtained the Sig value. = 0.00 which means > significant criteria (0.05), thus the regression equation model based on research data is significant, meaning that the linear regression model meets the linearity criteria, thus it can be concluded that there is a significant correlation between Facilities (X1) and ASN Performance (Y) at the North Langowan District Office.

The Correlation between Competency and ASN Performance

<table>
<thead>
<tr>
<th>Model Summary</th>
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<tr>
<td>Model</td>
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<tr>
<td>1</td>
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<tr>
<td>a. Predictors: (Constant), Competency</td>
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<th>ANOVA a</th>
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<tbody>
<tr>
<td>Model</td>
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<tr>
<td>Regression</td>
</tr>
<tr>
<td>Residual</td>
</tr>
<tr>
<td>Total</td>
</tr>
<tr>
<td>a. Dependent Variable: Performance</td>
</tr>
<tr>
<td>b. Predictors: (Constant), Competency</td>
</tr>
</tbody>
</table>

Figure 3. Simple Regression Results for Competency on ASN Performance at the North Langowan District Office

Based on the picture above, the first table displays the R value which is a symbol of the correlation coefficient value. In the results above the correlation value is 0.898. This value can be interpreted to mean that the correlation between the two research variables is in the strong category. Through this table, the R Square value or coefficient of determination (KD) is also obtained which shows how good the regression model formed by the interaction of the independent variables and the dependent variable is. The KD value obtained is 80.7% which can be interpreted that the independent variable X2 has a contribution of 80.7% to variable Y and the other 18.3% is influenced by other factors outside variable X2.

The second table is used to determine the level of significance or linearity of the regression. The criteria can be determined based on the F test or Significance value test (Sig.). The easiest way is with the Sig test, provided that if the Sig. < 0.05, then there is an influence of Competency (X2) on Performance (Y), and vice versa. Thus the results obtained are in accordance with the results in the table above that the Sig. = 0.00, which means > significant criteria (0.05), thus the regression equation model based on research data is significant, meaning that the linear regression model meets the linearity criteria, thus it can be concluded that there is a significant correlation between Competency (X2) and ASN Performance (Y) at the North Langowan District Office.
Simultaneous Correlation between Facilities and Competencies on ASN Performance at the North Langowan District Office

Based on table 4.7, it displays the R value which is a symbol of the correlation coefficient value. In the table above the correlation value is 0.901. This value can be interpreted to mean that the correlation between the two research variables is in the very strong category. Through this table, the R Square value or coefficient of determination (KD) is also obtained which shows how good the regression model formed by the interaction of the independent variables and the dependent variable is. The KD value obtained is 81.2% which can be interpreted as meaning that the independent variables X1 and the dependent variable is. The KD value obtained is 81.2% which can be interpreted as meaning that the independent variables X1 and

The table above is also used to determine the level of significance or linearity of the regression. The criteria can be determined based on the F test or Significance value test (Sig.). The easiest way is with the Sig test, provided that if the Sig. < 0.05, then the regression model is linear, and the opposite applies. Thus the results obtained according to the results in the table above obtained the Sig value. = 0.00, which means < significant criteria (0.05), thus the regression equation model based on research data is significant, meaning that the linear regression model meets the linearity criteria. Thus, the correlation between facilities and competence together on performance is significant.

Multiple Linear Regression Analysis

Table 4. Multiple Linear Regression Analysis Test Results

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Std. Error</td>
</tr>
<tr>
<td>1</td>
<td>(Constant)</td>
<td>13.914</td>
</tr>
<tr>
<td></td>
<td>Facility</td>
<td>.075</td>
</tr>
</tbody>
</table>
Competence | .664 | .087 | .980 | 7.638 | .000

a. Dependent Variable: Performance

Based on the results of the coefficient analysis above, a regression equation was created:

\[ Y = a + b_1X_1 + b_2X_2 + e \]

\[ Y = 13,914 + 0.075 X_1 + 0.064 X_2 + e \]

Obtained \( a = 13,914 \) meaning that without the facilities variable and competency variable, performance is reduced to 13,914 units.

**Effect of Facilities (X1) on Performance (Y)**

\( b_1X_1 = 0.075 \), this means that if variable \( X_1 \) increases by 1 unit, variable \( Y \) decreases by 0.075 units. The Sig value also obtained is 0.408, which is greater than \( \alpha = 0.05 \), so it is not significant, meaning that variable \( X_1 \) has no significant effect on performance.

**Influence of Competency (X2) on Performance (Y)**

\( b_2X_2 = 0.664 \), this means that if variable \( X_2 \) increases by 1 unit, then variable \( Y \) will increase by 0.664 units. The obtained Sig value of 0.000 is smaller than \( \alpha = 0.005 \), meaning that the influence of \( X_2 \) on \( Y \) is very significant. Or the influence of competence on performance is very significant.

**Influence of Facilities (X1) and Competencies (X2) on Performance (Y)**

**Figure 5. Results of the Coefficient of Determination Test and Anova Test on the Simultaneous Effect of X1 and X2 on Y**

The CD value obtained is 81.2% which can be interpreted as meaning that the independent variables \( X_1 \) and \( X_2 \) in the table above, the Sig value is obtained. \( \leq 0.00 \) which means < significant criteria (0.05), thus the regression equation model based on research data is
significant. Thus, the correlation between facilities and competence together on performance is significant.

5. Conclusion

Based on the results of data analysis and the descriptions that the researcher has described, the following conclusions can be drawn:

1) There is a correlation between facilities (X1) and performance (Y), competency (X2) and performance (Y) and there is a correlation between facilities (X1) and competency (X2) simultaneously with the performance (Y) of ASN North Langowan district office.

2) There is no significant influence of the means variable (X1) on performance (Y); there is a significant influence of the competency variable (X2) on performance (Y) and there is a significant influence of the facilities (X1) and competency (X2) variables simultaneously on the performance of ASN North Langowan district office.

In line with previous research, a lack of facilities and competency will have an impact on reducing employee performance and vice versa, if the facilities are adequate and ASN competency is appropriate, it will increase the performance of ASN North Langowan district office.

References


