Analysis of Employee Performance Productivity Factors

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Abstract. This study aims to examine the relationship between the quality of human resources & professionalism on the productivity of employee performance at PT Kharisma Group Semarang. The total population in this study was 83. The sample in this study were 83 employees of PT Karisma Group. In this study using a total sampling technique, ie the entire population is used as a sample. The method used in collecting data in this study is by distributing questionnaires to respondents. In analyzing the data using the SPSS program. The results of this study revealed that there was a significant effect of the variable quality of human resources and professionalism on the productivity of employee performance at PT. Kharisma Group Semarang. In the R Square test, a value of 0.193 was obtained, which means that the existence of the independent variable was able to affect the dependent variable by 19.3% while the rest was

Keywords: HR Quality, Professionalism, Commitment, Performance

Introduction

Employee performance is essentially the output obtained from a series of activities originating from both internal and external factors. All companies have a vision for the future that they want to achieve, of course in achieving this vision the company must mobilize all the resources within it for the purposes of achieving this goal. The most important thing is to optimize the performance of existing human resources that are able to support the needs of the organization (Handoko, 2008). And therefore the existence of human resources is an important factor in supporting the achievement of organizational goals.

PT Kanzu Ppermai Abadi (KANPA) is a company operating in the construction sector which has experience handling various construction projects, including construction, renovation, remodeling, and interior design. The main focus of contractor services in the Demak area is high quality construction and customer satisfaction. This company was founded in 2002 with its first project, namely creating a housing complex called Bukit Asri 1 covering an area of 2 hectares located in West Ungaran sub-district, Semarang Regency. Then in 2006 another housing complex was opened called Bukit Asri 2 covering an area of 3 hectares. And in 2018 the company developed the Bukit Asri 4 housing business. The aim of PT. KANPA is a company operating in the construction services sector to provide development services. With the large number of users of construction services, companies indirectly experience a backlog in the scope of work which includes, a.) efforts to provide construction workers, including labor, distribution, construction materials, heavy equipment. b.) Supporting businesses include consultations related to construction, work, maintenance of construction equipment and technological development of equipment that supports work. However, in a phenomenon based on so many jobs, PT KANPA still lacks quality human resources, inadequate vehicles and infrastructure, and also a lack of technicians in the field who are competent in their fields. To provide services to construction service users, PT KANPA collaborates with other regulatory bodies, for example contractors, other companies with the aim of ensuring that service quality is achieved quickly and provides satisfaction to service users.

Based on existing problems, organizations have quite a big influence on employee performance. An organization's ability to accommodate employees is very necessary, especially for large numbers of employees. If employee commitment to the organization is high, the employee's performance can also increase so that the company's performance will react positively. Employees who feel loyal to the organization will provide better performance. Thus, organizational commitment can mediate in producing maximum performance.

In optimizing HR productivity within the company, several things related to increasing productivity are needed, including HR quality, professionalism, and a shared commitment to achieving shared goals. HR in a company is said to have good quality if HR is able to complete the work that is currently assigned to them or in other words they are able to complete the work that is their responsibility. (Aisyah, 2015). Human resources are able to complete the work they are responsible for if they have experience and continuous training. If employees are not qualified, it will affect their performance productivity which will result in output that does not meet the target.

One of the factors that influences employee performance apart from the quality of human resources is professionalism. Every employee is encouraged to be able to have professional behavior at work so that they can optimize the skills, time, energy, knowledge and resources they have according to the field they are working in, as a result this will have an impact on the employee's performance. The definition of professionalism is a term that refers to the mental behavior of building commitment within members of a profession to continuously realize and improve their professional quality (Anwar Prabu Mangkunegara, 2006).

Another factor that influences performance is commitment. Qualified & professional employees must have a commitment to their organization. Employees promise themselves to be able to advance the organization in order to achieve a goal by providing the best possible performance in today's competitive world, because commitment is also an individual's attachment to an organization. Commitment in an organization is a situation where an employee takes sides in the organization & its goals, and intends to maintain membership in that organization (Robbin & Judge, 2015). Using high commitment in a company will increase good performance in that company.

Literature and Research Results
Quality of HR
"The quality of human resources is the ability of employees to carry out the inspection process which is seen from a person's skills (Mangkunegara. A.A.A.P, 2007), educational background, requirements that must be followed to be able to carry out the inspection process. training on professional issues and socialization of changing regulations. Human resources can be said to be of quality when they have the ability to carry out the authority and responsibilities given to them. Human resources can be said to be of quality when they have the ability to carry out the authority and responsibilities given to them, armed with sufficient education, training and experience. (Eko, 2015). Quality human resources make it possible to bring all the main business interests into focus, such as reducing costs, increasing productivity, good cooperation, smooth communication (Gerhana, W., Rezti, R., & Wasis, 2019)".

Meanwhile, according to Porter in (Gerhana, W., Rezti, R., & Wasis, 2019), States that the quality of human resources is the level of expertise of human resources in carrying out an activity/task which originates from education and experience. skills. health, and an optimal outlook on work life as a result can be used as a driving force for companies to be able to compete.

"Based on the opinions of these experts, it can be concluded that the quality of human resources is someone who is able to carry out the tasks assigned and the responsibilities given to him by having the educational background, skills and experience to support the tasks and responsibilities that will be carried out so that the company is able to compete. ".

HR quality is a person's knowledge, skills and abilities that can be used to produce professional services. Human resource quality indicators can be measured using the following theory (Agus Dharma, 2014):
1. Productivity
2. Attitude and behavior
3. Communication
4. Connection

Professionalism
Professionalism according to (Amaliyyah, Y. K., Nurhajati, N., & Khalikussabir, 2021) is the most important pillar in an organization, because here it is a parameter of HR's skills in carrying out a job which is their responsibility to complete the job as well as possible. Ability & expertise in the application of tasks so that they are realized using high quality, at the right time, carefully & using mechanisms that are easy for customers to understand & follow (Aisyah, 2015).

The definition of professionalism is a term that refers to the mental attitude in forming commitment from members of a profession to continuously realize and improve their professional quality (Anwar Prabu Mangkunegara, 2006).

"Professionalism is reliability and expertise in carrying out tasks so that they are carried out with high quality. Based on the description of these characteristics, indicators of employee professionalism can be measured through (Sedarmayanti, 2015):"
1. Competence
2. Effectiveness
3. Responsibility

Organizational Commitment

In the business world, human resource management is a very complex factor in creating competitive advantage. Commitment from within employees is a hope for all companies, because companies think that if all employees have a commitment to the organization then they will be able to use all their abilities to work to achieve common goals. And organizations even dare to spend quite a lot of money just to foster a sense of employee commitment to the organization, starting from hiring tutors to motivate and train employees to providing bonuses and career advancement for employees who are rated well at work.

Organizational commitment can be interpreted as an employee's attitude to remain in the organization and be involved in efforts to achieve goals. It was further explained that a sense of commitment to the company organization involves 3 factors, namely analyzing the company's targets, a feeling of being involved in all activities within the organization, a feeling of wanting to work wholeheartedly optimally (Gibson, James., L., Jhon M., Ivancevich., dan H., Donnelly., 2008).

Basically, all employees in an organization have different characters and behaviors depending on how much they feel committed to the company they own. Employees who have a great sense of commitment to their company will tend to improve their performance to be more effective and efficient. So that in the end employees who have a sense of commitment are able to support the successful achievement of company goals and create a competitive advantage for the company.

An employee's sense of commitment to the organization is a feeling of partiality that an employee shows towards the organization where they work. The following are indicators of commitment according to (Robbin & Judge, 2015):

1. Strong belief in a career
2. Level of involvement on company issues
3. The feeling of being part of the company

Employee performance

For the development stage, the company will usually compare the employee's past performance gains to the employee's current performance gains. This is done in order to get an idea of the progress related to the productivity of the employee's performance, whether during their work they have developed or not or have experienced a setback from these findings, various ways can be used so that the performance of the employee can increase according to what is expected by the organization. (Amaliyyah, Y. K., Nurhajati, N., & Khalikussabir, 2021).

All companies without exception want to have human resources who have good knowledge and skills to support their performance within the company. Companies are sometimes willing to sacrifice a lot of costs just to improve the capabilities and skills of their HR work. The importance of the existence of HR and the complexity of HR management has resulted in companies building talent management whose job is only to develop and improve employees and look for potential employees to fill strategic positions. The hope is that if employees have knowledge and skills that support their work, they will be able to create efficiency and effectiveness in the world of work which will ultimately increase company productivity.

Performance productivity is basically the output obtained by employees at work, more specifically, it is a series of productive activities within company management that involve all existing resources in producing output in the form of goods and services. (Sedarmayanti, 2015). Employee performance is a description of a series of activities to achieve a goal set by the company. Employee productivity is the output produced by employees while they work in creating effectiveness and efficiency. The indicators for employee productivity include:(Agus Dharma, 2014)

1. The quantity produced
2. The quality of the products or services they produce
3. Regarding effectiveness and efficiency in carrying out the work that is their responsibility

Methods

This research is research using a quantitative method which aims to determine the relationship between the independent variable and the dependent variable. This method is used to analyze the influence of HR quality and professionalism on employee performance with commitment as an intervening variable. Researchers chose the location of PT. KANPA because problems were found related to the productivity of employee performance in it."

"The power used in this paper is quantitative data, which was obtained from distributing questionnaires to PT employees. KANPA. A questionnaire is a data collection technique through forms containing questions that are asked in writing to someone to get answers or responses and information needed by the researcher (Mardalis, 2009)."

The population in this study were employees of PT. KANPA, numbering 83 people. Sample collection uses saturated samples. The sampling technique uses total sampling technique, a sampling technique where the number of samples is the same as the population (Sugiyono, 2007).

Results and Discussion
Analysis

To analyze the relationship between independent variables and the dependent variable, testing is needed through multiple regression testing. The results of the SPSS data output are as follows:

Table 1 Model 1 Regression Test Results

Coefficients^a

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	VIF
1	(Constant)	7.424	1.524		4.871	.000		
	HR QUALITY	.064	.089	.080	.712	.479	.868	1.153
	PROFESSIONALISM	.222	.080	.314	2.792	.007	.868	1.153

a. Dependent Variable: COMMITMENT

Based on table 1, it can be seen that the standardized form of regression equation formed is:

Z = 0,080X1 + 0,314X2 +e

The regression coefficient The coefficient is positive between HR Quality and Commitment. If the quality of human resources increases, commitment will also be higher.

Regression coefficient X2 (Professionalism) The positive coefficient between Professionalism and commitment. If the professionalism of PT. KANPA employees increases, the commitment of employees will also be higher.

Table 2 Model 2 Regression Test Results

Coefficients^a

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	VIF
1	(Constant)	8.173	1.752		4.666	.000		
	HR QUALITY	.258	.090	.310	2.850	.006	.862	1.160
	PROFESSIONALISM	.176	.084	.238	2.095	.039	.791	1.265
	COMMITMENT	-.233	.113	-.223	-2.069	.042	.877	1.140

a. Dependent Variable: PERFORMANCE

Based on table 2, it can be seen that the standardized form of regression equation formed is:

Y = 0,310X1 + 0,238X2 - 0,223X3 + e

The regression coefficient X1 (HR Quality) is positive, meaning that if HR Quality increases, Performance (Y) will increase. The coefficient is positive between HR Quality and Performance. If the quality of human resources increases, performance will also be higher.

The regression coefficient The coefficient is positive between Professionalism and Performance. If the professionalism of PT employees. If KANPA increases, employee performance will also be higher.

The regression coefficient Z (Commitment) is negative, meaning that if commitment increases, employee performance at PT KANPA will decrease. The coefficient is negative between Commitment and Performance. If the commitment of PT. If KANPA increases, it has no effect on employee performance.

Table 3 Model 1 T Test Results

Coefficients[a]

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	7.424	1.524		4.871	.000
	HR QUALITY	.064	.089	.080	.712	.479
	PROFESSIONALISM	.222	.080	.314	2.792	.007

a. Dependent Variable: COMMITMENT

Based on the data in the table above, the results of the partial hypothesis test (t test) can be described as follows:

Known Sig value. The influence of HR Quality (X1) on Commitment (Z) is 0.479 > 0.050 and the calculated t value is 0.712 < t table 1.664, so it can be concluded that Ha is rejected, which means that X1 has no effect on Z. HR quality has no effect on employee commitment. that Human Resource Quality is the knowledge, skills and abilities possessed by a person as a form of achievement of a company's targets. Based on the research results above, it also shows that work commitment has no effect on organizational commitment because the company does not prioritize the most important thing, namely loyalty within the company. This is a big hope for the future for PT KANPA to pay more attention to work commitment as well as the quality of human resources because in a company, competent people are really needed, one of which is having skills within oneself.

Known Sig value. The influence of Professionalism (X2) on Commitment (Z) is 0.007 > 0.050 and the calculated t value is 2.792 < t table 1.664, so it can be concluded that Ha is accepted which means there is no influence of X1 on Z. Professionalism influences employee commitment. states that professionalism is the ability and skills demonstrated by HR in completing a job according to procedures and significant effort in completing their responsibilities. With a sense of professionalism that employees have, they will put more effort into completing the work they are currently doing.

Table 4 Model 2 T Test Results

Coefficients[a]

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	8.173	1.752		4.666	.000
	HR QUALITY	.258	.090	.310	2.850	.006
	PROFESSIONALISM	.176	.084	.238	2.095	.039
	COMMITMENT	-.233	.113	-.223	-2.069	.042

a. Dependent Variable: PERFORMANCE

Known Sig value. The influence of HR Quality (X1) on Performance (Y) is 0.006 > 0.050 and the calculated t value is 2.850 < t table 1.664, so it can be concluded that Ha is accepted which means there is an influence of X1 on Y. HR quality influences employee performance. The results of the analysis show that HR quality has a negative effect on employee performance. "Human resource quality is a skill possessed by a person who is responsible for the interests of the organization and has the desire to develop the potential that exists in him and also encourages self-development in his colleagues. The quality of human resources at work is influenced by several factors, one of which is the organization's concern for employee welfare. "So far, PT KANPA has paid little attention to the welfare of its employees, there are no rewards, annual bonuses and there is even no talent management within the organization."

Known Sig value. The effect of Professionalism (X2) on Performance (Y) is 0.039 > 0.050 and the calculated t value is 2.095 < t table 1.664, so it can be concluded that Ha is accepted which means professionalism influences employee performance. This shows that the more employees who have high professionalism within the company, the better the performance of PT KANPA employees will be based on respondents' assessments. Siagian (2009:163) states that professionalism is

reliability and expertise in carrying out tasks so that they are carried out with high quality, at the right time, carefully and with procedures that are easy to understand. "With an attitude of professionalism in working towards each employee, it will foster high performance in employees to be able to complete their work well and on time so as to provide good work results to the company."

Known Sig value. The effect of Commitment (Z) on Performance (Y) is 0.042 > 0.050 and the calculated t value is 2.069 < t table 1.664, so it can be concluded that Ha is accepted which means Commitment has an effect on employee performance. The results of the analysis show that Organizational Commitment has a positive effect on Employee Performance. This shows that the higher the level of employee commitment to the organization, the easier it will be for the company to organize employees to achieve the goals desired by the organization. A person who has a commitment to the company will tend to devote himself to his company, being completely loyal with his sincerity to the company he works for in order to achieve the company's goals. With a high sense of commitment to the company, employees will be determined to provide the best work results for their company.

Table 5 Model 1 Determination Coefficient Test Results

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.351[a]	.123	.101	1.829

a. Predictors: (Constant), PROFESSIONALISM, QUALITY OF HR
b. Dependent Variable: COMMITMENT

"Based on table 6, it can be seen that the coefficient of determination test results in the summary model output from the multiple regression analysis, precisely the R Square column, is 0.101. "So the influence of HR Quality (X1) and Professionalism (X2) on total Performance is 10.1% while the remaining 89.9% is influenced by other variables which are not included in the research variables."

Table 6 Results of Model 2 Determination Coefficient

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.439[a]	.193	.162	1.846

a. Predictors: (Constant), COMMITMENT, QUALITY OF HR, PROFESSIONALISM
b. Dependent Variable: PERFORMANCE

Based on table 7, it can be seen that the coefficient of determination test results in the summary model output from the multiple regression analysis, precisely the R Square column, is 0.162. So the influence of HR Quality (X1), Professionalism (X2) and Commitment (Z) on total Performance is 16.2% while the remaining 83.8% is influenced by other variables not included in the research variables.

Table 7 Sobel Test Results

Description	Ab	Sab	T hitung	T table	Sobel test statistic
Sobel Test 1 HR quality into performance through commitment	0,064	0,258	2,850	1,988	0,69749097
Sobel Test 2 Professionalism to performance through commitment	0,222	0,176	2,095	1,988	1,67213596

From the table above it can be concluded:
Sobel test 1

The calculated t value = 2,850 is greater than the t table 1.988 (n-1.83-1=82) so it can be concluded that there is a mediating influence of commitment in influencing the relationship between HR quality and performance.

Sobel test 2

The calculated t value = 2.095 is greater than the t table 1.988 (n-1.83-1=82) so it can be concluded that there is a mediating influence of commitment in influencing the relationship between professionalism and performance.

Conclusion

Based on the results of research on the influence of HR quality and professionalism on employee performance through commitment as an intervening (Case Study at PT. KANPA) data analysis shows that work quality variables have no effect on employee performance, while professionalism and commitment have an effect on employee performance. This shows that companies need to increase the commitment of these employees to the organization so that professionalism at work can be increased and ultimately they are able to improve their performance within the company.

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