EFFECT OF WORK EXPERIENCE AND EMPLOYEE COMPETENCE IN THE ADMINISTRATIVE FIELD OF EMPLOYEE PERFORMANCE IN GENERAL SECRETARIAT OF MALANG CITY

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Abstract: Employee performance directly has an influence on achieving organizational goals. Therefore, there is a need for good performance management from the organization to ensure the performance of the organization through the factors of work experience and employee competence in the administrative field that employees must have so that employees can carry out their duties so that organizational goals are more easily achieved. The purpose of this study is to describe and test the work experience and employee competency in the field of administration on employee performance. This research uses a quantitative approach with multiple linear regression analysis techniques. The sampling technique used was proportional random sampling, so that a sample of 48 respondents was obtained. The results of the study show that: (1) the average work experience of employees of the General Section Malang City Regional Secretariat is for 16 years, the competence of administrative staff and employee performance is included in the good category; (2) Work experience does not affect employee performance. Competency of administrative staff has a positive and significant effect on employee performance. Work experience and competence of administrative staff simultaneously have a positive and significant effect on employee performance.

Keywords: work experience, employee competency in administration, employee performance

INTRODUCTION

One of the organizational resources that has an important role to achieve the goals of an organization is human resources (Bangun, 2012). The key to the success of an organization is not only the availability of funds and technological excellence, but the human factor has an important role to support the success of an organization. Therefore, organizations need to manage human resources professionally so that there is a balance between the needs of employees and the demands and capabilities of the organization.

Human Resource Management (HRM) is part of organizational management that focuses on human resource elements. Human resource management is an activity of planning, organizing, coordinating, implementing, and supervising procurement, development, remuneration, integration, maintenance, and separation of workforce in order to achieve organizational goals.
Human resource management is needed to improve the performance of human resources in an organization. Performance is the result of work achieved by someone based on predetermined work standards (Bangun, 2012). Performance can also be referred to as work performance, meaning that the work results in quality and quantity are achieved by employees in carrying out their duties in accordance with the responsibilities given to them. (Mangkunegara, 2009). There are several factors that influence a person's performance, including knowledge, skills, work ethic, work experience, and work motivation (Hamali, 2016).

Profit and non-profit organizations in recruiting an employee often put forward various requirements for prospective employees. These requirements include educational qualifications, minimum age, competencies that must be possessed, and work experience. These requirements must be met by prospective employees.

Work experience is a measure of the length of time or working period that a person has taken in understanding the tasks of a job and has carried them out well (Ranupandojo in Bili et al, 2018). Employee work experience is very important role in carrying out his work in an organization. Employees who have more work experience will certainly have a better understanding of what to do when facing a problem that arises in their work. In addition, employees who already have work experience will work faster and do not have to adapt to the work being done. Thus, it will be easier for the organization to achieve its goals because it is supported by employees who are experienced in their respective fields.

The more work experience an employee has, the higher the performance he has. Work experience that has been owned by an employee will help improve the performance of that employee. According to Foster in Sartika (2015) the things that can determine whether an employee has work experience or not i.e. length of time/work period, level of knowledge and skills possessed, and mastery of work and equipment.

Another factor that affects employee performance is employee competence. According to Wibowo in Sedarmayanti (2017) competence is an ability to carry out or perform a job or task that is based on skills and knowledge and is supported by the work attitude required by the job. According to Spencer in Mocheriono (2009) the relationship between employee competence and performance is very close and very important, the relevance is there and strong accurate, even if they (employees) want to improve their performance, they should have competencies in accordance with their job duties (the right man on the job). Therefore, human resource management must be managed properly and carefully so that organizational goals and objectives can be achieved through optimal human resource management.

The higher the competence of employees, the ability to complete the work will be better. Employees who have competence in accordance with their field of work will feel motivated to have good performance so that they can provide achievements for an organization.
According to the Indonesian National Work Competency Standards in the Services Sector in the Office Administration Services, work competence is the work ability of each individual which includes aspects of knowledge, skills, and work attitudes in accordance with established standards. Administrative staff must have expertise related to office administration tasks including making documents, worksheets and presentation materials through the use of appropriate software, receiving and forwarding incoming calls to the intended recipient, receiving and escorting guests, receiving and forwarding letters/documents to the intended recipient, archiving and entering data, using office equipment such as facsimile, copier, LCD, scanner, and others.

An administrative employee must have competence in the field of office administration/secretaryship. Competence for the field of Office Administration can be divided into 3 (three), namely competence general consists from communication, excellent service, and technology information; core competencies consist from technology information, administration, excellent service, language English, petty cash, development self; competent special consists from Occupational K3, technology information, operational, resources Power human, financial, general, legal, marketing, administration corporation.

General Section of the Regional Secretariat of Malang City is one part under the Regional Secretariat of Malang City. The General Section has the task of carrying out activity administration and resources business House stairs, administration staffing Regional Secretariat, administration Mayor, Deputy Mayor, Regional Secretary, and Mayor Expert Staff. To carry out its duties, organizations are required to increase effectiveness and efficiency in carrying out their work. One component of the organization that is demanded for this is employees. Employees must have competence in accordance with their field of work and of course supported by work experience so that they can complete their work properly.

This study aims to (1) describe work experience, competence of employees in the field of administration, and employee performance; (2) test influence experience Work to performance employee; (3) test influence competence employee field administration to performance employee; (4) test influence experience work and competence employee field administration in a manner simultaneous to performance employee.

METHOD

This research is included in the category of associative research. Associative research is research that aims to determine the relationship between two or more variables (Siregar, 2014). This study aims to explain the effect of work experience and competence of field employees administration on employee performance.

This study used a quantitative research method, namely research in which the data is expressed in numbers and analyzed using statistical techniques (Sopiah, 2009). The data collection uses a research instrument in the form of a questionnaire. In this study consists on variable free
that is Experience Work ($X_1$) and Competence Employee Field Administration ($X_2$), as well variable bound namely Employee Performance ($Y$).

Data analysis technique used in this research includes analysis statistics descriptive, assumption test classical (normality test, multicollinearity test, and heteroscedasticity test), analysis multiple linear regression, hypothesis testing (t test and F test), and coefficients determination.

RESULTS AND DISCUSSION

Analysis Statistics Descriptive

1. Average experience Work General Section employee Regional Secretariat of Malang City is 16 years old. This proven with mark *The Grand Mean* is obtained that is 16.1.

2. Competence field employee _administration_ including in category well, with mark *The Grand Mean* is obtained of 3.96 which is included in interval scale in the range of 3.43 to 4.23.

3. Employee performance including in category well, with mark *The Grand Mean* is obtained of 4.1 which is included in interval scale 3.43 to 4.23.

Assumption Test Classic

1. Normality Test

   Normality test done For know is in the regression model, variables bully or residual have normal distribution or no. Normality test done with see normal graph *PP Plot of Regression Standardized Residual*. On the chart normal *PP Plot of Regression Standardized Residual* show pattern normal distribution, because the data spreads around the diagonal line and follows diagonal line direction. So, got concluded that the regression model fulfil assumption normality and worth used.

2. Multicollinearity Test

   Multicollinearity test done For know is in the regression model found exists correlation between variable free or variable independent. Results show that whole variable free own mark *Tolerance* 0.953 > 0.10 and VIF value 1.049 < 10. Then can concluded that the regression model worthy worn in study This Because No happen multicollinearity.

3. Heteroscedasticity Test

   Heteroscedasticity test done For know is in the regression model happen similarity variances from residuals One observation to another observation. Testing heteroscedasticity done with see There is nope pattern specified on the chart *scatterplot*. In chart *scatterplot* show that data distribution is random and not form something pattern and the data points are spread above and
below the number 0 on the Y axis. So, gets concluded that in the regression model no happen problem heteroscedasticity.

**Analysis Multiple Linear Regression**

Obtained equality multiple linear regression as following:

\[ Y = a + b_1 X_1 + b_2 X_2 + e \]

\[ Y = 15.183 + 0.012X_1 + 0.425X_2 + e \]

**Test Results Hypothesis and Interpretation**

1. **t test**

   Probability value (Sig.t) is variable experience Work of 0.654. the value more big from level significance (\( \alpha \)) 0.654 > 0.05. With thereby accept \( H_0 \), so that can said that variable experience work (\( X_1 \)) no influential to performance employee (\( Y \)) General Section Regional Secretariat of Malang City. Coefficient value regression experience Work of 0.012, so can interpreted that every addition one unit variable experience work (\( X_1 \)) will influence performance employees (\( Y \)) of 0.012 with assumption variable free other considered constant.

   Probability value (Sig.t) of the variable competence employee field administration of 0.000. the value more small from level significance (\( \alpha \)) 0.000 < 0.05. With thereby reject \( H_0 \), so that can said that variable competence employee field administration (\( X_2 \)) effect positive and significant to performance employee (\( Y \)) General Section Regional Secretariat of Malang City. Coefficient value regression competence employee field administration of 0.425, so can interpreted that every addition one unit variable competence employee field administration (\( X_2 \)) will influence performance employees (\( Y \)) of 0.425 with assumption variable free other considered constant.

2. **F test**

   Probability value (sig.) is 0.000. it show that sig. F < 0.05. With thus \( H_0 \) is rejected, so that can concluded that variable experience work and competence employee field administration in a manner simultaneous influential positive and significant to performance General Section employee Regional Secretariat of Malang City.

**Coefficient Determination**

Coefficient value determination (\( R^2 \)) of 0.482. The magnitude mark coefficient 0.482 determination is the same with 48.2%. the figure show that 48.2% variable bound that is performance employee (\( Y \)) is explained by a variable free experience work and competence employee field administration, while 51.8% is explained by other variables outside the regression model.

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CONCLUSIONS AND SUGGESTIONS

Conclusion
1. General Affairs Officer Malang City Regional Secretariat has experience average employment for 16 years and competency General Section employee Malang City Regional Secretariat in the field administration can said ok. Meanwhile, performance General Section employee Malang City Regional Secretariat also received said ok.
2. Experience Work in a manner Partial No influential to performance General Section employee Regional Secretariat of Malang City.
3. Competence employee field administration in a manner Partial influential positive and significant to performance General Section employee Regional Secretariat of Malang City.
4. Experience work and competence employee field administration in a manner simultaneous influential positive and significant to performance General Section employee Regional Secretariat of Malang City.

Suggestion
1. For the General Section Malang City Regional Secretariat is expected For can more increase competency employee in field administration with give training and related seminars with field work of each employee. this done For add insight and experience employee so you can develop potential in a manner maximum.
2. For study furthermore can made as reference or reference especially about influence experience work and competence employee field administration to performance employee with develop other variables outside variable already researched beforehand for the results more varies Because Still Lots other variables that have connection with performance like motivation work, satisfaction work, and compensation so that result more Good again and got give benefit for Lots party.

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