The Effect of Human Resources Quality and Work Professionalism on Employee Performance at UD. Nacen Rupat Serdang Bedagai

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ABSTRACT

This study aims to determine whether the quality of human resources, work professionalism has a significant influence on employee performance at UD. Nacen Rupat Serdang Bedagai. T e knik a n a lis d a ta which will be used by the author in this study is to use SPSS *software* version 18 with statistical techniques. Statistics play an important role in research, both in modeling, in formulating hypotheses, in developing data collection tools and instruments, in preparing research designs, in determining samples, and in data analysis. The t-count value of the HR quality variable ($X1_)$ is 19.360, thus t-count < t table, then H0 is accepted and H1 is rejected, which means that the HR quality variable (X1) has a significant effect on performance. The t-count value of the work environment variable ($X2_)$ is 0.156, thus t-count > t table, then H0 is rejected and H1 is accepted, which means that the work professionalism variable ($X2_)$ has no significant effect on performance. The calculated F value is 187.496 while the F table value is 3.44. Thus, F count > F table means that the variables of HR quality and work professionalism together have a positive and significant effect on performance. The variables of human resource quality and work professionalism contribute to the influence of performance by 94.5%. This result is the result of (R^2 x 100%), while the remaining 5.5% is influenced by other variables not examined in this study.

Keywords: *HR Quality, Work Professionalism, Performance*

Intoduction:

Human resources are one of several main types of resources that must be managed properly by management. Human resources are also an absolutely necessary factor in a company. Every company needs manpower to operate. Therefore, human resources known as employees have an important meaning and are the key determinants of the company's success. In addition to having quality, employees must also have a high attitude of professionalism as well. This professionalism contains elements of knowledge, competence, experience, motivation, commitment, discipline and high morale.

The success or failure of a company in maintaining the company starts from the efforts of human resources to improve quality, effectiveness and efficiency in working optimally. Company performance is strongly influenced by the quality and competitive ability of human resources owned by a company.

Employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Employee performance is very important for achieving company targets so as to increase profits which in turn can provide welfare for all employees.

Factors that affect employee performance include the quality of human resources and work professionalism. The quality of human resources is a person's knowledge, skills and abilities that can be used to produce professional services. Work professionalism is the ability and appropriate skills in doing work according to their respective fields and levels.

Performance problems, the quality of human resources and work professionalism are problems for every company, including UD. Nacen Rupat Serdang Bedagai which is engaged in the sale of processed crab meat. The phenomenon of problems that occur in the company related to the above problems is that the performance of employees based on quality and quantity is still not as expected because there are still employees whose quality is not as expected by the company. Likewise with the professionalism of its employees, there are still employees who do work that is not in accordance with their main job duties.

Formulation of the problem

Based on the description of the background described above, the problems that will be studied in this research are:

1. Does the quality of human resources have a significant influence on employee performance at UD. Nacen Rupat Serdang Bedagai ?
2. Does work professionalism have a significant influence on employee performance at UD. Nacen Rupat Serdang Bedagai ?
3. Does the quality of human resources and work professionalism together have a significant influence on employee performance at UD. Nacen Rupat Serdang Bedagai ?
4. How much influence the quality of human resources and work professionalism in influencing employee performance at UD. Nacen Rupat Serdang Bedagai ?

LITERATURE REVIEW
Quality of Human Resources

According to Hariandja (2015:55), the purpose of HRM has actually been mentioned above, namely to increase support for human resources in an effort to increase organizational effectiveness in order to achieve goals . Human resource management describes what human resource managers must do. In practice, this definition demands activities that improve the contribution of people to organizational productivity.

According to Sugeng (2016: 233), the term quality of human resources is the level of ability and willingness that can be shown by human resources. That level is compared to the required level from time to time

time by the organization that has the human resources.

Measurement of the Quality of Human Resources

In theory, the quality of human resources can be measured using the following theories:

1. Productivity

Schermenharn (2016: 90), says that to achieve maximum work productivity, organizations must ensure the selection of the right people with the right jobs and conditions that allow them to work optimally. Productivity can be interpreted as the result of measuring a performance by taking into account the resources used, including human resources. Productivity can be measured at the individual, group or organizational level. Productivity also reflects the success or failure in achieving effectiveness and efficiency of performance in relation to the use of resources. People as human resources in the workplace including resources that are very important and need to be taken into account. The characteristics of productive employees according to Dale Timpe in Wida (2019: 67) are intelligent and can learn relatively quickly, professionally competent, creative and innovative, understand work, learn cleverly using logic, are efficient, don't get stuck at work, always looking for improvements but knows when to quit, is valued by his superiors, has a good track record and is always improving.

2. Attitude

According to Siagian in Wida (2019: 68), the attitude that needs to be nurtured and developed in planning the desired future is an anticipatory and proactive attitude. Such an attitude means many things, including: a) Recognizing the various things that affect the organization that currently have a dominant impact on the organization and take into account the nature of these impacts in the future. b) Able to identify developments that are happening and analyze whether these developments are temporary or permanent. c) Able to see trends that arise and relate these tendencies to the desired goals. d) Not just reacting to problematic situations that arise, but being able to take into account beforehand. e) Able to think and act proactively.

3. Behavior

According to Winardi (2017: 88), behavior is basically *goal-oriented* , in other words, our behavior is generally motivated by the desire to achieve certain goals. Umar in Winardi (2017: 89), says that through action and learning, a person will gain trust and attitude towards something which in turn will affect his behavior.

4. Communication

According to Kenneth and Gary in Wida (2019: 69), communication can be defined as the delivery of information between two or more people which also includes the exchange of information between humans and machines. Communication in organizations can be seen from the side of interpersonal communication and organizational communication. Communication can occur because of the components, namely communicators who send messages that are expressed (*encoded*) through various symbols in the form of language. Furthermore, the message is conveyed through an

intermediary, namely the communication medium. Messages are received by *recipients* , which are then *decoded* . Siagian in Wida (2019:70), suggests that effective communication techniques include: a) Everyone in the organization must know all the communication channels in the organization. b) Know the communication channels open to him and how to use them. c) The lines of communication should be direct and as short as possible to avoid distortions in the communication process. d) It should be possible to use all formal channels with due regard to the prevailing organizational hierarchy. e) The line of communication should be sought so as not to be disturbed even though various activities take place within the organization concerned. f) The authenticity of the communication should be guaranteed. g) People who act as communication centers should consist of skilled people.

5. Relationship *(Relationship)*
According to Tasmara (2002:12), connecting means opening up opportunities and at the same time tying knots of information and moving life. Humans who do not or are reluctant to stay in touch to open the horizons of their social interactions or close themselves and are engrossed in themselves, are basically burying their future. It is the same in an organization, that the relationship in the organization is much related to the span of control (*span). of control*) needed by the organization because of the limitations that humans have, in this case the boss. Span of control is the number of direct subordinates that the superior can lead and control effectively. Umar in Tasmara (2015:13), says that the span of control of a leader is relative, but some books state that it is not more than 10 people, depending on the following factors: a) The nature and details of work plans. b) Training within the company. c) The position of the leader in the organizational structure. d) Dynamic or static organization. e) Ability and reliability of communication tools. f) Type of work performed. g) Manager's skills and experience. h) The level of authority and energy of the manager. i) Dedication and j). Subordinate participation.

Work Professionalism

According to Arsana (2016: 44), professionals are people who are skilled, reliable and very responsible in carrying out their profession, while professionalism means having capabilities, being disciplined in carrying out tasks, oriented to achieving results and having high integrity. According to Siagian (2019: 32), 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 and follow by customers.

According to Mahawana (2018: 180), professionalism can be interpreted as a person's abilities and skills in doing work according to their respective fields and levels. Professionalism concerns compatibility (*fitness*), between the abilities possessed by the bureaucracy (*bureaucratic-competence*) and task requirements (*task-regurement*), the fulfillment of a match between abilities and needs is a condition for the formation of a professional apparatus. This means that the expertise and capabilities of the apparatus reflect

Performance

Hasibuan (in Sudaryo, 2018:203) says that performance is a result of work achieved by a person in carrying out the tasks assigned to him. Simanjuntak P (in Sudaryo, 2018:204) performance is the level of achievement of results on the implementation of certain tasks. Company performance is the level of achievement of results in order to realize the company's goals. Information about organizational performance is a very important thing used to evaluate whether the performance process carried out by the organization so far has been in line with the expected goals or not. However, in reality, many organizations actually lack or even rarely have information about performance in their organizations.

According to Veithzal (in Sudaryo, 2018: 205) performance is the willingness of a person or group of people to carry out an activity and perfect it according to their responsibilities with the expected results. Meanwhile, according to Ruki A (in Sudaryo, 2018:205) work performance or performance is a work achieved by a person in carrying out the tasks assigned to him based on skills, experience, and sincerity, as well as time.

Methodology:
Research Place

This research was conducted at UD. Nacen Rupat having his address at Hamlet 2 Kampung Tewan, Serdang Bedagai Regency.
Research Subjects and Objects

The subjects in this study were employees who worked at UD. Nacen Rupat Serdang Bedagai and the object in this study are the variables studied, namely: the quality of human resources, work professionalism and employee performance.

Research time

This research is planned to be conducted for 3 (three) months.

Population and Sample

The population is the whole object of research and fulfills certain characteristics. According to Sekaran and Bougie (in Syaiful, 2018: 49) the population is a group of people, events, or interesting things and then the researcher wants to investigate and make an opinion. According to Cooper and Emory (in Syaiful, 2018: 49) the population is the entire collection of elements that can be used to make some conclusions. The population in this study were all employees who worked at UD. Nacen Rupat Serdang Bedagai, totaling 25 people.

The sample is part of the population taken through certain ways which also have certain characteristics. Samples will be taken if the researcher is not able to conduct research by taking data directly from the population (Efferin, in Syaiful, 2018: 51). According to Furchan (in Syaiful, 2018: 51) the sample is part of the population, or a small group that is observed . Given the small population, namely 25 people, the authors use all the population as respondents with saturated sampling technique (census), so the sample in this study was 25 people .

Research Results and Discussion:
Statistical Test Analysis
Classical Assumption Deviation Test
Normality test

Based on the empirical experience of several statisticians, the data with more than 30 numbers (n > 30), can be assumed to be normally distributed. Commonly referred to as a large sample. However, to provide certainty, whether the data is normally distributed or not, the normality test should be used. Because data that is more than 30 is not certain to be normally distributed, and vice versa, data that is less than 30 is not necessarily not normally distributed, for that we need a proof.

To see whether the data is normally distributed or not, the author uses the Kolmogorov-Smirnov analysis test with the criteria for the significance value having to be greater than 0.05 to say that the data is normally distributed. Here are the test results:

Table 1. Normality Test Results
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		95
Normal Parameters [a,b]	mean	,0000000
	Std. Deviation	1.09769981
Most Extreme	Absolute	,245
Differences	Positive	,245
	negative	-,223
Kolmogorov-Smirnov Z		1,223
asymp. Sig. (2-tailed)		,101

a. Test distribution is Normal.
b. Calculated from data.

Source: *SPSS Output*

From the table of normality test results above, it is known that the significance value of 0.101 is greater than 0.05 so it can be concluded that the tested data is normally distributed.

Multicollinearity Test

Multicollinearity is a situation that shows a strong correlation or relationship between two or more independent variables in a multiple regression model. If there is multicollinearity, then a variable that is strongly correlated with other variables in the model, the predictive power is not reliable and unstable and the meaning of multicollinearity actually lies in the presence or absence of correlation between independent variables.

One way to see the presence or absence of multicollinearity symptoms is to look at the *Tolerance* and *Variance Inflating Factor values. (VIF)* . If the *Tolerance value* < 0.1 and *VIF* > 10, it can be indicated that there is multicollinearity and vice versa. The following are the results of the multicollinearity test that were tested using the *software SPSS* version 18.

Table 2. Multicollinearity Test Results
Coefficients [a]

Model	Collinearity Statistics	
	Tolerance	VIF
1 *Constant*		
HR Quality	0.999	1,001
Work Professionalism	0.999	1,001

Source: *SPSS Output*

From the table of multicollinearity test results above, it can be explained that the *Tolerance values* are respectively 0.999 > 0.1 and the *VIF values are* 1.001 < 10. These results indicate that there is no multicollinearity in the regression model.

Autocorrelation Test

Autocorrelation is a correlation between observation members arranged according to time or place. A good regression model should not have autocorrelation. To see whether or not there is autocorrelation in the regression model, the author uses the Durbin-Watson test with the following criteria:
1. Positive Autocorrelation Detection:
   a. If dw < dL then there is a positive autocorrelation,
   b. If dw > dU then there is no positive autocorrelation.
   c. If dL < dw < dU then the test is inconclusive or inconclusive.
2. Negative Autocorrelation Detection:
   a. If (4 – dw) < dL then there is a negative autocorrelation,
   b. If (4 – dw) > dU then there is no negative autocorrelation,
   c. If dL < (4 – dw) < dU then the test is inconclusive or inconclusive.

Here are the results of the autocorrelation test that was tested using the *software SPSS* version 18.

Table 3. Autocorrelation Test Results

Model	Durbin-Watson
1	1,549

Source: *SPSS Output*

From the table of autocorrelation test results above, it can be seen that the Durbin-Watson value is 1.549 and the value is positive. To find out whether the regression model in this study has autocorrelation, it must be included in the test criteria as follows:

1.549 < 1.206 then there is a positive autocorrelation (False)
1.549 > 1.549 then there is no positive autocorrelation (True)
1.206 < 1.549 < 1.549 then the test is not convincing (False)

Thus it can be concluded that the regression model in this study does not have a positive autocorrelation.

Heteroscedasticity Test

Heteroscedasticity is the residual variance that is not the same in all observations in the regression model. A good regression should not occur heteroscedasticity. The heteroscedasticity test in this study was tested using the graph method. The reason is because it is more practical, where when we do the heteroscedasticity test, automatically the results of the heteroscedasticity test can be seen immediately. The following are the results of the heteroscedasticity test using the graphical method.

Linear Regression

Multiple Linear Regression Analysis

The results of multiple linear regression analysis can be seen in the table below:

Table 4. *Coefficients* [a]

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
1 (Constant)	-0.438	2.891		-0.151	-0.438
HR Quality	1.005	0.052	0.972	19,360	1.005
Work Professionalism	0.007	0.043	0.008	0.156	0.007

a. *Dependent Variable:* Performance
Source: *SPSS Output*

The multiple linear regression equation is obtained as follows:

Y = - 0.438 + 1.005 + 0.007 + e

1. Constant (a) = - 0.438 shows a constant value, where if the independent variable = 0 then the dependent variable = - 0.438 , meaning that if the quality of human resources and work professionalism do not exist then the performance is still worth - 0.438 .
2. The regression coefficient of the HR quality variable (X $_1$) = 1.005 indicates that the quality of HR has a positive effect on performance , so that if the HR quality variable is increased by 1 unit , the performance variable will increase by 1.005 .
3. The regression coefficient of the work professionalism variable (X $_2$) = 0.007 indicates that the work professionalism variable has a positive effect on performance, so that if the work professionalism variable is increased by 1 unit, the performance will increase by 0.007 .

Partial Hypothesis Testing (t Test)

Coefficients ^{a} table , the t value is also obtained. The calculated t value is then compared with the t table value at = 0.05. The value of t table in df (nk) where n is the number of samples and k is the number of variables, both independent and dependent variables, then 25-3 = 22. In df 22 with = 0.05 the value of t table is 2.073.

The t-count value of the HR quality variable (X1 $_)$ is 19.360 , thus t-count < t table, then H0 is $_{accepted}$ and H1 is rejected , which means that the HR quality variable (X1) has $_a$ significant effect on performance.

The t-count value of the work environment variable (X2 $_)$ is 0.156 , thus t-count > t table, then H0 is $_{rejected}$ and H1 is accepted , which means that the work professionalism variable (X2 $_)$ has no significant effect on performance.

Simultaneous Hypothesis Testing (F Test)

The results of the F test can be seen in the following table:

Table 5
ANOVA ^{b}

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	492,921	2	246,461	187,496	.000 ^{a}
Residual	28,919	22	1.314		
Total	521,840	24			

a. Predictors: (Constant), HR Quality, Work Professionalism
b. Dependent Variable: Performance
Source: *SPSS Output*

In the Anova table ^{b} , the calculated F value is 187.496 while the F table value is 3.44. Thus, F count > F table means that the variables of HR quality and work professionalism together have a positive and significant effect on performance.

Coefficient of Determination Test (R ^{2})

The coefficient of determination (R ^{2}) of the regression results can be seen in the table as follows:

Table 4.42

Model Summary [b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.972 [a]	.945	.940	1.147

a. *Predictors: (Constant),* Work discipline, Work environment

b. *Dependent Variable* : Work facilities

The value of the coefficient of determination ($R2^{)}$ from the regression result is 0.218, meaning that the variables of human resource quality and work professionalism contribute to the influence of performance by 94.5%. This result is the result of (R^2 x 100%), while the remaining 5.5% is influenced by other variables not examined in this study.

Conclusion:

Based on the results of research and discussion, it can be concluded as follows:

1. The t-count value of the HR quality variable (X1) is 19.360 , thus t-count < t table, then H0 is accepted and H1 is rejected , which means that the HR quality variable (X1) has a significant effect on performance. The t-count value of the work environment variable (X2) is 0.156 , thus t-count > t table, then H0 is rejected and H1 is accepted , which means that the work professionalism variable (X2) has no significant effect on performance. The calculated F value is 187.496 while the F table value is 3.44. Thus, F count > F table means that the variables of HR quality and work professionalism together have a positive and significant effect on performance.

2. The variables of human resource quality and work professionalism contribute to the influence of performance by 94.5%. This result is the result of (R^2 x 100%), while the remaining 5.5% is influenced by other variables not examined in this study.

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