

Analysis of the Influence of Competency on Employee Performance at the Percut Sei Tuan Sub-district Office, Deli Serdang Regency

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Abstrak

Penelitian ini bertujuan untuk menganalisis pengaruh kompetensi terhadap kinerja pegawai di Kantor Camat Percut Sei Tuan Kabupaten Deli Serdang. Penelitian ini menggunakan pendekatan kuantitatif dengan metode asosiatif. Populasi dalam penelitian ini adalah seluruh pegawai yang bekerja di Kantor Camat Percut Sei Tuan dengan jumlah responden sebanyak 42 orang. Teknik pengumpulan data dilakukan melalui penyebaran kuesioner, observasi, dan dokumentasi. Data yang diperoleh kemudian dianalisis menggunakan analisis regresi linear sederhana dengan bantuan uji statistik. Hasil penelitian menunjukkan bahwa kompetensi memiliki pengaruh yang signifikan terhadap kinerja pegawai. Hal ini dibuktikan dengan hasil uji t yang menunjukkan nilai t hitung sebesar 2,770 lebih besar dari t tabel sebesar 2,023 pada tingkat signifikansi 5%. Hasil tersebut menunjukkan bahwa semakin baik kompetensi yang dimiliki oleh pegawai, maka semakin tinggi pula tingkat kinerja yang dihasilkan. Kompetensi yang meliputi pengetahuan, keterampilan, dan sikap kerja yang baik mampu meningkatkan efektivitas pegawai dalam melaksanakan tugas dan tanggung jawabnya. Oleh karena itu, peningkatan kompetensi pegawai melalui pelatihan dan pengembangan sumber daya manusia perlu terus dilakukan guna meningkatkan kinerja pegawai serta kualitas pelayanan publik di Kantor Camat Percut Sei Tuan Kabupaten Deli Serdang.

Kata Kunci: Kompetensi; Kinerja Pegawai; Sumber Daya Manusia; Organisasi Pemerintahan.

Abstract

This study aims to analyze the effect of competence on employee performance at the Percut Sei Tuan Subdistrict Office, Deli Serdang Regency. This research uses a quantitative approach with an associative research method. The population in this study consisted of all employees working at the Percut Sei Tuan Subdistrict Office, with a total of 42 respondents. Data collection techniques were conducted through questionnaires, observation, and documentation. The collected data were analyzed using simple linear regression analysis with statistical testing. The results of the study indicate that competence has a significant effect on employee performance. This is evidenced by the results of the t-test which show that the calculated t value of 2.770 is greater than the t-table value of 2.023 at a significance level of 5%. These results indicate that the better the competence possessed by employees, the higher the level of performance produced. Competence which includes knowledge, skills, and work attitudes can improve the effectiveness of employees in carrying out their duties and responsibilities. Therefore, improving employee competence through training and human resource development needs to be continuously implemented to enhance employee performance and the quality of public services at the Percut Sei Tuan Subdistrict Office, Deli Serdang Regency.

Keyword: Competence; Employee Performance; Human Resources; Government Organization.

1. Introduction

Human resources are a very important factor in determining the success of an organization, both government and private organizations. In government organizations, the existence of employees as state apparatus plays a strategic role in carrying out service functions to the community (Sirih *et al.*, 2019). The quality of public services is greatly influenced by the ability of the apparatus to carry out their duties and responsibilities professionally. Therefore, improving the quality of human resources is one of the main focuses in efforts to increase the effectiveness of government administration. In the context of government organizations, employee performance is an important indicator in assessing the success of an agency in achieving the goals that have been set. Good employee performance will have a direct impact on the quality of public services provided to the community (Irawan & Laksono, 2020). On the other hand, if employee performance is low, the services provided to the community will also be less than optimal. Therefore, government organizations need to pay attention to various factors that can affect employee performance. One of the most decisive factors in improving employee performance is competence. Competence is an ability possessed by an individual that includes the knowledge, skills, attitudes, and behaviors necessary to carry out a job effectively (Camedia, 2025). Employees who have good competence will be able to complete their tasks precisely, efficiently, and in accordance with the standards set by the organization. Competency is also one of the important elements in human resource management in the public sector. The government continues to strive to improve the competence of state civil servants through various training, education, and professional development programs. This is done so that government officials are able to adjust to the development of an increasingly dynamic work environment and increasingly high public demands for the quality of public services. In addition, the competencies possessed by employees are not only related to technical skills, but also include interpersonal skills, communication, and the ability to work with colleagues. Employees who have adequate competence will be more easily adapted to changes and able to solve various problems that arise in the implementation of their duties. The Sub-district Office as one of the local government work units has an important role in the implementation of public services at the sub-district level. The Sub-district Office is an extension of the local government in providing administrative services to the community. Therefore, the success of the implementation of the duties and functions of the sub-district office is greatly influenced by the performance of the employees who work in it.

The Percut Sei Tuan Sub-district Office, Deli Serdang Regency is one of the government agencies that has the responsibility to provide services to the community in the sub-district area. With a large enough population and various needs for community administrative services, the sub-district office is required to be able to provide fast, precise, and quality services. However, in practice, the implementation of public duties and services often faces various challenges, such as limited human resources, diverse levels of employee competencies, and increasingly high public demands for service quality. This condition requires efforts to improve employee competence so that the services provided can run optimally. Employee competence is a very important factor in determining the success of the implementation of duties at the sub-district office. Employees who have good competence will be able to understand their duties and responsibilities clearly, so that work can be completed effectively and efficiently. On the other hand, if employee competence is still low, then the implementation of work will experience various obstacles that can ultimately affect the performance of the organization as a whole. In government organizations, employee performance improvement is not only influenced by individual factors, but also by organizational factors and the work environment. However, competence remains one of the main factors that determine the success of employees in carrying out their work (Triastuti, 2019). Therefore, employee competency development needs to be the main concern for organizational leaders. Research on the influence of competence on employee performance is important to be carried out, especially in the context of government organizations that have a great responsibility in providing services to the community. By knowing the extent of the influence of competence on employee performance, organizations can formulate the right policies to improve the quality of human resources.

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In addition, the results of research on employee competencies and performance can also be the basis for organizations to design more effective employee training and development programs. The right competency development program will help employees improve their abilities and skills so that they can work more productively. In the context of the Percut Sei Tuan Sub-district Office, Deli Serdang Regency, analysis of the influence of competence on employee performance is very relevant to be carried out. This is considering the importance of the role of the sub-district office in providing quality public services to the community in the sub-district area. Through this research, it is hoped that a clearer picture can be obtained of how employee competencies affect their performance in carrying out their duties and responsibilities. Thus, the results of this study can contribute to efforts to improve employee performance within the Percut Sei Tuan Sub-district Office, Deli Serdang Regency. Based on this description, research on the analysis of the influence of competency on employee performance at the Percut Sei Tuan Sub-district Office, Deli Serdang Regency is important to be carried out. This research is expected to provide a more comprehensive understanding of the role of competence in improving employee performance and become a consideration for management in formulating human resource development policies in the government environment.

2. Literature Review

2.1 The Concept of Competency

Competency is one of the important concepts in human resource management that relates to the ability of individuals to carry out their duties and responsibilities effectively. Competence includes not only the knowledge possessed by a person, but also the skills, attitudes, and behaviors that support success in the job. In modern organizations, competence is the main basis in the human resource management process, starting from the recruitment process, employee development, to performance assessment. According to (Spencer & Spencer, 2008), competence is a basic characteristic possessed by a person that is directly related to effective or superior performance in a job. These characteristics include motives, traits, self-concept, knowledge, and skills that allow a person to carry out tasks optimally. Thus, competence is an important indicator in determining the level of success of individuals in carrying out their work. Meanwhile, (Rosmaini & Tanjung, 2019) Stating that competence is a person's ability based on the knowledge, skills, and work attitude required in carrying out tasks in accordance with the standards that have been set. In the context of government organizations, the competence of the apparatus is an important factor in supporting the creation of quality and professional public services. Further, (Armstrong & Taylor, 2023) Explains that competence is a combination of knowledge, skills, and behaviors needed to carry out a job effectively. Organizations that have employees with high competence tend to have a better level of productivity because employees are able to complete tasks appropriately and efficiently. Thus, competence can be understood as a set of abilities possessed by individuals that include aspects of knowledge, skills, and attitudes necessary to carry out work effectively. The competencies possessed by employees will greatly determine the success of the organization in achieving the goals that have been set.

2.2 Competency Dimensions and Indicators

In the study of human resource management, competence has several dimensions that are used to measure the level of an individual's ability to carry out their work. The competency dimension generally includes aspects of knowledge, skills, and attitudes or work behaviors possessed by employees. According to (Spencer & Spencer, 2008), competence consists of five main characteristics, namely motives, traits, self-concept, knowledge, and skills. Knowledge is related to the information that a person has about a field of work, while skill is the ability to carry out tasks technically. Meanwhile, motives and traits are related to personal characteristics that affect a person's behavior at work. Meanwhile, according to (Lailani *et al.*, 2024), work competence can be measured through several main indicators, namely work knowledge, work skills, work attitudes, and the ability to complete tasks effectively. Work knowledge is

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related to the employee's understanding of the tasks for which they are responsible, while work skills reflect technical abilities in carrying out work. (Armstrong, 2014) It also explains that competency indicators can be seen from the individual's ability to complete work according to set standards, the ability to cooperate with colleagues, and the ability to adjust to changes in the work environment. This shows that competence is not only related to technical skills, but also social skills and adaptation in the work environment. With these various dimensions and indicators, employee competence can be measured more systematically so that the organization can know the extent of employees' ability to carry out their duties. Competency measurement is also the basis for organizations to design more effective human resource development programs.

2.3 Employee Performance Concept

Employee performance is the result of work achieved by a person in carrying out his duties and responsibilities in accordance with the standards set by the organization. Performance is one of the important indicators in assessing the success of an organization in achieving the goals that have been set. Therefore, organizations need to conduct periodic evaluations of employee performance to ensure that each employee works effectively and productively. According to (Anwar Prabu, 2017), employee performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Performance is not only seen from the number of jobs completed, but also from the quality of the work. While (Judge & Robbins, 2013) states that performance is the result of work behavior carried out by individuals in an organization. Performance is influenced by various factors such as individual abilities, work motivation, and support from the organizational environment. If these factors can be managed properly, employee performance will increase. (Armstrong & Taylor, 2023) It also explains that performance is the contribution made by individuals to the achievement of organizational goals. Therefore, organizations need to create an effective performance management system so that employees can work optimally in achieving the set targets. Thus, employee performance can be interpreted as the result of work achieved by individuals in carrying out their duties which is measured based on certain standards that have been set by the organization.

2.4 The Relationship between Competency and Employee Performance

Competence has a very close relationship with employee performance in an organization. Employees who have good competence will be able to carry out their duties effectively and efficiently so as to produce optimal performance. On the other hand, employees who have low competence tend to have difficulties in completing work, which has an impact on low performance. According to (Widodo & Yandi, 2022), competence is one of the main factors that affect individual performance in the organization. Individuals who have competencies that are in accordance with the demands of the job will be able to show better performance compared to individuals whose competencies are not in accordance with the needs of the job. (Rafi *et al.*, 2025) also states that competence plays an important role in improving employee performance because competence reflects the ability of employees to carry out their duties and responsibilities effectively. Employees who have high competence will be better able to complete work with good quality and in a more efficient time. In addition, (Armstrong & Taylor, 2023) explains that organizations that have employees with a high level of competence tend to have a better level of organizational performance. This is because employees are able to work professionally and are able to make a significant contribution to the achievement of organizational goals. Thus, it can be concluded that competence is a very important factor in determining the level of employee performance. The higher the competence possessed by employees, the higher the potential for performance that can be produced in the organization.

3. Research Methodology

3.1 Types and Approaches to Research

This study uses a quantitative approach with an associative research method (Akbar *et al.*, 2023). The quantitative approach is used because this study aims to examine the relationship and influence between competency variables on employee performance. The associative research method is used to determine the extent of the relationship and influence between independent variables and dependent variables in a study. According to (Sugiyono, 2017), quantitative research is a research method based on the philosophy of positivism that is used to research on a specific population or sample with the aim of testing a predetermined hypothesis. Through this approach, research data is collected in the form of numbers which are then analyzed using statistical techniques to determine the relationship between the variables studied. In this study, the independent variable is employee competence, while the dependent variable is employee performance. This study aims to analyze the extent to which employee competence affects employee performance at the Percut Sei Tuan Sub-district Office, Deli Serdang Regency.

3.2 Research Location and Time

This research was carried out at the Percut Sei Tuan Sub-district Office, Deli Serdang Regency. The selection of the location of this research is based on the consideration that the sub-district office is one of the government agencies that has an important role in providing public services to the community at the sub-district level. In addition, the Percut Sei Tuan Sub-district Office has a sufficient number of employees and has various types of administrative services to the community so that it is a relevant location to examine the relationship between employee competence and employee performance. This research was carried out in the year the research took place in accordance with the needs of data collection and the research analysis process.

3.3 Population and Research Sample

The population in this study is all employees who work at the Percut Sei Tuan Sub-district Office, Deli Serdang Regency. Population is a whole of objects or subjects that have certain characteristics that are set by the researcher to be studied and then drawn conclusions (Sugiyono, 2017). If the population is relatively small, then the sampling technique used is the saturated sampling technique or census, which is a sampling technique where all members of the population are used as research samples. Using this technique, all employees at the Percut Sei Tuan Sub-district Office were made respondents in the research so that the data obtained could describe the actual conditions.

3.4 Data Types and Sources

The data used in this study consisted of primary data and secondary data.

1) Data Primer

Primary data is data obtained directly from respondents through the distribution of questionnaires to employees of the Percut Sei Tuan Sub-district Office, Deli Serdang Regency. This primary data is used to determine respondents' perceptions of employee competence and performance.

2) Data Seconds

Secondary data is data obtained from various sources that have been available such as agency documents, reports, books, scientific journals, and other sources relevant to this research. Secondary data are used to support analysis and discussion in the research.

3.5 Data Collection Techniques

The data collection techniques used in this study include the following methods:

1) Questionnaire

Questionnaire is a data collection technique that is carried out by giving a number of written questions to respondents to answer. The questionnaire in this study used the Likert scale which consisted of five answer choices, namely strongly agree, agree, somewhat agree, disagree, and strongly disagree.

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2) Observation

Observation is carried out by directly observing the work activities of employees at the Percut Sei Tuan Sub-district Office, Deli Serdang Regency to obtain an overview of the working conditions and implementation of employee duties.

3) Documentation

Documentation techniques are carried out by collecting various documents related to research such as organizational structure, number of employees, and other data that support research.

3.6 Data Analysis Techniques

The data analysis technique used in this study is statistical analysis using the help of a statistical data processing program. The stages of data analysis carried out include:

1) Validity Test

Validity tests are used to determine whether each question item in the questionnaire is able to accurately measure the variables being studied.

2) Reliability Test

Reliability tests are used to determine the level of consistency of the measuring instruments used in the study.

3) Simple Linear Regression Analysis

Simple linear regression analysis is used to determine the influence of competency variables on employee performance. The regression equations used are:

$$Y=a+bX+e$$

4) T test (Partial test)

The t-test is used to find out whether competency variables partially have a significant effect on employee performance.

5) Coefficient of Determination (R^2)

The determination coefficient is used to find out how much the competency variable contributes in explaining the variation in employee performance.

4. Results and Discussion

4.1 Results

4.1.1 Description of Research Data

This research was conducted at the Percut Sei Tuan Sub-district Office, Deli Serdang Regency with the aim of finding out the influence of competence on employee performance. The research data was obtained through the distribution of questionnaires to all employees who were research respondents. The questionnaire used in this study consists of several statements related to the variables of competence and employee performance. The number of respondents in this study was 42 employees consisting of employees who worked in various parts within the Percut Sei Tuan Sub-district Office. Each respondent was asked to respond to each statement submitted using the Likert scale which consisted of five categories of answers, namely strongly agree, agree, disagree, disagree, and strongly disagree. Data processing in this study was carried out using statistical analysis techniques which include descriptive analysis and inferential analysis. Descriptive analysis is used to describe the condition of research variables based on respondents' answers, while inferential analysis is used to determine the influence of competence on employee performance.

4.1.2 Description of Competency Variables

The competency variables in this study are measured through several indicators which include the knowledge, skills, and work attitudes of employees in carrying out their duties and responsibilities. These

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indicators are used to find out the extent of competence level possessed by employees at the Percut Sei Tuan Sub-district Office, Deli Serdang Regency. Based on the results of the questionnaire data processing that has been distributed to the respondents, an overview is obtained that in general employees have a fairly good level of competence. This can be seen from the majority of respondents who gave yes and strongly agreed with statements related to work competence. One of the competency indicators analyzed in this study is the commitment of employees in improving work skills. The distribution of respondents' answers to these indicators can be seen in the following table.

Table 1. Distribution of Respondents' Responses to Statements

Yes	Answer Categories	Number of Respondents	Percentage
1	Strongly agree	20	47,6%
2	Agree	16	38,1%
3	Disagree	3	7,1%
4	Disagree	3	7,1%
5	Strongly Disagree	0	0%
Total		42	100%

Based on the table, it can be seen that most respondents gave positive responses to statements regarding commitment to improving work competence. This shows that employees at the Percut Sei Tuan Sub-district Office have a high awareness of the importance of improving their abilities in carrying out their duties and responsibilities.

4.1.3 Analysis of the Influence of Competency on Employee Performance

To determine the influence of competence on employee performance, an analysis was carried out using a simple linear regression method. This analysis aims to determine the relationship between competency variables as independent variables and employee performance as dependent variables. The results of the regression analysis showed that competence had an influence on the performance of employees at the Percut Sei Tuan Sub-district Office, Deli Serdang Regency. This can be seen from the value of the regression coefficient obtained from the results of research data processing.

The regression equations obtained in this study are as follows:

$$Y=8.123-0.154X \quad Y = 8.123 - 0.154X \quad Y=8.123-0.154X$$

Description:

Y = Employee Performance X = Competence = Konstanta b = Regression coefficient

A constant value of 8.123 indicates that if the competency variable is considered constant or unchanged, then the basic value of employee performance is at that number. Meanwhile, the competency regression coefficient shows an influence between competencies on employee performance.

4.1.4 Hypothesis Test Results (t-Test)

Hypothesis testing in this study was carried out using a t-test to find out whether competency variables partially have a significant effect on employee performance. The results of the hypothesis test can be seen in the following table.

Table 2. Partial Test Results (t-test)

Variabel	t count	t table	Sig	Remarks
Competencies	2,770	2,023	<0.05	Signifikan

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Based on the table above, it is known that the t-value is calculated as 2.770, while the t-value of the table is 2.023 at a significance level of 5%. Because the calculated t value is greater than the table t ($2.770 > 2.023$), it can be concluded that the competency variable has a significant effect on employee performance. These results show that the better the competencies possessed by employees, the higher the level of performance produced. Good competence allows employees to understand their duties more clearly, work effectively, and be able to provide more optimal services to the community.

4.2 Discussion

Based on the results of data analysis that has been carried out in this study, it is known that competence has a significant influence on the performance of employees at the Percut Sei Tuan Sub-district Office, Deli Serdang Regency. This is proven by the results of the hypothesis test using the t-test which shows that the calculated t-value of 2.770 is greater than the table t-value of 2.023 at a significance level of 5%. Thus, it can be concluded that competence partially has a significant effect on employee performance. The results of this study show that competence is one of the important factors that affect the level of employee performance in carrying out their duties and responsibilities. Employees who have good competence tend to be able to work more effectively and efficiently so that they can produce more optimal performance. The competencies possessed by employees include various aspects such as knowledge, skills, and work attitudes needed to complete work. The findings of this study are in line with the theory put forward by (Spencer & Spencer, 2008) which states that competence is a basic characteristic possessed by a person that is related to effective performance in a job. Competencies include various aspects such as knowledge, skills, motives, and attitudes that affect how a person works and produces good performance.

Thus, employees who have high competence will be better able to carry out their duties professionally. In addition, the results of this study are also in line with the opinion (Rosmaini & Tanjung, 2019) which states that competence is a work ability that includes aspects of knowledge, skills, and attitudes needed to carry out tasks in accordance with the standards that have been set. Employees who have adequate competence will be better able to understand their duties and responsibilities so that they can complete the work more effectively. In the context of government organizations, employee competencies have a very important role in supporting the creation of quality public services. The Sub-district Office as one of the local government work units has a responsibility in providing administrative services to the community. Therefore, employees who work in the sub-district office are required to have good competence in order to be able to provide fast, precise, and professional services to the community. The results of this study also show that most of the employees at the Percut Sei Tuan Sub-district Office have a high commitment to improving work competence. This can be seen from the majority of respondents who gave yes and strongly agreed with statements related to improving work competence. This condition shows that employees have a good awareness of the importance of developing skills in carrying out their duties and responsibilities. The competencies possessed by employees are not only related to technical abilities in carrying out work, but also include interpersonal skills such as the ability to communicate, cooperate with colleagues, and the ability to solve problems that arise in the implementation of work. Employees who have good competencies will be better able to adapt to various changes that occur in the work environment. The results of this study are also supported by research conducted by (Mulia & Saputra, 2021) which states that competence has a significant influence on employee performance. The research shows that employees who have high competence tend to be able to complete work with better quality and in a more efficient time. In addition, research conducted by (Agustina & Anshori, 2024)Agusti also pointed out that individual abilities are one of the main factors that affect employee performance in the organization. These individual abilities include the knowledge and skills possessed by employees in carrying out their work. If these abilities can be developed properly, employee performance will also increase. Thus, the results of this study strengthen various theories and previous research results that state that competence is an important factor in improving employee performance. Employees who have good competencies will be able to carry out their duties more effectively and efficiently so that they can make a greater contribution to the achievement of organizational goals. In the

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context of the Percut Sei Tuan Sub-district Office, Deli Serdang Regency, improving employee competence needs to be the main concern for organizational leaders. Efforts to improve competence can be carried out through various programs such as training, education, and professional development on an ongoing basis. The competency development program is expected to improve the ability of employees to carry out their duties so that employee performance can continue to be improved. Overall, the results of this study show that competence has a very important role in improving employee performance. Therefore, organizations need to continue to encourage the development of employee competencies as one of the strategies to improve the quality of public services and the effectiveness of government administration at the sub-district level.

5. Conclusion

Based on the results of research on the influence of competence on employee performance at the Percut Sei Tuan Sub-district Office, Deli Serdang Regency, it can be concluded that competence has a significant influence on employee performance. The results of the data analysis showed that the calculated t value was greater than the t table at a significance level of 5%, so the hypothesis that competency affects employee performance is acceptable. This shows that the better the competencies possessed by employees, the better the performance produced in carrying out their duties and responsibilities. Competencies that include knowledge, skills, and a good work attitude are able to help employees in completing work effectively and efficiently. Therefore, employee competency improvement needs to continue to be carried out through training and human resource development so that employee performance at the Percut Sei Tuan Sub-district Office, Deli Serdang Regency can continue to improve.

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