

Effect of Employee Competency and Engagement on Employee Performance of Sharia Bank Sumselbabel KCP UIN Raden Fatah Palembang

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Abstract

This study aims to analyze the influence of competence and employee involvement on employee performance of Bank Sumsel Babel Syariah KCP UIN Raden Fatah Palembang. The data used in this study came from a questionnaire which filled by 50 respondents. The method of analysis in this study is multiple linear regression analysis. The results of the study prove that competence has a significant positive effect on employee performance. Employee involvement is proven to have a partial significant effect on employee performance. This research is useful for companies to improve employee performance through competence and employee involvement

Keywords: competence, employee involvement, employee performance

1. Introduction

Human resources are the main element in a company. Human resources are useful in strategic systems. The increasing function of human resources indicates that the concept of the function of human resources has become very influential in an organization. The success of an organization or company is strongly influenced by the individual performance of its employees. Every organization or company will always try to improve employee performance, with the hope that the company's goals will be successful.

According to Shindie (2015) Employee performance is influenced by several factors, namely internal factors in the form of the nature and competencies contained in employees, as well as external factors, namely the organizational environment. According to Bagus (2012) Competence is a basic characteristic of a person that influences how to assume and act, make generalizations to all situations encountered and last long enough in humans. According to Marlina (2011) Behavior that shows the condition of employee competence does not meet company expectations, such as not being fast in solving problems, less innovating at work because they are always waiting for orders from superiors, there are still many complaints from customers about employees who are not alert in the field, do not understand good standard of work, information from the field has not been responded well by employees who are in the field or in the administrative center.

In addition to competence, another variable that affects employee performance is employee engagement or in Indonesian it is called employee engagement. Employee involvement is an employee's emotional commitment to the organization and its goals. This emotional

commitment means employees must care about their job and their company. They do not work just for a salary or for promotion, but work on behalf of the organization's goals. Employees who are bound have faith in and support the goals of the organization, have a sense of belonging, feel proud of the organization in which they work and have a desire to develop and survive in the organization.

According to Ismail (2016) Islamic banks are banks whose activities are focused on Islamic law, and in their activities do not burden interest or pay interest to customers. The provision that is contained by the Islamic bank or paid to the customer depends on the contract and agreement between the customer and the bank. The contract agreement contained in Islamic banking must comply with the terms and pillars of the contract as regulated in Islamic sharia. Law No. 21 of 2008 concerning Islamic Banking states that Islamic banking is something that concerns Islamic banks and sharia business units, including institutions, business activities, as well as methods and processes in carrying out their business activities.

The phenomenon that occurs at Bank SumselBabel Syariah KCP UIN Raden Fatah Palembang, namely, employees who do not understand the Islamic banking product itself. Because many employees do not have a sharia economic basis. Therefore, efforts are needed to increase the potential that can affect employee performance. Then it was strengthened by one of the journals that discussed the rights of Murabahah Financing Partners. The author explained that not all partners understand and understand the content of the contract that underlies a product. Therefore, the role of bank employees becomes very important in this process. Bank employees are required to understand the concepts of contracts in Islamic banks. This is because there are many phenomena that Islamic bank human resources do not have Islamic economic education background. So that they become worried when bank employees do not understand what their main duties and functions are in financing practice activities in Islamic banks. So it can be concluded that the competence and involvement of employees have an important role in terms of improving performance in a company.

1.2 Research Problem

Based on the background that has been described, the formulation of the problem in this study is as follows:

1. How is the influence of competence on the performance of the employees of Bank SumselBabel Syariah KCP UIN Raden Fatah Palembang?
2. How does employee involvement affect the performance of Sharia employees of Bank Sumsel Babel Syariah KCP UIN Raden Fatah Palembang?
3. How is the influence of competence and employee involvement on the performance of Sharia employees of Bank SumselBabel Syariah KCP UIN Raden Fatah Palembang?

1.3 Research Objectives

Based on the formulation of the problem above, the objectives of this study are:

1. To determine the effect of competence on employee performance at Bank Sumsel Babel Syariah KCP UIN Raden Fatah Palembang.
2. To determine the effect of employee involvement at Bank Sumsel Babel Syariah KCP UIN Raden Fatah Palembang.

3. To determine the effect of competence and employee involvement on employee performance at Bank SumselBabel Syariah KCP UIN Raden Fatah Palembang.

2. Literature Review

According to Edy (2017) Spencer and Spencer say competence is a characteristic that underlies a person and is related to the effectiveness of an individual's performance in his work. According to Boulter et. al (2019) competence is an ability possessed by an individual who has a selling value and it is applied from the results of creativity and innovation produced.

According to Hiwan (2017) employee engagement is a participatory process that uses employee input to increase commitment to achieving organizational success. According to Cropanzano and Mitchell, employee involvement is a long-term asset and is a process that requires continued interaction from time to time to generate loyalty and situations of mutual dependence.

According to Mangkunegara (2018) 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. According to Rivai and Basri, employee performance is the result of carrying out tasks compared to standard work results, targets or targets that have been previously agreed upon.

3. Research Method

This research will be conducted at Bank Sumsel Babel Syariah KCP UIN Raden Fatah Palembang which is located at Prof. K. H. Zainal Abidin Fikri No. 1 Street, Pahlawan, Kemuning District, Palembang City, South Sumatra 30126.

3.1 Types and Sources of Data

Sources of data used in this study is primary data. Primary data is data obtained or collected directly by giving questionnaires to employees of Bank SumselBabel Syariah KCP UIN Raden Fatah Palembang. The type of data used in this research is quantitative data. Quantitative data is data in the form of numbers. This data is obtained from direct measurements as well as from the numbers obtained by converting qualitative data into quantitative data. Quantitative data is objective and can be interpreted equally by everyone. These figures were obtained through the distribution of questionnaires or questionnaires to respondents, namely employees of Bank SumselBabel Syariah KCP UIN Raden Fatah Palembang.

3.2 Data Collection Techniques

Data collection techniques using a questionnaire. Questionnaire (questionnaire) is a data collection technique that is done by giving a set of questions or written statements to respondents to answer. This method is used by distributing question sheets related to research problems to respondents, namely employees of Bank Sumsel Babel Syariah KCP UIN Raden Fatah Palembang.

3.3 Population and Sample

The population is the total number consisting of objects or subjects that have certain qualities and characteristics determined by the researcher to be studied and then draw conclusions. Therefore, the target population in this research is the 50 employees of Bank Sumsel Babel Syariah KCP UIN Raden Fatah Palembang.

The sample is part of a number of characteristics possessed by the population used for research. Sampling technique is done by total sampling or saturated sample or also called census sample, is a sampling technique carried out by taking the entire population, because the total population is 50 then all populations are sampled. The sample to be studied is 50 people who are employees of Bank SumselBabel Syariah KCP UIN Raden Fatah Palembang.

4. Findings and Discussions

The description of the respondent's profile explains the identity of the respondents who were sampled in the study. To clarify the characteristics of the respondents in question, they are presented in the following table:

Table 1. Characteristics of respondents by age.

Age	Amount	Percentage (%)
20-29	31	62
30-39	19	38
40-49	0	0
≥ 50	0	0
Total	50	100

Based on table 1, it can be seen that from 50 respondents, respondents aged between 20-29 years amounted to 31 respondents with a percentage of 62% of the total number of respondents, respondents aged 30-39 years amounted to 19 respondents with a percentage of 38% of the total number of respondents, respondents aged 40-49 years amounted to 0 respondents with a percentage of 0% of the total number of respondents, and respondents aged 50 years amounted to 0 respondents with a percentage of 0% of the total number of respondents.

Table 2. Characteristics of respondents based on employment status

Status	Amount	Percentage (%)
permanent employees	41	82
contract employees	9	18
Total	50	100

Based on table 2, it can be seen that of the 50 respondents, 41 respondents with permanent employee status or 82% of the total respondents, and 9 respondents with contract status, with a percentage of 18% of the total respondents.

Table 3. Characteristics of respondents based on work period

working period	Amount	Percentage (%)
1 - 3 year	15	30
3 - 5 year	27	54
≥ 6 year	8	16
Total	50	100

Based on table 3, it can be seen that of the 50 respondents, respondents who worked for 1-3 years were 15 respondents or 30% of the total respondents, respondents who had worked 3-5 years were 27 respondents or 54% of the total respondents and respondents. who worked 6 years were 8 respondents or 16% of the total respondents.

4.2 Hypothesis Testing Results

Table 4. The results of the t-test of competency variables

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	7.377	2.256		3.271	.002
	Competence	.200	.091	.303	2.204	.032

a. Dependent Variable: Employee performance

Based on the table 4, it is known that the Sig value for the influence of competence (X1) on employee performance (Y) is $0.32 < 0.05$ and the t value is $2.204 > 2.011$. So it can be concluded that competence has a significant effect on employee performance at Bank Sumsel Babel Syariah.

Table 5. The results of the t-test of employee engagement variables

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	9.168	1.664		5.508	.000
	Employee Engagement	.121	.063	.266	2.912	.022

a. Dependent Variable: Employee performance

Based on the table 5, It is known that the Sig value for the effect of employee involvement (X1) on employee performance (Y) is $0.22 < 0.05$ and the t value is $2.912 > 2.011$. So it can be concluded that H1 is accepted, which means that employee involvement (X1) has a significant effect on Employee Performance (Y) at Bank SumselBabel Syariah.

Table 3. F test results (simultaneous)

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	99,275	2	49,637	15,932	0,000
	Residual	140,205	45	3,116		
	Total	239,479	47			

Source: Primary Data Processed, 2020

Based on table 3, it is known that the Fcount value is $15.932 > 3.19$ and a significant value is $0.000 < 0.05$ which means that competence and employee involvement, simultaneously or jointly have a positive and significant effect on employee performance at Bank Sumsel Babel Syariah.

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