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The Effect of Competence and Knowledge Management on Employee Performance

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ABSTRACT

The research was conducted to know the effect Competence and Knowledge Management on Employee Performance At the Indonesian University of Education, Tasikmalaya Campus. The method used is a quantitative descriptive method. The research results show that Competence positively and significantly affects the performance of Administrative Section Employees of the UPI Tasikmalaya Campus. This means that if the competence of employees increases, the performance of the Administrative Section Employees will also increase. Knowledge management positively and significantly affects the performance of Administrative Section Employees of the UPI Tasikmalaya Campus. This means that if knowledge management increases, the performance of Administrative Officers will also increase. Competence and knowledge management have a positive and significant effect on the performance of Administrative Section Employees of the UPI Tasikmalaya Campus. This means that if competence and knowledge management increase, the performance of the Administrative Section Employees also increases.

ARTICLE INFO

1. INTRODUCTION

The organizational need for performance is very high (Coenraad, 2016). One of the organizations that prioritizes the performance of its employees is the Indonesian Education University Tasikmalaya Campus. As a well-known university in Tasikmalaya City, the need for performance is very important, considering that competition between universities in Tasikmalaya City is quite tight. The results of a preliminary study conducted by researchers found that the performance of

administrative staff at the Indonesian University of Education, Tasikmalaya

Campus was still not optimal. This can be seen through performance data with the following result Therefore, the Indonesian Education University The Tasikmalaya campus is required to be different from other campuses in Tasikmalaya.

Table 1. Employee Performance Data/Administrative Staff Indonesian Education University Tasikmalaya Campus

No.	Indicator	Target	Achievements
1.	objective	100%	65%
2.	Scalable	100%	60%
3.	Accountable	100%	50%
4.	Participatory	100%	50%
5.	Transparent	100%	65%

Source: results of observation data processed
Based on Table 1 above, it is clear

That the performance of employees/administrative staff at the Indonesian University of Education is still not optimal. This is especially true in the achievement of accountable and participatory indicators. Several factors can influence employee performance, one of which is competence (Hikmah et al., 2019). This research supports previous research, namely research (Pramularso, 2018) which proves that there is a positive and significant influence between competency and employee performance, which means that competency is an important part that can improve employee performance. According to Masruroh (2023), other factors can influence employee performance, namely knowledge management (Masruroh et al., 2023).

Competence capabilities are possessed by employees and support the success of employee performance (Istiantara, 2019). By research (Prayogi et al., 2019, 668) which states that if competency increases, employee performance will increase. If employees work with maximum

competence, then the work results will be in

line with expectations, but if employees work not supported by competence, then the work results will not be optimal.

The description above shows that competency is an important factor in improving the performance of administrative staff/employees at the Indonesian University of Education, Tasikmalaya Campus. Based on the results of the preliminary study it is known that the competencies possessed by employees/administrative staff at the Indonesian University of Education Tasikmalaya Campus, are still not optimal. Based on the educational background of the administrative staff, it can be seen in the following table.

Table 2. Employee Competency According to Educational Background

No.	Educational level	Number of employees
1.	SD	0
2.	JUNIOR HIGH SCHOOL	0
3.	SMA/D2/D3	18
5.	S-1	12
6.	S-2	3
7.	S-3	0
	Amount	33

Source: Staffing Section of UPI Tasikmalaya Campus

Based on the data in the table above, it is clear that the competency of the Tasikmalaya Campus UPI Administration staff is still not optimal. Judging from the level of education, most of the employees only have a bachelor's degree and even then not all of them have a management educational background (educational background consists of, S.Pd., S.Si, SP., S.Sos., ST and SE), while managing the administration of a university requires special competence regarding management.

In addition to competence, knowledge also becomes factors that influence employee performance (Bintari, 2018). The

results of research conducted by (Alias & Serang, 2018) show that knowledge has a positive and significant effect on employee performance. The results of interviews with several employees of the UPI Tasikmalaya

Campus, obtained information that knowledge management for employees/administrative staff of the Indonesian University of Education, Tasikmalaya Campus, is still not optimal. This is proven by the fact that there are still employees who do not understand the management that should be applied to the scope of the University, most administrative staff/employees work based on work habits which have been their main duties and functions so far. Meanwhile, his management knowledge was not studied. As a result, not a few students feel dissatisfied with the services provided by these employees.
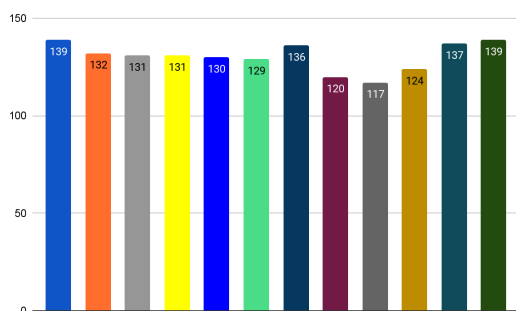
3. METHODS

This study uses quantitative research to obtain the significance of the influence of competence and knowledge management on employee performance.

2. RESULT AND DISCUSSION

1) Result

The data obtained through a questionnaire is in the following graph:

Figure 1. Respondent's Response Towards Competency

Based on Figure 1 above, it is known that the respondent's answer to statement number 9 (nine) is the smallest statement among other statements. The respondents' responses to statements 1 (one) and 12 (twelve) are the highest statements given by respondents.
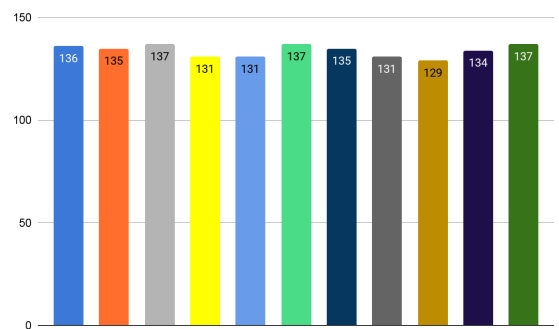
Figure 2. Respondent's response towards Knowledge Management

Based on figure 2 above, it is known that the respondent's answer to statement number 10 (ten), is the smallest statement among other statements. The respondents' responses to the 8th (eighth) statement is the highest statement given by the respondent.
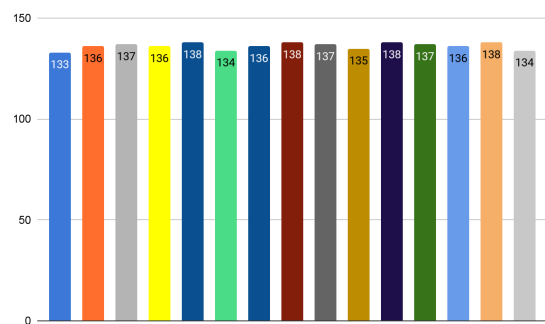
Figure 3. Respondents' response towards Employee Performance

Based on the graph above, it is known that the respondent's answer to statement number 1 (one), is the smallest statement among other statements. While the respondents' responses to statements 5, 8, 11, and 14 were the highest statements given by respondents. statement number 1 (one), is the smallest statement among the other statements.

3.1 Hypothesis Test

1. *Hypothesis Testing 1*

Hypothesis 1 Competence affects employee performance. Testing the hypothesis used in this study is as follows:

Table 3. Summary models

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.845a	.714	.705	5.51667

a. Predictors:(Constant), competency

Based on Table 3 above, it is known that the correlation between competence and employee performance is 0.845 or in a very strong category. While the results of the calculation of determination, it is known that the value determination shows the number 0.714 or 71.4% with criteria in the strong category. This means that there is a strong influence of competency on employee performance. The results of the t-test are described in the following:

Tabel 4. Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	std. Error	Betas		
1 (Constant)	- 7,033	7,895		-.891	.380
competence	1,456	.165	.845	8,797	.000

a . Dependent Variable: employee performance

The first statistical hypothesis in this study can be formulated as follows:
Ho = there is no significant relationship X1 to Y (Ho: tcount <ttable)
Ha = there is a significant relationship X1 to Y (Ha: tcount > tcount)

The conclusion of this hypothesis has been tested for its truth. Based on these results it can be concluded that the hypothesis Ha is accepted and Ho is rejected which states that there is a significant relationship between competency and the value of Sig. (2-tailed) is smaller than the calculated value.

2. Hypothesis Testing 2

In testing the hypothesis 2 Knowledge management influences employee performance,

the test results can be seen in the following table:

Table 5. Summary models

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.884a	.781	.774	4.82307

a. Predictors: (Constant), knowledge management

Based on the table 5 above, it is known that the correlation between knowledge management and employee performance is 0.884 or in a very strong category. While the results of the calculation of determination, it is known that the value of determination shows the number 0.781 or 78.1% with the criteria in the strong category.

This means that there is a strong influence of knowledge management on employee performance. The results of the t test are described in the following table:

The first statistical hypothesis in this study can be formulated as follows:
Ho = there is no significant relationship X2 to Y (Ho: tcount <ttable)
Ha = there is a significant relationship X2 to Y (Ha: tcount > tcount)

Based on these results it can be concluded that the hypothesis Ha is accepted and Ho is rejected which states that there is a significant relationship from knowledge management to employee performance. The conclusion of this hypothesis has been tested for its truth where the value of Sig. (2-tailed) is smaller than the calculated value.

3. Hypothesis Testing 3

In the Hypothesis 3 Competence and knowledge management affect employee performance, the test results can be seen in the following table:

Tabel 6. Summary models

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.910 a	.828	.816	4.35352

a.   Predictors: (Constant), knowledge management competency

The correlation value obtained based on the table 6 above is 0.910 or a very strong correlation. This means that

Table 7. ANOVA b

Model	Sum of Squares	df	MeanSquare	F	Sig.
1 Regression	2730132	2	1365.066	7202 3	.000a
residual	568,595	30	18,953		
Total	3298,727	32			

a.   Predictors: (Constant), knowledge management, competency

b. Dependent   Variable: employee performance

The third statistical hypothesis in this study can be formulated as follows:

1. **The Influence of Competence on Employee Performance**

Overall, respondents' responses to competency variables obtained a value of 1563.When compared with table 4.17, it is in the 4th interval, which means that the respondent's response to the competency variable for administration staff is included in the high category. The highest score obtained in this study is 138 which is contained in the interest indicator. Meanwhile, the lowest score obtained in this study was 120.5, namely on the indicator attitudes or personal traits.

The correlation between competence and the performance of administrative staff is 0.845 or in the very strong category. While the results of the calculation of determination, it is known that the value of determination shows the number 0.714 or 71.4% with the criteria in the strong category. This means that there is

There is a very strong relationship between competence and knowledge management and employee performance. Likewise, the acquisition of the determination value shows a figure of 0.828 or 82.8%. meaning that there is a very strong influence of competency and knowledge management on employee performance. While the remaining 17.2% is influenced by other variables that are not examined.

The results of the f test are known as in the following table:

Ho = there is no significant relationship X1, X2 to Y (Ho: fcount <ftable)
Ha = there is a significant relationship X1, X2 to Y (Ha: fcount > fcount)

Based on these results from table 7, it can be concluded that the hypothesis Ha is accepted and Ho is rejected which states that there is a significant relationship between competency and management knowledge on employee performance. The conclusion of this hypothesis has been tested for its truth where the value of Sig. (2-tailed) is smaller than the calculated value.

a strong influence of competency on employee performance. If competence increases, it will be followed by an increase in the performance of administrative staff at the UPI Tasikmalaya Campus.

The results above, supported by the results of the t test calculations indicate that t count is greater than t table. This means that the hypothesis Ho is rejected and Ha is accepted, which states that there is a significant relationship between competency and employee performance.

The results of the above analysis Support the results of previous research conducted by Muslimat (2022) with the research title The effect of competence on employee performance at PT. Gramedia in Jakarta. The results of the research show that the competency variable is scored with good criteria. Employee performance variables and correlation coefficient values have a strong relationship with a

determination value of 61.0%. Hypothesis test obtained a significance of 0.000 <0.

Another previous study conducted by Fauzi (2018) , with the title of research on the influence of employee competence on employee performance. It can be concluded that simultaneously employee competence has a positive and significant effect on employee performance at the Bureau of Government and Cooperation of the Regional Secretariat of West Java Province with a contribution of 60.4%, while the remaining 39.4% is influenced by other variables.

Research conducted by (Ataunur & Ariyanto, 2016), with the research title The Effect of Competency and Training on PT Employee Performance. Adaro Energy Tbk It can be concluded that competency can help organizations create a high performance culture. Simultaneously, competency and training have a dominant and significant positive effect on employee performance as indicated by a coefficient of determination of 73.6%.

2. The Influence of Knowledge Management on Employee Performance

Overall response of respondents to variable *knowledge management* obtained a value of 1613.When compared with table 4.31, it is in the 5th interval, which means the respondent's response to the variable *knowledge management* Administrative staff are included in the very high category. The highest score obtained in this study was 137 which was contained in the knowledge identification indicator. Meanwhile, the lowest score obtained in this study was 133, namely on the indicator knowledge creation.

Analysis results the correlation between knowledge management and employee performance is 0.884 or in the very strong category. While the results of the calculation of determination, it is known that the value of determination shows the number 0.781 or 78.1% with the criteria in the strong category. This means that there is a strong influence of knowledge management on employee performance.

Based on the results of the t test, it is known that t count is greater than t table so that the hypothesis Ha is accepted and Ho is rejected, which states that there is a significant relationship from management knowledge to employee performance. The conclusion of this hypothesis has been tested for its truth where the value of Sig. (2-tailed) is smaller than the calculated value.

The research results above support the results of previous research conducted by Prihartini & Sanusi (2019) with the results that there is an influence of knowledge management on performance.

Another research conducted by (Setyorini et al., 2021) entitled the influence of knowledge on employee performance CV master print pangkalan bun, shows that the percentage of employee performance that can be explained by variations in the independent variable, namely Knowledge, is 75.9%, while the remaining 24.1% is explained by other variables. outside the research variables. In conclusion, the knowledge variable partially has a significant effect on the performance of CV. Master Print Pangkalan Bun.

3. The Influence of Competence and Knowledge Management on Employee Performance

Overall, the response of respondents to the variable performance of employees in the administration section obtained a value of 2043. When compared with table 4.48, it is in the 5th interval, which means that the respondent's response to the variable administrative staff performance is included in the very high category. The highest score obtained in this study was 137 in the accountable and participatory indicators. Meanwhile, the lowest score obtained in this study was 135, namely on the indicator objective. The correlation value obtained is 0.910 or a very strong correlation. This means that there is a very strong relationship between competence and knowledge management and employee performance. Likewise, the acquisition of the determination value shows a figure of 0.828 or 82.8%. meaning that there is a very

strong influence of competency and knowledge management on employee performance. While the remaining 17.2% is influenced by other variables that are not examined.

Based on the results of the F test, it shows that F count is greater than F table so that the hypothesis Ha is accepted and Ho is rejected, which states that there is a significant relationship between competency and management knowledge on employee performance. The conclusion of this hypothesis has been tested for its truth where the value of Sig. (2-tailed) is smaller than the calculated value.

The results above are supported by the results of previous research conducted by Tan & Nawawi (2018) with the result that knowledge management and competence affect employee performance. The results of the study show that knowledge management is measured through 3 indicators, namely the Human, Process and Technology indicators. The human and process indicators obtained the highest percentage score in the Adequate category, while Technology obtained the lowest score in the Adequate category. However, in general, all indicators fall into the Enough category. Therefore Knowledge Management of employees at PT Veritra Sentosa Internasional Bandung must be developed and expanded so that employees can keep up with the times. The relationship between competence and employee performance has a positive relationship, this is indicated by testing the hypothesis which states that there is a significant influence of competence on employee performance at PT Veritra Sentosa

Internasional Bandung. This is reinforced by Setiawan's research (2017) showing that maximum tacit knowledge can improve the performance of Hotel Zam Zam employees.Management of employees at PT Veritra Sentosa Internasional Bandung must be developed and expanded so that employees can keep up with the times. The relationship between competence and employee performance has a positive relationship, this is indicated by testing the hypothesis which states that there is a significant influence of competence on

employee performance at PT Veritra Sentosa Internasional Bandung. Meanwhile, the results of Desy Kartika Suri's research, 2016. The result is that employees of PT. Indo Acidatama Kebakkramat requires competence and tacit knowledge to improve employee performance.

Based on the regression coefficient table for the competency variable of 0.894 with a value of tcount (9.916) > ttable (1.990) and a value of Sig. (0.000) < α(0.05) so Ho is rejected and H1 is accepted. This result means that if there is an increase in competency it will result in an increase in employee performance at PT. Gapura Angkasa Denpasar Branch. Improving employee performance can be achieved by improving the indicators contained in competencies, such as conducting training for employees.

The research results show that competence has a positive effect on employee performance. The size of the donation. The influence of competency on employee performance is 11.70% (Dwiyanti et al., 2019).

5. CONCLUSION

Based on the results of research and discussion, it is concluded several things as follows.

1. Competence has a positive and significant effect on the performance of Administrative Section Employees of the UPI Tasikmalaya Campus. This means that if the competence of employees increases, the performance of the Administrative Section Employees will also increase.
2. *Knowledge management has* a positive and significant effect on the performance of Administrative Section Employees of the UPI Tasikmalaya Campus. This means that if knowledge management increases, the
3. performance of Administrative Officers will also increase.
4. Competence and knowledge management have a positive and significant effect on the performance of Administrative Section Employees of the UPI Tasikmalaya Campus. This means

that if competence and knowledge management increases, the performance of the Administrative Section Employees also increases.

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