



Competence, Motivation And Facilities Infrastructure As Determining Factors In Dpmptsp Employee Performance

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ABSTRACT

This study aims to analyze and prove the influence of competence, motivation, facilities and infrastructure on employee performance to support the success of socialization at the Investment and One-Stop Integrated Service Office (DPMPTSP) in Ogan Komering Ilir Regency. This study is a quantitative study, the population in this study were 115 DPMPTSP employees and the sampling method was saturated sampling. The results of this study indicate that partially competence has a negative and significant effect on employee performance, while motivation, facilities and infrastructure have a significant positive effect on performance. Simultaneously, the variables of competence, motivation, facilities and infrastructure have a positive and significant effect on the performance of DMPTSP employees.

INTRODUCTION

The success of each regional apparatus organisation (OPD) is an achievement that can be realized by trying to improve better employee performance, therefore an organisation needs to foster professional employee performance so that the organisation has a competitive advantage over other organisations. To achieve competitive performance, organisations use Human Resources (HR) in them (Nugroho et al., 2022). Competence, HR expertise in an organisation is an important asset in an organisation that must be formed to improve employee performance in government organisations (Firmansyah & Yustini, 2023).

Employee performance is a very important factor for an organisation (Miller et al., 2010); (S. P. and T. A. Robbins, 2008). Performance as a manifestation of an employee's work behaviour which is displayed as work performance in accordance with his role in an organisation. This is because employee performance determines the achievement of goals and the survival of the organisation. Competence will greatly affect employee performance. Competence is a type of expertise, knowledge, education and the ability to carry out an effective activity (Yuningsih & ., 2019).

An organisation's success is determined by the quality of its human resources through its competence. Competence will encourage someone to have the best performance in the

organisation (Frank J Barrettt, Noval, Rick Peterson, 2000). Competence, knowledge and ability to handle work can affect the targets expected by the company, one of which can be seen from the knowledge or expertise of employees on the job can master the job well or not (Anna Maria; Hartini H, 2020). The competency standards expected by the company are in accordance with the position or responsibilities given to these employees.

Motivation is a psychological desire directed at a person to achieve a goal. If the motivation given to employees is high, it can generate work enthusiasm which has an impact on increasing employee performance and vice versa. (Yuwono et al., 2020) suggests that facilities are anything that can or can be used as equipment / tools to achieve a predetermined goal or purpose. The definition of infrastructure is a device that is used as the main support in an effort to achieve a goal that has been set together. The Office of Investment and One-Stop Integrated Services (DPMPTSP) of Ogan Komering Ilir Regency is a regional device formed to carry out the duties and functions of business licensing and regional investment as a representation of the entire community in Ogan Komering Ilir Regency.

DMPTSP is demanded for its role to work effectively where the actions produced will be useful for regulating various aspects of community life representing all communities in Ogan Komering Ilir Regency. DMPTSP is required to work effectively, where the actions produced will be useful for regulating various aspects of community life so that the development goals contained in the vision and mission of Ogan Komering Ilir Regency can be realised.

The results of observations and interviews with various parties, at DMPTSP, obtained information that it was known that employee performance was not optimal. This can be seen during the socialisation process in several sub-districts in OKI Regency, where the area is around 19,023 KM2 with eighty percent of the area in swamp waters. Therefore, adequate performance and competence are needed to support the success of socialisation at the One-Stop Investment and Integrated Services Office.

Lack of employee competence is one of the reasons employee performance is not optimal. At the Office of Investment and One-Stop Integrated Services of Ogan Komering Ilir Regency, employee competence is not yet adequate. There are still many employees who cannot work properly. Therefore, sedimentation dredging work is unthinkable to do. The second factor, motivation, is very important in achieving employee performance.

Employees have no desire to do all the tasks and work assigned because of comfort and pleasure based on lack of motivation. Employees are not motivated to do sedimentation dredging work. The next factor that affects employee performance is facilities and infrastructure. The inadequate facilities and infrastructure at the office of the Investment and One-Stop Integrated Service Office of Ogan Komering Ilir Regency have resulted in not optimising the service targets provided.

LITERATURE REVIEW

Competence

(Frank J Barrettt, Noval, Rick Peterson (2000) suggests that competence is the core component of a job, even the order is the first priority. Because competence includes a complexity of skills (skill), knowledge (knowledge), and behavior (attitude) that has a representative of performance and productivity. This means that competence is the main reason a job is done well, goals are achieved according to targets, expectations are satisfied, and so on. In addition, competence implies behavioral characteristics that describe the luxury of a personality that reflects the nature, strength, intelligence, expertise, experience, and all the personal capital of an employee. The purpose of these characteristics is an abstract value that is reflected in a good, systematic, measurable way of working, and contains integrity.

(Yuningsih & ., 2019) states that competence is a characteristic that underlies a person related to the effectiveness of individual performance in his job or the basic characteristics of an

individual who has a causal or causal relationship with the criteria used as a reference, effective or excellent or superior performance at work or in certain situations. The concept of competence has begun to be applied in various aspects of human resource management, although most widely in the areas of training and development, recruitment and selection, and remuneration systems.

Motivation

Every modern organization is always dealing with the demands of change so that the organization concerned has adequate analysis to meet its needs and achieve its performance (Rustandi et al., 2022). To realize such conditions, the role of the organization's important environment in an integrative, relevant, holistic and very important dimension. In attribution theory (S. P. Robbins & Judge, 2017), it is stated that to identify the behavior of an individual or an organization, the cause must be sought from the internal or external environment. There are three factors that determine this, namely specificity, consensus, and consistency. In attribution theory, the internal and external environment is considered as the cause of the formation of a behavior. Behavior caused by the internal environment is behavior that is under the personal control of individuals internal to the organization.

Richard Osborn and Plastrik (Marbun & Jufrizen, 2022) emphasize the importance of the external and internal environment in organizations. According to (Tian et al., 2020) the external environment consists of the general environment (culture, political system, economic system and competitors) and the specific environment (suppliers, labor, capital and raw materials, output distributors, competitors, government regulations. While the internal environment consists of organizational goals, organizational structure, decision making, motivation, communication, coordination, leadership and organizational culture. Both environments play a role in moving and changing the organization towards a more dynamic, adaptive, integrative, and sustainable direction.

Facilities And Infrastructure

Everything that can be used as a tool in achieving a purpose or goal. And infrastructure is everything that is the main support for the implementation of a process (business, development, project). According to (Darwis et al., 2018) facilities are all types of equipment, work equipment and facilities that function as the main or auxiliary tools in carrying out work, and also in the context of interests that are related to the work organization. While infrastructure is auxiliary equipment or also the main equipment, and both tools function to realize a goal to be achieved that is expected by the leader.

It can be concluded that facilities are everything that can be used as tools and materials to achieve the goals and objectives of a production process. Meanwhile, infrastructure is everything that is the main support for the implementation of production. The functions of facilities and infrastructure are certainly different based on the scope of their respective uses. For example, transportation facilities and infrastructure are different from health. But it has the same goal, namely the goal of achieving the expected results in accordance with the plan.

Although they seem the same, facilities and infrastructure have differences in terms of their use. facilities are equipment that moves and is generally used directly, for example there is paper, pens, books, computers, and others. Meanwhile, infrastructure is supporting and generally immobile facilities, such as buildings and rooms. Facilities and infrastructure have a relationship that cannot be separated. These two things are human support facilities to be able to do a job easily and efficiently.

Employee Performance

Performance theory is essentially a development of goal-setting theory which is the result of deep thinking from Locke scientists at the end of 1960 about the relationship between goals

and individual performance of human tasks or actions in an effort to achieve targets, specific goals, and continue to strive to increase in a higher direction determined by the organization. This theory establishes four moderators namely ability, commitment, feedback and situational (Latham & Seijts, 2016). (Tanjung et al., 2019) defines performance as measurable actions, behaviors, and results that employees engage in or produce that are related to and contribute to organizational goals.

(Schechner, 1967); (Colquitt et al., 2015) defines performance as The value of the set of employee behaviors that contribute, either positively or negatively, to organizational goal accomplishment. Meanwhile, performance according to (Wankel, 1972) is "The quality and quantity of the work accomplished by individuals, groups or organizations". (Ivancevich et al., 2009); Konopaske and (Ivancevich et al., 2009) state Job performance may be viewed as a function of the capacity to perform, the opportunity to perform, and the willingness to perform. Performance is largely determined by the willingness / willingness to work, work capacity and work opportunities.

Good performance is usually based on setting specific and difficult goals rather than simple and easy-to-do goals. Therefore, there are 5 (five) principles of goal setting, namely clarity, challenge, commitment, feedback, and task complexity (Chen & Latham, 2014); (Ma & Cheng, 2021). Performance measurement based on measurable goal setting can influence the way of organization and enable management to carry out optimal planning, readiness of human resources with the interaction of communicating and trained individuals, designing multi-dimensional training constructs, targets and goals that must be known by managers and staff, as well as job evaluation and modification of planning and targets for the next period (Chlebikova et al., 2015).

Performance as one of the individual outcomes, is influenced by individual mechanisms including: job satisfaction; stress level; motivation; trust, justice, ethics: learning and decision making (Kutaula et al., 2019). Individual mechanisms are influenced by organizational mechanisms, group mechanisms and individual characteristics. Organizational mechanisms include organizational structure and organizational culture. Group mechanisms include leadership (leadership style and behavior; leader power and leadership influence) and team (team characteristics and team cultural values). While individual characteristics include: cultural and personal values and abilities (Berger & Berger, 2003).

(Viswesvaran & Schmidt, 2002) extended this principle to job performance assessment and argued that a comprehensive specification of the content domains of job performance constructs can be obtained by collecting all the job performance measures that have been used in existing occupational psychology. (Van der Hauwaert et al., 2022) identified performance measurement as one of the three critical issues for effective implementation of facility strategies. Performance measurement is becoming increasingly important both for reasons of justification for general management and for supporting management and practices in facilitating organizational management (Kulatunga et al., 2005).

For organizations, performance is one way to measure the extent of their effectiveness (Pang & Lu, 2018). The need for the ability to set goals and objectives to achieve its performance and how to improve overall organizational performance is undoubtedly the most important organizational goals and objectives. Understanding and measuring performance is a challenge for researchers because organizations have many goals that are often conflicting (Chow et al., 1994). (Harper, 2005) points out that performance is often used to measure the overall status of the organization and its related policies.

Performance is the result of work that has a strong relationship with the organization's strategic goals, customer satisfaction and economic contribution (Baron, 2003). The development context of job performance dimensions can be characterized as (1) stand-alone, specific, or (2) part of a larger set of dimensions. After reviewing several dimensions that have

been developed in a stand-alone manner (e.g., prosocial behavior), we review a model that takes a more comprehensive view of job performance (Viswesvaran & Schmidt, 2002).

Performance is the overall result of a person during a certain period in carrying out a task, such as a standard of work results, targets or goals or criteria that have been determined in advance and have been agreed upon. When associated with performance as a noun, the definition of performance or performance is the work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve company goals legally, not against the law and not against morals and ethics (Yustini Tien et al., 2022).

Performance refers to the level of success in carrying out tasks and the ability to achieve predetermined goals. Performance is declared good and successful if the desired goals can be achieved properly (Nabawi, 2019). From the above definitions, the author can conclude that performance is the willingness of a person or group of people to carry out an activity and complete it according to their responsibilities with the expected results.

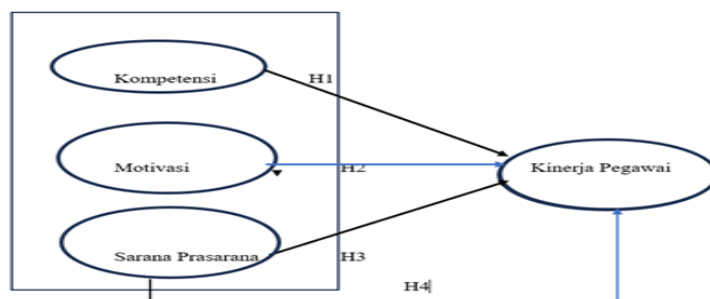
Conceptual Framework

Human resources are one of the resources that most determine the success or failure of an organization. In contrast to other organizational resources, human resources are a production factor that has a dominant influence on other production factors such as machinery, capital and materials. Therefore, organizations are required to manage their human resources properly for the survival and progress of the organization through the development of their human resources. The contribution of employees to the organization is very dominant, because employees are the producers of work for the organization. This means that every job in the organization is always carried out by employees.

Performance is the overall result of a person during a certain period in carrying out tasks, such as work result standards, targets or goals or criteria that have been determined in advance and agreed upon (Baridwan, 2012). (Rezanto, 2020) argues that employee competence is a combination of knowledge, skills, attitudes and other personal characteristics needed to achieve success in a job, which can be measured using agreed standards, and which can be improved through the development of competencies.

Motivation is a way to encourage employees' work passion so that they want to work hard by giving all their abilities and skills to realize organizational goals (Maslow, Neher, 1991). (Novita & Kale (2023) suggests that facilities are all types of equipment, work equipment and facilities that function as the main or auxiliary tools in carrying out work, and also in the context of interests that are related to the work organization. This study has two main variables, namely the independent variable, and the dependent variable. The dependent variable in this study is that performance is given the symbol (Y), while the independent variables are competence (X1), motivation (X2) Infrastructure Facilities (X3) Employee performance (X4) In line with the description above, the research framework flow can be made as follows:

Figure 1 Research Framework



Gambar 2.1. Kerangka Pemikiran Penelitian

METHODS

This research uses quantitative research which will be supported by qualitative research. Quantitative research methods use numerical data and emphasize the research process on objective measurement of results using statistical analysis. The focus of quantitative methods is to collect data sets and generalize to explain specific phenomena experienced by the population.

The population in this study were 115 employees in the Ogan Komering Ilir district government. Because the population is only 115, all the population is used as a sample of this study (taken by the saturated sample method). The data used in this study consisted of primary data and secondary data. Primary data was collected through questionnaires distributed using googleform. To test the instrument, the validity test and reliability test were carried out. Furthermore, the classical assumption test is carried out which consists of; normality test, multicollinearity test, heteroscedasticity test. To test the hypothesis proposed in this study, t-test and F-test were conducted. Multiple correlation analysis is an extension of simple correlation analysis. In multiple correlation analysis, it aims to determine how the degree of relationship between several independent variables (KP, MP, SP variables) and the dependent variable (KP variable) together. Based on multiple correlation, the relationship between several independent variables (KP, MP, SP variables) and the dependent variable (KP variable) is analyzed, namely in the form of multiple linear regression:

$$KP = a + b_1.KK + b_2.MP + SP + e$$

Where:

KP = Employee Performance

KK = Employee Competence

MP = Employee motivation

SP = Infrastructure facilities

e = error terms.

Finally, the measurement of the coefficient of determination (r^2) essentially measures how far the model's ability to explain the variation in the dependent variable. The coefficient of determination is between zero and one. A small r^2 value means that the ability of the independent variables to explain variations in the dependent variable is very limited.

RESULTS

Validity Test

In this study, the validity test was carried out by calculating the Pearson correlation value between each question item and the total score. The significance level = 5% with free degrees ($dk = N - 2 = 115 - 2 = 113$), so that the r table is 0.1966. The question item is declared valid if the $r_{count} > r_{table}$ value, while the question item is declared invalid if the r_{count} value $< r_{table}$. The following are the results of the validity test of the question items for each variable.

Table 1 Results Of The Competency Variable Validity Test

Variable	item	r-count	r-table	Ket
Competence	1	0,663	0,1966	Valid
	2	0,762	0,1966	Valid
	3	0,634	0,1966	Valid
	4	0,410	0,1966	Valid
	5	0,671	0,1966	Valid
	6	0,735	0,1966	Valid
	7	0,801	0,1966	Valid
	8	0,632	0,1966	Valid

Source: Data Processing Results, 2024

Based on the processing results above, it can be seen that the r-count value for each question item is greater than the r-table. Thus it can be concluded that all questions for the Competency variable are valid.

Table 2 Motivation Validity Test Results

Variable	item	r-count	r-table	Ket
Motivation	1	0,706	0,1966	Valid
	2	0,753	0,1966	Valid
	3	0,624	0,1966	Valid
	4	0,453	0,1966	Valid
	5	0,626	0,1966	Valid
	6	0,743	0,1966	Valid
	7	0,717	0,1966	Valid
	8	0,751	0,1966	Valid

Source: Data Processing Results, 2024

Based on the results of data processing, it can be seen that the r-count value for each statement item is greater than the r-table. Thus it can be concluded that all statements for the Motivation variable are valid.

Table 3 Results Of The Validity Test Of Facilities And Infrastructure Variables

Variable	item	r-count	r-table	Ket
Infrastructure Facilities	1	0,736	0,1966	Valid
	2	0,784	0,1966	Valid
	3	0,802	0,1966	Valid
	4	0,405	0,1966	Valid
	5	0,630	0,1966	Valid
	6	0,742	0,1966	Valid
	7	0,821	0,1966	Valid
	8	0,625	0,1966	Valid

Source: Data Processing Results, 2024

Based on the processing results above, it can be seen that the r-count value for each question item is greater than the r-table. So, it can be concluded that all questions of the facilities and infrastructure variable are valid.

Table 4 Results Of The Performance Variable Validity Test

Variable	item	r-count	r-table	Ket
Performance	1	0,761	0,1966	Valid
	2	0,666	0,1966	Valid
	3	0,742	0,1966	Valid
	4	0,787	0,1966	Valid
	5	0,753	0,1966	Valid
	6	0,801	0,1966	Valid
	7	0,821	0,1966	Valid
	8	0,708	0,1966	Valid
	9	0,665	0,1966	Valid
	10	0,268	0,1966	Valid

Source: Data Processing Results, 2024

Based on the processing results above, it can be seen that the r-count value for each question item is greater than the r-table. Thus it can be concluded that all questions for the Performance variable are valid.

Reliability Test

To test reliability, it is done by calculating the Cronbach alpha coefficient value. The research variable is said to be reliable if the Cronbach alpha coefficient value is more than the critical value, namely 0.60. The following are the results of reliability testing for all variables.

Table 5 Reliability Test Results

Variable	Cronbach Alpha	Critical Value	Ket
Competence	0,628	0,60	Reliabel
Motivation	0,631	0,60	Reliabel
Infrastructure	0,693	0,60	Reliabel
Performance	0,788	0,60	Reliabel

Source: Data Processing Results, 2024

The results of the above calculations can be seen that the Cronbach Alpha coefficient value for the Competency variable is 0.628, the Motivation variable is 0.631, the Infrastructure variable is 0.693, and for the Performance variable is 0.788, where the value is greater than the critical value of 0.60, the questionnaire is declared reliable. Multiple regression analysis in this study was used to determine whether there is a relationship between the independent variables of Competence, Motivation, and infrastructure facilities with the dependent variable Performance. The results of multiple regression analysis can be seen in the following table.

Table 6 Multiple Regression Analysis Test Results

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-2.521	2.442		-1.032	.304
Competence	.457	.100	.397	4.562	.000
Motivation	.346	.124	.239	2.805	.006
Infrastructure	.265	.104	.216	2.560	.012

a. Dependent Variable: performance

Source: Data Processing Results, 2024

Based on the results of the data processing above, we can see in the Standardized Coefficients column part B as the regression coefficient, so that the regression model is obtained as follows.

$$KP = -2.521 + 0.457KK + 0.346Mt + 0.265Sp + e$$

with

KP: Employee Performance

KK : Competence

Mt: Motivation

Sp : Infrastructure

From the regression equation above, several things can be interpreted as follows.

1. The coefficient of the Competency variable (Kp) of 0.457 states that every one increase in the value of Competence will increase Performance by 0.457 assuming other variables are constant.
2. The coefficient of the Motivation variable (Mt) of 0.346 states that each increase in one Motivation value will increase performance by 0.346 assuming other variables are constant.
3. The variable coefficient of Facilities and infrastructure (Sp) of 0.265 states that each increase of one value of Facilities and infrastructure will increase Performance by 0.265 assuming other variables are constant.

Coefficient Of Determination

The coefficient of determination is used to determine the percentage of influence of the variables of Competence, Motivation, and Facilities and infrastructure on the Performance variable. The following presents the results of the calculation of the coefficient of determination in the table.

Table 7 Test Results Of The Coefficient Of Determination

Model	R	R Square	Adjusted R Square
1	.737 ^a	.543	.524

Source: Data Processing Results, 2024

The coefficient of determination (R square) of 0.543 indicates that 54.3% of the variation in the performance variable can be explained by the variation in the set of variables of Competence, Motivation, and Facilities and infrastructure while the other 45.7% is explained by variables outside the model studied. The table above also shows the Adjusted R Square value of 0.524 or 52.4%. This shows that 52.4% of the performance variable is influenced by the three independent variables, namely Competence, Motivation, and Facilities and infrastructure.

Model Fit Test (F Test)

The F test is carried out by seeing whether the independent variables consisting of Competence, Motivation and Facilities and infrastructure have a simultaneous influence on the dependent variable, namely Performance. The null hypothesis (H0) is that all parameters have no significant effect on the model, while the alternative hypothesis (Ha) is that at least one independent variable has a significant effect on the model. The following are the results of the F test in the table.

Table 8 Simultaneous Hypothesis Test Results

ANOVA

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	522.895	4	130.724	28.218	.000 ^b
Residual	440.095	95	4.633		
Total	962.990	99			

a. Dependent Variable: OCB

b. Predictors: (Constant), Competence, Motivation and Facilities and infrastructure

Source: Data Processing Results, 2024

Based on the results of the analysis above, the significance value is 0.000, which is smaller than = 0.05, so H0 is rejected and Ha is accepted. Thus, it can be concluded that there is at least

one parameter between the Competence, Motivation and Facilities and Infrastructure variables that has a significant effect on the Performance variable.

Partial Test (t Test)

Partial parameter significance tests are carried out to find out which variables have a significant influence in the model and how much influence they have on the independent variables. The decision making requirement is that if the significance level is below 0.05 then H₀ is rejected and H_a is accepted. After carrying out the partial test, the results were obtained as in the following table:

Table 9 Partial Hypothesis Test Results

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
Model	B	Std. Error	Beta			
1	(Constant)	-2.521	2.442		-1.032	.304
	Competence	.457	.100	.397	4.562	.000
	Motivation	.346	.124	.239	2.805	.006
	Infrastructure	.265	.104	.216	2.560	.012

a. Dependent Variable: Kinerja

Source: Data Processing Results, 2024

Based on the results of the analysis above, it can be concluded that:

1. The regression results show that the influence of the Competency variable on Performance produces a significance value of 0.000, which is smaller than $\alpha = 0.05$, so H₀ is rejected and H_a is accepted. Thus it can be concluded that Competency has a significant effect on Performance.
2. The influence of the motivation variable on performance produces a significance value of 0.006, which is smaller than $\alpha = 0.05$, so H₀ is rejected and H_a is accepted. Thus it can be concluded that motivation has a significant effect on performance.
3. The influence of the Facilities and Infrastructure variable on performance produces a significance value of 0.012, which is smaller than $\alpha = 0.05$, so H₀ is rejected and H_a is accepted. Thus it can be concluded that facilities and infrastructure have a significant effect on performance.

DISCUSSION

The Influence Of Competence, Motivation And Infrastructure On Performance

Based on the results of simultaneous parameter significance tests using the F test, it was found that simultaneously or together the variables Competence, Motivation and infrastructure had a significant effect on Performance. This is also supported by the coefficient of determination (R²) value of 0.543, indicating that 54.3% of the variation in the dependent variable, namely performance, can be explained by the independent variables in the model, while the other 45.7% is explained by variables outside the model studied. Apart from that, the Adjusted R Square value of 52.4% shows that 52.4% of the Performance variable is influenced by the four independent variables, namely Competence, Motivation, and Facilities and Infrastructure.

From the overall research results, it can be proven that competency, motivation and infrastructure have a positive effect on performance. This means that the higher the application of Competency, the higher the level of Motivation and the application of facilities and infrastructure in a company, the higher an employee will have Performance awareness and voluntarily carry out tasks and contributions outside the demands of their work in the company.

The Influence Of Competency On Performance

Based on the results of the partial significance test, it is proven that the influence of Competency on Performance corresponds to a significance level of 0.000 so that H_0 is rejected and H_a is accepted. From these results it can be concluded that Competency has a positive and significant effect on Performance. This is in line with research by Purwanto, et al (2022), Kumar & Hamid (2021), Nurjanah et al (2020), Maulana (2020) and Winarto & Purba (2018) which also stated that there is a significant positive influence of Competency on Performance. The conclusion above proves that competency has a positive effect on performance, where the better the application of competency in the company, the higher the level of performance behavior among employees.

The Effect Of Motivation On Performance

The results of the partial significance test using the t test prove the influence of motivation on performance with a significance level of 0.006. Thus it can be concluded that partially motivation has a significant effect on performance. This means that the higher the level of motivation in employees, the higher the performance behavior in the company will automatically be. The results of this research are the same as those obtained by Annisa Fajri (2022), Fentrio et al (2022), Kumar & Suriya Hamid (2021), and Soelton (2020) who stated that motivation influences performance positively and significantly.

The Influence Of Infrastructure On Performance

The results of the partial parameter significance test show the influence of facilities and infrastructure on performance with a significance level of 0.012 so the hypothesis is considered accepted. This is in line with research conducted by Fentrio et al (2022), Annisa Fajri (2022) and Afni & Ammar (2019). Both studies state that there is a significant positive influence of facilities and infrastructure on performance. Thus it can be concluded that facilities and infrastructure have a significant effect on performance. This means that the higher the level of an employee's ability to balance work with life outside of work, the greater the employee's performance behavior in the company.

CONCLUSION

Based on the results of the research and discussion, the conclusions that can be drawn from research on the influence of competence, motivation and infrastructure on the performance of employees of the One Stop Integrated Services and Investment Service (DMPTSP) are as follows:

1. Partial competency has a negative and significant influence on the performance of employees of the One Stop Integrated Service and Investment Service (DMPTSP)
2. Motivation partially influences positively and significantly on the performance of employees of the One Stop Integrated Services and Investment Service (DMPTSP)
3. Facilities and infrastructure partially influence positively and significantly on the performance of employees of the Department of Investment and One Stop Integrated Services (DMPTSP)
4. Competence, Motivation, and infrastructure simultaneously influence the Performance of Employees of the One Stop Integrated Service and Investment Service (DMPTSP). 54.3% of the variation in Performance variables can be explained by variations in the set of Competency,

Motivation, and Facilities and Infrastructure variables, while 45.7% is explained by variables outside the model studied, such as employee discipline, work experience, and work environment.

SUGGESTION

Based on the results of research and studies that have been carried out, this research has limitations in that the three independent variables, namely employee competency, motivation, facilities and infrastructure, do not have a big influence on employee performance in DMPTSP, namely only 54.3 percent, the remaining 45.7 percent. still influenced by factors that have not been studied. So for further research it is recommended to include variables that are considered to have a significant influence on employee performance, including discipline, work experience, compensation and work environment.

In closing, the author does not forget to thank the Head of DMPTSP OKI Regency and his staff who have provided data support and filled out this research questionnaire. Hopefully the results of this research will provide benefits in improving the organization, especially at DMPTSP. The author also does not forget to thank the academic community of Unievrstia IGM for all the assistance, guidance, and completion of this research.

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