

**The Effect of Competence and Work Motivation on Work Satisfaction and Its Effect on Village Apparatus Performance
(Study of Village Apparatus in Sakra District, East Lombok Regency)**

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ABSTRACT

The purpose of this study was to determine and analyze the effect of Competence and Work Motivation on work Satisfaction and their influence on Village Apparatus Performance in Sakra District, East Lombok Regency. The type of research used was explanatory research, because in this study it highlighted the relationship between research variables and tests hypotheses. The populations of this study were 72 village officials in Sakra District, East Lombok Regency. While the sample in this study was a saturated sample or take all members of the population. This was because the research conducted in this study was a census study where this method applied if the population members are relatively small or easily accessible.

Data was collected by distributing questionnaires to Village Apparatus in Sakra District, East Lombok Regency. The data analysis technique used in this study was a two-stage regression technique.

The results of this study indicated that competence and work motivation have a positive effect on work satisfaction. Likewise, work satisfaction had a positive effect on the performance of Village Apparatus in Sakra District, East Lombok Regency.

Keywords: Competence, Work Motivation, work Satisfaction & Performance

INTRODUCTION

Entering the industrial era 4.0, the organization demands to be able to optimize its resources as an organizational effort to achieve its goals. Human resources play a very important role in dealing with the changes that occur and which move the factors of production to become more productive. Therefore, good management of human resources is needed which will increase the effectiveness and efficiency of the organization in carrying out its functions, including one of the government agencies in this case is the village government.

According to Law Number 6 of 2014, a village is a village and customary village or what is called by another name, hereinafter referred to as a village is a legal community unit that has territorial boundaries that are authorized to regulate and manage government affairs, the interests of the local community based on community initiatives, rights of origin, and/or traditional rights that are recognized and respected in the government system of the Unitary State of the Republic of Indonesia.

Meanwhile, the Village apparatus according to the Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 67 of 2017 is an element of staff who assists the Village head in policy formulation and coordination which is accommodated in the Village secretariat, and elements that support the duties of the Village head in implementing policies that are accommodated in the form of technical implementers and regional elements.

Performance according to

Simamora (2006), refers to the level of achievement of tasks that make up an employee's job, performance reflects how well employees meet the requirements of a job. Meanwhile, according to Hasibuan (2016), says that performance is a result of work achieved by a person in carrying out the tasks assigned to him based on experience, skills, and sincerity and time.

In this study, the performance of the Village Apparatus can be understood as the magnitude of the contribution given by the Village Apparatus to the progress and development of the village that is part of its working area. Thus, a more intensive and optimal performance from the Village Apparatus is needed for the optimization of the tasks it carries out. The performance of the Village Apparatus is very important, this shows how far the tasks that have been carried out through the tasks and authorities given can be carried out in a real and maximum manner in accordance with the mission that has been set as the basis for carrying out the tasks carried out.

In line with the times, it has become a current demand and need that the Village Apparatus must develop, in mastering science and technology, especially in their field of duty, namely as public servants. Therefore, in carrying out their work to achieve the desired performance, the job satisfaction factor of the Village Apparatus is very decisive.

According to Robbins (2015), job satisfaction is the general attitude of an individual towards his work, to compare the amount of rewards received by a worker with the amount of expectations he has regarding the

rewards that must be received.

Village apparatus job satisfaction is largely determined by the competence factor. According to Wibowo (2016), competence is the capacity to perform tasks that depend on the ability, information and mental assistance of workers needed in certain jobs.

In addition to competence, another factor that is also important and related to the job satisfaction of the Village Apparatus is work motivation. Motivation is a process that starts from a physiological force or need that results in a behavior or drive aimed at a goal or incentive (Robbins and Judge, 2018). This is important considering that motivation has a close relationship with a person's attitudes and behavior. Motivation itself can be interpreted as a driving force / impetus to do a job, which can come from within and also from outside. (Dalyono, 2005). Therefore, before achieving optimal performance, it is necessary to pay attention to how the job satisfaction of the Village Apparatus regarding the competence and satisfaction of the motivation received and felt so that it will also have an impact on the performance of the Village Apparatus.

In this study the authors are interested in examining the influence of competence and work motivation on job satisfaction and their impact on the performance of village officials in Sakra District, Lombok Regency.

LITERATURE REVIEW

Competence

Competence can be interpreted as an action or behavior that can be measured through a combination of

knowledge, expertise and ability to do something (Siagian:2008). Competence consists of the combination of knowledge, skills and abilities needed to complete tasks and functions in the workplace. Some competencies are visible and some are hidden (Mathis and Jackson, 2011). Knowledge is more visible, recognizable to match people to jobs. Although some skills can be seen, some are less identified, but hidden competencies in the form of skills that may be more valuable can improve performance. While the ability itself shows a person's success in completing work.

HR competencies needed to face new challenges and types of organization in the workplace. Competence can be obtained by understanding the characteristics that we look for in the people who work in the organization. The basic concept of competency standards in terms of estimology, competency standards are open to two vocabularies, namely standards and competencies. Standard is defined as an agreed measure or benchmark, while competence is defined as the ability to carry out tasks in the workplace which includes applying skills that are supported by knowledge (cognitive) and ability (ability) in accordance with the required conditions. Thus, competency standards can be assumed as a formulation of what abilities and skills must be possessed by the workforce (HR) in carrying out work in accordance with the requirements set/agreed upon.

Motivation

In the opinion, Robbins and Suparyadi (2015) defines motivation

as a willingness to spend a level of effort for organizational goals, which is conditioned by the ability to fulfill an individual need. David Mc. Clelland (2015) proposes a motivation theory that is closer to the concept of learning, where he believes that there are three basic human needs, namely: (1). Need for Achievement, *n Aff* (the need for achievement), namely the drive to excel, to do work beyond the specified standard for success, people have a strong drive to succeed, struggle to achieve to get rewards, or the desire to do something better and more efficient. (2). Need for Affiliation, *n Aff* (need for affiliation) desire for friendly and intimate interpersonal relationships to be liked and accepted by others in friendship, prefer cooperative situations to competitive situations, and desire relationships that involve a degree of mutual understanding high return. (3) Need of Power, *n Pow* the need to make others behave as desired without being forced, the need for the desire to have influence and control others. and prefer to be placed in a competitive and status-oriented position, tend to care more and gain influence over others than effective performance.

Job satisfaction

Job satisfaction is basically an individual thing. Each individual will have a different level of satisfaction according to the value system that applies to him. The more aspects of work that match the individual's wishes, the higher the level of satisfaction he feels.

The definition of job satisfaction according to Robbins &

Judge (2018) states that job satisfaction is a positive feeling about work, resulting from an evaluation of its characteristics. A person with a high level of job satisfaction has positive feelings about his job, while someone with a low level of job satisfaction has negative feelings about his job.

Meanwhile, according to Locke (in Titisari, 2014) provides a comprehensive definition of job satisfaction which includes cognitive, affective and evaluative reactions or attitudes and states that job satisfaction is a moderate emotional state or positive emotion that comes from an assessment of one's work or work experience.

According to Luthans & Freds (2006) job satisfaction is the result of employees' perceptions of how well their work provides things that are considered important.

According to Hasibuan (2016), job satisfaction is an emotional attitude that is pleasant and loves his job. Meanwhile, according to Sopiah (2008) job satisfaction is a person's emotional response to work situations and conditions. So it can be concluded that job satisfaction is a person's level of feeling in looking at his work, which means an employee looks like or dislikes his job seen from his attitude towards the work he does.

Performance

According to Armstrong interpreting performance as the result of work that has a strong relationship with the strategic goals of the organization (in Wibowo, 2016). Meanwhile, according to Mangkunegara (2015), 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.

METHOD

This type of research was explanatory research, because this research explains the position between the variables studied and the relationship between one variable and another through hypothesis testing that has been formulated (Sugiyono, 2019).

The populations in this study were 72 Village Apparatus from 12 villages in Sakra Subdistrict, East Lombok Regency which consisted of six Village Apparatus, namely: Village Head, Village Consultative Body (BPD), Technical Implementer (Head of Government Affairs, Head of Development Affairs, Head of People's Welfare Affairs and Head of Financial Affairs) with the number of Village Apparatus.

The sample in this study was using a saturated sample, which was taking all members of the population because the members of the

population were relatively small or easy to reach. Besides that, if the population was less than 100 people, the total sample was taken, but if the population was greater than 100 people, 10-15% or 20-25% of the total population could be taken (Arikunto, 2012).

Selection of Village Apparatus in Sakra Subdistrict, East Lombok Regency as a research location using purposive sampling technique was a sampling technique with certain considerations (Sugiyono, 2019). The consideration was that Sakra District, East Lombok Regency was one of the oldest customary sub-districts in the East Lombok District.

RESULT

This validity test was done by comparing *r* count with *r* table. In this study, showing *r* count (Corrected Item Total Correlation) > *r* table, the questionnaire was declared valid. The results of testing the validity of the questionnaire can be seen in table 1 below:

Table 1: Questionnaire Validity Calculation Results

Variabel	Indikator	r hitung (Corrected Item Total Correlation)	r tabel ($\alpha=0,05$)	Kriteria
Competence (X1)	X1.1	0.717	0,235	Valid Valid Valid Valid Valid Valid Valid Valid Valid Valid
	X1.2	0.694	0,235	
	X1.3	0.814	0,235	
	X1.4	0.738	0,235	
	X1.5	0.752	0,235	
	X1.6	0.767	0,235	
	X1.7	0.776	0,235	
	X1.8	0.771	0,235	
	X1.9	0.757	0,235	
	X1.10	0.736	0,235	
Variabel	Indikator	r hitung (Corrected Item Total Correlation)	r tabel ($\alpha=0,05$)	Kriteria

Work motivation (X2)	X2.1	0,590	0,235	Valid Valid
	X2.2	0,547	0,235	
	X2.3	0,439	0,235	
	X2.4	0,409	0,235	
	X2.5	0,580	0,235	
	X2.6	0,777	0,235	
	X2.7	0,601	0,235	
	X2.8	0,730	0,235	
	X2.9	0,465	0,235	
	X2.10	0,503	0,235	
	X2.11	0,423	0,235	
	X2.12	0,660	0,235	
	X2.13	0,667	0,235	
	X2.14	0,595	0,235	
	X2.15	0,443	0,235	
	X2.16	0,401	0,235	
Job satisfaction (Y1)	Y1.1	0.613	0,235	Valid
	Y1.2	0.715	0,235	Valid
	Y1.3	0.667	0,235	Valid
	Y1.4	0.640	0,235	Valid
	Y1.5	0.633	0,235	Valid
Village Apparatus Performance (Y2)	Y2.1	0.611	0,235	Valid
	Y2.2	0.697	0,235	Valid
	Y2.3	0.669	0,235	Valid
	Y2.4	0.654	0,235	Valid
	Y2.5	0.718	0,235	Valid
	Y2.6	0.519	0,235	Valid
	Y2.7	0.621	0,235	Valid
	Y2.8	0.725	0,235	Valid
	Y2.9	0.574	0,235	Valid
	Y2.10	0.690	0,235	Valid

Source: Processed primary data

While the reliability test on all the variables studied, the results of the Cronbach Alpha calculation are above 0.6, this means that all the variables studied are reliable. This can be seen in table 2:

Table 2: Summary of Variable Reliability Calculation Results

Variabel	r hitung (Cronbach Alpha)	r standa r	Kriteri a
Competence (X1)	0,913	0,60	Reliability
Work motivation	0,841	0,60	1
	0,659	0,60	Reliability
	0,839	0,60	1

(X2)			Reliability
Job satisfaction (Y1)			1
Village Apparatus Performance (Y2)			1

Source: Processed primary data

Model Feasibility Test

The Influence of Competence and Work Motivation on Job Satisfaction

a. Coefficient of Determination

Table 3: The Result of Calculation of the Coefficient of Determination Effect of Variables X1 and X2 on Y1

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.581 ^a	.338	.319	1.71243

Source: Processed primary data

Table 3 above shows that the adjusted R2 figure is 0.319. This means that the two independent variables, namely Competence (X1) and Work Motivation (X2) can explain the variation of the dependent variable Job satisfaction (Y1) by 31.9% while the remaining 68.1% is explained by other variables / factors outside the model, for example Individual Characteristics, Education, Skills, Experience and so on

Uji F

Table 4: F Test Results The Effect of Variables X1 and X2 on Y1

Model		df	F	Sig.
1	Regression	2	17.616	.000 ^a
	Residual	69		
	Total	71		

Source: Processed primary data

Table 4 above shows that the calculated F value = 17,616 > F table = 3.15 (df1 = k = 2 and df2 = n - k - 1 = 72 - 2 - 1 = 69, = 0.05), with numbers significance = 0.000 < = 0.05 (significant), so this model is feasible to use.

The Effect of Job Satisfaction on Village Apparatus Performance

a. Koefisien Determinasi

Table 5: The Result of Calculation of

the Coefficient of Determination The Effect of Y1 on Y2 Variabel

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.491 ^a	.241	.230	3.94346

Source: Processed primary data

From Table 5 above, it can be seen that the adjusted R2 figure is 0.230. This means that the Village Apparatus Performance variable (Y2) can be explained by the Job satisfaction variable (Y1) of 23% while the remaining 77 % was explained by other variables/factors outside the model. for example leadership, work environment and so on.

b. Uji F

Table 6: F Test Results The Effect of Variable Y1 on Y2

Model		df	F	Sig.
1	Regression	1	22.213	.000 ^b
	Residual	70		
	Total	71		

Source: Processed primary data

Meanwhile, table 6 above shows that the calculated F value = 22.213 > F table = 4.00 (df = k = 1 and df2 = n - k - 1 = 72 - 1 - 1 = 70 = 0.05), with the numbers significance = 0.000 < = 0.05 (significant), so this regression equation model was feasible to use.

Regression Analysis

Meanwhile, the effect of competence variable (X1) and work motivation (X2) on job satisfaction (Y1) can be seen in table 7 below:

Table 7. Analysis Results Regression Coefficient of Effect of Variables X1 and X2 on Y2

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error			
1 (Constant)	1.053	3.785		.278	.782
Competence (X1)	.196	.072	.233	2.710	.002
Work motivation (X2)	.499	.066	.468	7.526	.000

Source: Processed primary data

Table 7 above shows that the regression coefficient 1 = 0.233 and 2 = 0.468 then from these numbers the regression equation model can be arranged as follows:

$$Y1 = 1X1 + 2X2 + e1 \text{ or } KK = 1KP + \beta2 MK + e1$$

$$Y1 = 0.233 KP + 0.468 MK + e1$$

Based on the above equation, the following interpretation can be made:

a. Regression coefficient 1 (beta) = 0.233, because it was positive (+),

the increase in competence will increase work satisfaction.

b. Regression coefficient 2 (beta) = 0.468, because it was positive (+), the increase in work motivation will increase job satisfaction.

While the effect of work satisfaction on village apparatus performance can be explained by looking at the results of the regression coefficient calculations in table 8 below:

Table 8. Regression Coefficient of Effect of Variable Y1 on Y2

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error			
1 (Constant)	21.726	4.382		4.958	.000
Job satisfaction (Y1)	1.063	.226	.491	4.713	.000

Source: Processed primary data

Based on Table 8 above, the influence of the variable work satisfaction (Y1) on Village Apparatus Performance (Y2). shows that the regression coefficient (beta) or 3 = 0.491, the regression equation model: $Y2 = 3Y1 + e2$ or $KG = 3KK + e2$ $KG = 0.491 KK + e2$

Based on the above equation, an interpretation can be made of the regression coefficient 3 (beta) = 0.491, because it is positive (+), the increase in job satisfaction will increase the performance of village officials.

Hypothesis Testing

Hypothesis test of the influence of competence variable on work satisfaction (H1).

Hypothesis (H1):

H0 : 1 = 0 : Competence has no effect on work satisfaction

Ha : 1 > 0 : Competence has a positive effect on work satisfaction.

Table 7 shows that the value of t arithmetic (for 1) = 2.710 > t table = 1.671 (df = n - k - 1 = 72 - 2 - 1 = 69, = 0.05, one-sided test) with a significance value = 0.002 < = 0.05, so Ho was rejected and Ha was

accepted (significant). Thus hypothesis 1 (H1) that competence has a positive effect on job satisfaction was proven.

Hypothesis test of the effect of work motivation on work satisfaction (H2).

Hypothesis (H2):

H₀ : 2 = 0 : Work motivation has no effect on work satisfaction

H_a : 2 > 0 : Work motivation has a positive effect on work satisfaction.

Table 7 also shows that the value of t arithmetic (for 2) = 7.526 > t table = 1.671 with a significance number = 0.011 < = 0.05, so H₀ was rejected and H_a was accepted (significant). Thus hypothesis 2 (H2) that work motivation has a positive effect on work satisfaction is proven.

Hypothesis Testing the Effect of work Satisfaction on Village Apparatus Performance in Sakra District, East Lombok Regency.

Hypothesis (H3):

H₀ : 3 = 0 : work satisfaction has no effect on the performance of the Village Apparatus.

H_a : 3 > 0 : work satisfaction has a positive effect on the performance of the Village Apparatus.

Table 8 shows that the value of t arithmetic (for 3) = 4.713 > t table = 1.671 (df = n - k - 1 = 72 - 1 - 1 = 70, = 0.05, (one-sided test) with a significance value = 0.000 < = 0.05 so H₀ was rejected and H_a was accepted (significant). Thus, hypothesis 3 (H3) that work satisfaction has a positive effect on the performance of Village Apparatus in Sakra District, East Lombok Regency is proven.

The results of the analysis show that competence has a positive and significant effect (sig. = 0.002) on work satisfaction, so that hypothesis 1

(H1) was proven and can be interpreted that increasing competence will be able to increase the work satisfaction of Village Apparatus in Sakra District, East Lombok. This was in accordance with the results of Pandey's (2015) research which found that competence is one of the factors that have a significant effect on job satisfaction.

Work motivation has a positive and significant effect (sig. = 0.000) on work satisfaction, so hypothesis 2 (H2) was proven and can be interpreted that the higher work motivation will increase the work satisfaction of Village Apparatus in Sakra District, East Lombok Regency. This is also in accordance with the results of research by Ni Kadek Eni Juniari (2015) who found a significant influence of motivational factors on work satisfaction.

Likewise, the variable work satisfaction has a positive and significant effect (sig. = 0.000) on performance. so that hypothesis 3 (H3) that work satisfaction has a positive effect on the performance of Village Apparatus in the Sakra District of East Lombok Regency was proven and can be interpreted that increasing work satisfaction will be able to improve the performance of Village Apparatus in the Sakra District of East Lombok Regency. This was in accordance with the results of Wijaya's research (2018) which shows that job satisfaction has a positive effect on employee performance.

CONCLUSION AND SUGGESTION

Conclusion

1. Hypothesis 1 (H1) that competence has a positive effect on work satisfaction is proven. So that, increasing competence will be able to increase the work satisfaction of Village Apparatus in Sakra District, East Lombok Regency.
2. Hypothesis 2 (H2) that work motivation has a positive effect on work satisfaction is proven. So that, increasing competence will be able to increase the work satisfaction of Village Apparatus in Sakra District, East Lombok Regency.
3. Hypothesis 3 (H3) that work satisfaction has a positive effect on the performance of Village Apparatus in Sakra District, East Lombok was proven. So that increasing job satisfaction will be able to improve the performance of Village Apparatus in Sakra District, East Lombok Regency.

Suggestion

1. Limited variables that affect performance in this study, so that future research needs to improve it by adding several relevant variables so that it will enrich the study of Village Apparatus performance such as individual characteristics, organizational climate, work culture, organizational commitment, work environment and etc.
2. In order for the results of the analysis to be more complete, future research needs to use more comprehensive analytical tools such as Path Analysis so that it

will be possible to see the direct and indirect effects of the variables that affect the performance of the Village Apparatus in the East Lombok Regency.

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