THE INFLUENCE OF COMPETENCE AND INCENTIVES ON EMPLOYEE PERFORMANCE AT MIKHALYA TUPPERWARE

By:
Emiliana Sri Pudjiarti [1]
Andriyansah [2]
Amsar [3]
Universitas 17 Agustus 1945 Semarang [1,2]
Universitas Terbuka [3]
E-mail:
emilpujiarti@gmail.com [1]
andri@ecampus.ut.ac.id [2]
asepamsar65@gmail.com [3]

ABSTRACT

Mikhalya Tupperware is a company that sells Tupperware. Employee work performance is beginning to deteriorate, as evidenced by low employee morale in completing tasks. Employees typically have a high school diploma and have received no training. Incentives have problems, such as commissions and overtime incentives that do not work as expected. This study employs quantitative descriptive research methods. The study's total population was 39 employees, with saturated samples used as a sampling technique. Simultaneously, there is a significant influence on the work performance of Mikhalya Tupperware employees of the variables of competence and incentives. While only partially found, the competence variable had a significant effect on Mikhalya Tupperware's work performance. In part, it was discovered that the incentive variable had a significant effect on Mikhalya Tupperware's work performance. According to the findings of this study, the competence variable has a greater impact on Mikhalya Tupperware's work performance than the incentive variable.

Keywoard: Competence, Incentives, Job Performance

1. INTRODUCTION

At the heart of any business, whether it is a retail store or an industrial manufacturing company, is to maximize profits and protect the company's long-term well-being. Not only because the company is small that wants to get a momentary profit, make money once and then stop working but to improve welfare Company as a whole and maximize profits, therefore an efficient management team is needed.

When talking about a company's ability to improve the welfare of its employees, many factors come into play, including a lack of competence and failure to meet company standards. To overcome this problem, as a company, you will need a pool of qualified human resources because the

success of any organization is directly related to the quality of the people working there, building a human resources foundation is indeed very important for the sustainability of a company or organization. Someone in the business world who brings passion, enthusiasm, drive and creativity can help a company survive.

Work performance is the result of the quality and quantity of work received by a worker when he is given the task of completing the tasks assigned to him. When it comes to employees, higher levels of performance in a workplace environment can provide a variety of benefits, such as increased earning potential, less time spent on clerical tasks, and less risk of job loss due to layoffs. Whereas when an employee has a performance that tends to be lower it will show if the employee concerned has not been able to do the job optimally.

Competence is the ability to carry out or carry out any job or task based on one's knowledge, experience and training, as well as the support provided by the skills required by the job at hand. If company goals align with employees' skills, their combined knowledge, skills, and abilities can help them achieve extraordinary responsibilities. Instead of simply increasing employee morale and encouraging them to

participate in company initiatives to improve their own performance, this strategy has the added benefit of increasing employee motivation to be able to perform work to the fullest potential of employees and thereby provide greater benefits. big on company profits. Rewards are part of the compensation process, if a company does not provide the incentives expected by employees, it can cause employee productivity to decrease and their motivation to work fade, therefore the employee is hired first. It's just like that for other people. The question whether Mikhalya Tupperware 's staff with employees with the lowest level of junior high school education, while the average is at the senior high school level. This can be seen from the skills of students who are only qualified for certain tasks, such as: If an employee is assigned to take another job, then that employee will need readjustment and need to be retrained more often. When one of the employees does not understand the job description, Incentive problems that occur in Mikhalya Tupperware , that is, employees get commissions from selling products to customers, but in reality sales turnover must be recorded in the sales turnover of the leadership so that employees do not get commissions. In terms of overtime, the

management promises to pay overtime to employees who work outside their working hours, but in reality employees who do overtime do not receive overtime pay because the leadership considers the job to be the responsibility of the employee. Employees who can reach the target will be given a bonus, but in reality the leadership cuts employee bonuses on the grounds that they are often late, often make work mistakes and do not use working time properly. Leaders also promise attendance bonuses or can also be called craft incentives, which is given if in 1 full month the employee is fully present, but in reality the employee sometimes has personal needs or is sick then the craft incentive will also disappear. In addition to these incentive problems, employees also need additional incentives from the company, for example health insurance / BPJS incentives.

Problems with employee performance, namely the decline in employee performance as shown by the lower employee morale in completing work, increasing member complaints which result in customers canceling orders, stock not being neatly arranged so that it takes quite a long time to find products ordered by customers who Finally, the product sales turnover decreased.

2. LITERATURE REVIEW

2.1. Competence

According to Wibowo (2017: 273), there are 5 competency characteristics, which are as follows:

1) Motive

Motivation is what is in the mind and desire that is repeated consistently by people to cause something to happen. Motives to sabotage, obstruct and remove obstacles in the hope of achieving some specific goal or objective.

2) Character

A trait is a set of physical characteristics and mental associations that are based on a shared understanding of a particular situation or information. The ability to respond quickly and accurately is a physical trait.

3) Self concept

One's conception of oneself can be summarized in three categories: attitudes, values, or images. When people believe they can work in any situation, that's called "belief," and it's part of their concept of themselves.

4) Knowledge

THE INFLUENCE OF COMPETENCE AND INCENTIVES ON EMPLOYEE PERFORMANCE AT MIKHALYA TUPPERWARE

Emiliana Sri Pudjiarti [1], Andriyansah [2], Amsar [3]

A person's knowledge is the information they have in their particular area of expertise. To fully understand something requires the use of a complex set of tools. Job Kinetics can often be predicted incorrectly due to the difficulty of measuring the knowledge and skill performance of an employee.

5) Skills

When it comes to completing a physical or mental task, skill is the tool.

6) Analytical and conceptual thinking are two examples of mental or cognitive abilities.

2.2. Work performance

According to Hartati (2020: 80), "Work achievement is often also interpreted as performance. Work performance is a work result that is achieved by someone in carrying out the tasks assigned to him based on skills, experience, sincerity and time.

According to Ratnasari and Hartati (2019: 47), work performance evaluation includes the following factors:

1) Observation

Work system behavior can be observed and evaluated through the observation process.

2) Size

According to the job description, the scale is used to evaluate employee performance.
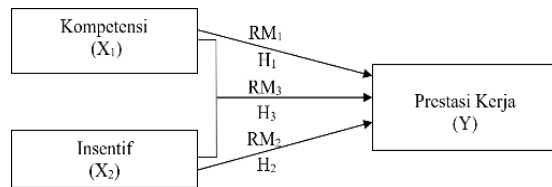
3) Development

The goal of development is to get people excited about improving their skills and abilities by focusing on the strengths of everyone involved.

The schematic representation of the relationship between competence and motivation in the workplace can be summarized as follows:

3. METHODOLOGY

3.1. Location and Time of Research

The location of the research is: Mikhalya Tupperware , whose address is at Jalan Bridjen Katamso, Komplek Istana Bisnis Center No. 7-8. The selection of this location was done deliberately with the consideration that there is a company's willingness to provide the necessary information in accordance with the research. The research time is planned from November 2021 to June 2022.

3.2. Population and Sample

The research population that will be used in the research is all employees who work for the company as many as 39 employees, while the determination of the sample will use a saturated sample.

3.3. Data collection technique

Researchers used 4 data collection techniques, namely:

1) Questionnaire (Questionnaire)

    Employees receive and complete surveys.

2) Interview

    Interviews with some of the company's customers were conducted at the beginning of the study to gain a better understanding of the company's problems or phenomena.

3) Literature review

    The variables in this study form the basis of the literature review study.

4) Documentation study

    From the company's history and organizational structure to its vision and mission are the research documents used.

3.4. Data Types and Sources

It is a type of quantitative research where the results are presented as numerical data, such as income statistics, population statistics, consumption statistics, bank interest rates, and so on.

There are two types of data, and they differ in the source from which they were obtained:

1) Primary data

    One agency never published the source of this data; therefore primary data obtained directly from the source. In most cases, this is the result of field research involving the use of instruments such as questionnaires and surveys.

2) Secondary Data

    The Central Bureau of Statistics, Bank Indonesia, and other government agencies process and publish data.

3.5. Data analysis technique

Multiple Linear Regression Analysis

For the purpose of determining whether or not the research hypothesis is correct, multiple linear regression analysis is used. An example of a formula for multiple linear regression analysis is:

$$Y = a + b1X1 + b2X2 + e$$

Information :

Y = work performance

A = Constant

b1-2 = Coef. Regression

X1 = Competency

THE INFLUENCE OF COMPETENCE AND INCENTIVES ON EMPLOYEE PERFORMANCE AT MIKHALYA TUPPERWARE
Emiliana Sri Pudjiarti [1], Andriyansah [2], Amsar [3]

X2 = Incentive

e = error (5%)

Hypothesis testing

1) Determination Coefficient Test (R2)

This coefficient test looks at how big the role of the independent variable (X) influences the dependent variable (Y). When the coefficient value gets closer to 1, the effect is stronger and vice versa.

2) Simultaneous Test (Test F)

To see that the variables influence each other simultaneously in the regression coefficient, it can be seen through the F test. The following are the criteria for evaluating the hypothesis:

    a. Fcount<Ftable, H0 accepted

    b. Fcount> Ftable, Hα Accepted

3) Partial Test (t test)

To find out whether the independent variable has a partially significant effect on the dependent variable, a partial regression coefficient test or t test is used. This t-test uses the following criteria to evaluate the hypothesis:

    c. H0 Accepted if: tcount < ttable

    d. Hα Accepted if: tcount > ttable

4. RESULTS & DISCUSSION

Multiple Linear Regression Analysis

Model	Unstandardized Coefficients	
	B	std. Error

11	(Constant)	.307	4,095
	Competence	.457	.132
	Incentive	.272	.128

Dependent Variable: Work performance Source: 2022 Research Results (Data processed)

Y = 0.307 + 0.457 + 0.272 + e

1) Constant (α) = 0.307 indicates a constant value, if the value of the independent variable (X1), namely: competence and variable (X2), namely: incentives is worth 0, then work performance is: still worth 0.307.

2) The coefficient X1(b1) = 0.457 indicates that the competency variable (X1) has a positive effect on work performance of 0.457. This means: every increase in competency value (X1) by 1 unit, then the value of work performance will increase by 45.7%.

3) The coefficient X2(b2) = 0.272 indicates that the incentive variable (X2) has a positive effect on work performance of 0.272. This means: every increase in the value of incentives (X2) by 1 unit, the value of work performance will increase by 27.2%.

Coefficient of Determination

Koefisien Determinasi
Model Summary[b]

Model	R	R Square	Adjusted R Square	Error of the Estimate
	.664[a]	.442	.411	2.401

a. Predictors: (Constant), Insentif, Kompetensi Kerja
b. Dependent Variable: Insentif
Sumber: Hasil Penelitian 2022(Data diolah)

If additional variables or additional sample sizes are obtained, then the Adjusted R Square (Adj. R2) or the coefficient of determination related to the number and size of the variables is: 0.411. In other words, 41.1% of work performance is influenced by a combination of ability and motivation, while the remaining 58.1% is influenced by other factors outside the research model.

Partial Hypothesis Testing (t test)

The following are partial test results:

Model	t	Sig.
1 (Constant)	075	.941
1 Competence	3,453	001
Incentive	2,122	041

Dependent Variable: Work performance
Source: 2022 Research Results (Data processed)

1) In Competency (X1) it can be seen that the value of tcount (3.453) > ttable (2.034), sig.p 0.001 <0.05 this shows a significant positive relationship between competence on employee performance at Mikhalya Tupperware so that H1 is accepted.

2) on variablesincentives (X2) tcount (2.122) > ttable (2.034), sig.p 0.041 <0.05 this shows a significant positive relationship between incentives on employee performance at Mikhalya

Tupperware so that H2 is accepted.

Simultaneous Hypothesis Testing (Test F)

The following are the results of simultaneous hypothesis testing:

Pengujian Simultan

Model	F	Sig.
1 Regression	14.231	.000ᵃ
Residual		
Total		

a. Predictors: (Constant), Insentif, Kompetensi
b. Dependent Variable: Prestasi kerja
Sumber: Hasil Penelitian 2022 (Data diolah)

Based on the table above, it can be seen that the value of Fcount (14.231) > Ftable (3.28) with a significant level of 0.00 <0.05 so it can be concluded that H3 is accepted with the understanding that there is a significant positive effect between competence and incentives on achievement work of employees of Mikhalya Tupperware .

DISCUSSION

Based on the results of the research that has been done, the discussion is as follows:

1) The Effect of Competence on Work Performance

hypothesis testing through t-test has a value of tcount (3.453) > ttable (2.034), sig.p 0.001 <0.05 this shows that there is a significant positive influence between competence on the work performance of employees of Mikhalya Tupperware so that

H1 is accepted.

2) Effect of Incentives on Work Performance

hypothesis testing through t-test has a value of tcount (2.122) > ttable (2.034), sig.p 0.041 <0.05 this shows that there is a significant positive influence between incentives on employee performance at Mikhalya Tupperware so that H2 is accepted.

3) The Influence of Competence and Incentives on Job Performance

Testing the hypothesis through the F-test has a value of Fcount (14.231) > Ftable (3.28), sig.p 0.00 <0.05 this shows that H3 is accepted with the understanding that there is a significant influence between competence and incentives on work performance Mikhalya Tupperware Semarang

5. CONCLUSION

Based on the results of the research and discussion, the conclusions in this study are as follows:

1) Competence has a positive effectandsignificant on the work performance of employees of Mikhalya Tupperware Semarang.

2) Incentives have a positive and significant effect on the work performance of employees of Mikhalya Tupperware .

3) Competence and incentives have a positive and significant effect on the work performance of employees of Mikhalya Tupperware Semarang.

6. REFERENCES

Candra, V., Simarmata, NIP, & Mahyuddin. (2021). Introduction to Research Methodology. Medan: Our Writing Foundation.

Chaeruddin, Ali. 2020. Human Resources Education and Training Management. West Java: Traces.

Gunawan, Ce. 2018. Proficient in Mastering SPSS (Easy to Process Data with IBM SPSS Statistics 25). Yogyakarta : Deepublish Publisher.

Hartati, Sri. 2020. Gender in Government Bureaucracy. Surabaya: Scopindo.

Ismail and Bambang Triyanto. (2020). Writing Scientific Papers (Thesis): A Guide. Klaten: Lakeisha.

Ismayani, Ade. 2019. Research Methodology. Jakarta: Shia Kuyala University Press Jamhari, Muhammad and Daulat Siregar. 2019. Guidelines

for Writing Scientific Papers For High School Students. Surabaya: Scopindo.

Jaya, I Made Laut Mertha. 2019. Health Data Processing with SPSS. Yogyakarta: Theme Publishing.

Larasati, Sri. 2018. Human Resource Management. Yogyakarta: Deepublish Publisher.

Marzuki, Agustina, Crystha Armereo and Pipit Fitri Rahayu. 2020. Statistics Practicum. Malang: Expertmedia Press.

Novia, Ema Ainun, Woro Isti Rahayu and Cahyo Prianto. 2020. Comparison System of K-Means and Naïve Bayes Algorithms to Predict Priority of Hospital Bill Payments Based on Importance Level. Bandung: Creative Industrial Archipelago.

Nurdin, Ismail and Sri Hartati. 2019. Social Research Methodology. Surabaya: Media Friends of Scholars.

Panda, Didi. 2018. Teacher Performance. West Java: Traces.

Purnomo., Rochmat Aldy. 2019. Economic and Business Statistical Analysis with SPSS. Ponorogo: UNMUH Ponorogo Press.

Privateyono. 2020. An Anthology of Management. Surabaya: Jakad Media Publishing. Priyatna, Surya Eka. 2020. Social Statistical Analysis of Quantitative Research Series Using SPSS. Medan: Our Writing Foundation.

Priyatno, Duwi. 2018. SPSS: Easy Guide to Processing Data for Students and the Public.Yogyakarta: Andi Offset.

Ratnasari, Sri lasting, and Yenni Hartati. 2019. Performance Management in Organizations. Surabaya: Qiara Media.

Rismawati., & Mattalata. 2018. Performance Evaluation. Celebes Media Perkasa Publisher. Riyanto, Slamet and Aglis Andhita Hatmawan. 2020. Research Research Methods

Quantitative in the Fields of Management, Engineering, Education and Experiments. Yogyakarta: Deepublish Publisher.

Santi, Indyah Hartami and Fandi Sudiasmo. 2019. Perceived Usefulness and Perceived Ease of Use on Behavioral Intention To Use and Actual Usage in Facial Skin Type Identification Applications. Surabaya: Jakad Media Publishing.

Sandy, Teguh Arie. 2020. Collection of Creative Teaching Materials. Malang: Educational Multimedia. Saleh, Mahadin. 2018. Organizational Commitment to Employee Performance. Makassar: Eastern script.

Sampe, F., Yusuf, M., Pakiding, D. L., Haryono, A., & Sutrisno, S. (2022). APPLICATION OF DIGITAL MARKETING IN MAINTAINING MSMES DURING THE COVID-19 PANDEMIC. Jurnal Darma Agung, 30(2), 663-676.

Sudarmanto, Eko, Ardhariksa Zukhruf Kurniullah and Erika Revida. 2021. Business Research Design: A Quantitative Approach. Medan: Our Writing Foundation.

Sugiarti, Eggy Fajar Andalas and Arif Setiawan. 2020. Literary Qualitative Research Design. Malang: University of Muhammadiyah Malang.

Supriadi, Iman. 2020. Accounting Research Methods. Yogyakarta: Deepublish Publisher. Sutrisno, Edy. 2016. Human Resource Management. Kencana: Jakarta.

Syawaludin, Mohammad. 2017. Sociology of Resistance. Yogyakarta: Deepublish Publisher.

Trigunawan, Ajis, Woro Isti Rahayu and Roni Andarsyah. 2020. Linear Regression for Predicting the Number of Sales Against the Number of Requests. Bandung: Informatics Research Center.

Tohardi, Ahmad. 2019. Introduction to Social Research Methodology + Plus. Tanjungpura UniversityPress.

Wahyudi, Setyo Tri. 2017. Economic Statistics (Concept, Theory and Application). Malang: UB Press.

Wibowo. 2017. Performance Management. Rajagrafindo Persada Publisher, Depok.

Yuliawati, Livia. Lovelia Monica Christy, Nurul Layliya, Jessie Janny Thenarianto and Ika Raharja Salim. 2019. Quantitative First Aid: A Practical Guide to Using JASP Software. Surabaya: Ciputra University.

Yusuf, M., Haryono, A., Hafid, H., Salim, N. A., & Efendi, M. (2022). Analysis Of Competence, Leadership Style, And Compensation In The Bandung City Pasar Bermartabat. Jurnal Darma Agung, 30(1), 524-2.

Yusuf, M., Fitriyani, Z. A., Abdilah, A., Ardianto, R., & Suhendar, A. (2022). The Impact Of Using Tokopedia On Profitability And Consumer Service. Jurnal Darma Agung, 30(2), 559-573.

Yusuf, M., Sutrisno, S., Putri, P. A. N., Asir, M., & Cakranegara, P. A. (2022). Prospek Penggunaan E-Commerce Terhadap Profitabilitas Dan Kemudahan Pelayanan Konsumen: Literature Review. Jurnal Darma Agung, 30(3),

505-520Wibowo. 2017. Performance Management. Rajagrafindo Persada Publisher, Depok.

Yuliawati, Livia. Lovelia Monica Christy, Nurul Layliya, Jessie Janny Thenarianto and Ika Raharja Salim. 2019. Quantitative First Aid: A Practical Guide to Using JASP Software. Surabaya: Ciputra University.

THE INFLUENCE OF COMPETENCE AND INCENTIVES ON EMPLOYEE PERFORMANCE
AT MIKHALYA TUPPERWARE
Emiliana Sri Pudjiarti [1], Andriyansah [2], Amsar [3]