

## Employee Competence: Measuring the Existence of Organizational Support Role and Training

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### Introduction

An organization can develop and progress if the organization is always responsive to changes in the environment, technology and science. The challenges for the survival of an organization, both from within and from outside the organization, are very complicated. Therefore, organizations must always be able to adapt their employees to various knowledge and skills. In order to maintain the progress of the development of an organization, it has become an obligation for an organization to nurture its employees so that their skills can be improved, one of the efforts that needs to be done is to improve the abilities and skills of employees through the development of human resources. Employee development through training is an important element of various organizational efforts for service and organizational competitiveness, meeting the challenges of global competition and social change.

Organizations are required to manage their human resources well for the survival and progress of the organization, thus success in the operational processes of the organization is largely determined by the quality of human resources, in this case employees. Utilization of quality human resources can improve organizational performance. If the performance of human resources increases, it will be followed by an increase in organizational performance. Employees are embodiments and of human resources who occupy important positions in a government agency, because employees are public servants and servants of the state who act as thinkers, planners, and implementers of development work. and social and government tasks. Another factor in increasing employee competence is organizational support. Organizational support is organizational commitment in supporting the progress and ability of employees in carrying out their duties.

Increasing organizational support for employees will provide encouragement or enthusiasm for employees, because with this support, employees feel cared for and appreciated for all their efforts in advancing the organization. Organizations need to know the various weaknesses and strengths of employees as a basis for improving weaknesses and strengthening strengths in order to improve employee competence and development so that employee performance can be optimized in order to achieve organizational goals. every job will be carried out. Civil servants in addition to having high performance are also required to always have high work abilities. In order for employees to carry out their duties properly, employees must have competence and be placed according to their expertise. will give a positive attitude towards work, which is shown by the quality of work, quantity and timeliness of completion of work. In contrast to employees who have low competence, because these employees tend to show a passive attitude such as procrastinating work, and a high level of work errors.

Selengkapnya tentang increasing

To improve the development and improvement of employee capabilities that aim to improve employee competencies that have been determined by the organization, with the competencies possessed by employees it is expected to be able to adapt knowledge to the work to be carried out. Increasing competence through education and organizational support will be able to improve employee performance, from the statement there are some of the main problems that will be studied, how the influence of organizational support on employee competence, training on employee competence, and jointly organizational support and training affect competence.

### Discussion

Relationship between Organizational Support and Competence

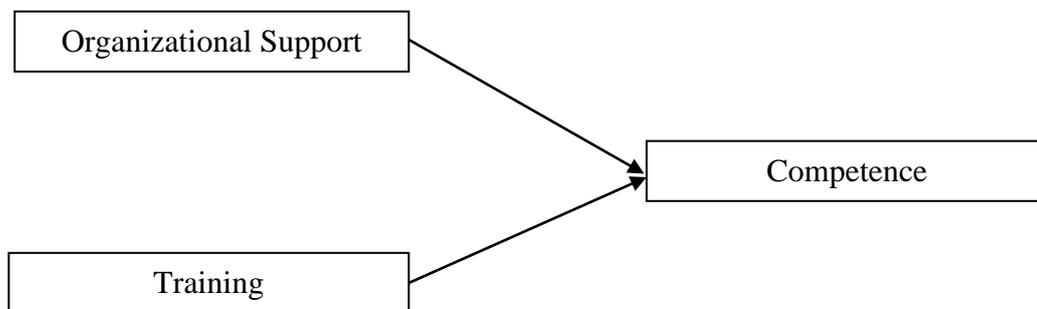
Shaametal., (Dana & Dewi, 2016) suggests that one of the elements that influence employee behavior is the organizational support that surrounds it. Positive support from the leadership and all employees will create a conducive work situation. By getting this support, employee performance will be encouraged to be better. In addition, the support also raises the team spirit of the workers so that they can trust each other and help each other and there is a good relationship between workers in the work environment. Performance achieved by employees comes from ownership of competence. In this view there is an indirect relationship between organizational support and competence. Because to achieve high performance, it must be supported by the competence of the employees themselves. The same statement was put forward by Ballout (Purba, Carissa, & Efendi, 2019) that global trust or perceived organizational support will increase rewards. That is, employees become attached to their organizations because they perceive a beneficial exchange relationship between their contributions

and the rewards they receive. This statement further emphasizes that organizational support in the form of awards given to employees is a commitment from the organization in providing support for achievements in work. In line with the opinion above, the results of research (Metria & Riana, 2018) and (Defrionaldo & Rivai, 2019) provide clear evidence that organizational support makes a positive contribution to improving performance. This support is balanced with organizational programs through increasing employee competence. Based on this explanation, it can be seen that the organizational environment has a positive relationship to increasing competence.

#### Relationship between Training and Competence

Mondyatal., in (Mokhtar & Susilo, 2017) training is to provide learning to know about knowledge and skills. Training also has benefits such as developing useful thinking skills to solve problems and improve a job that is related to the job. Knowledge and skills are competency domains that function in improving the quality of employee work. The same thing was also stated by Rivai in (Pranata, Astuti, & Utami, 2018) that competence is a key determinant of a person's performance in producing good performance. From this opinion, it can be seen that employee performance problems will not be separated from employee competence. Organizations need employees with qualified competencies in order to support the needs of the organization and can provide maximum performance. The results of research conducted by (Pranata et al., 2018), (Mokhtar & Susilo, 2017) found that training has a positive influence on competence. Thus, training becomes an activity that needs to be done to improve employee competence.

Based on the explanation of the relationship between variables, a conceptual framework can be built in the following figure:



#### Operational Definitions and Measurement Indicators

##### 1. Organizational Support (X1)

Organizational support is an employee's perception of organizational policies to provide support for self-development aimed at organizational progress. Indicators of organizational support consist of (1) Welfare, (2) Tasks, (3) Leader's Response, (4) Closeness, (5) Cooperation.

##### 2. Training (X2)

Training is an employee's assessment of the implementation of training carried out by the organization which aims to improve capabilities. Assessment of training implementation is measured through indicators (1) Readiness for training, (2) Learning environment, (3) Transfer of training, (4) Training methods, (5) evaluation of training results.

##### 3. Competence (Y)

Competence is an employee's assessment of the competencies possessed and used in carrying out the work. The assessment of the competencies possessed by employees in the study consisted of: (1) knowledge, (2) skills, and (3) attitudes.

#### Analysis Method

In discussing the problem using a qualitative method by describing the research data found, a descriptive analysis is made to prove the hypothesis and a quantitative method that uses multiple linear regression analysis models to analyze the effect of the independent variable on the dependent variable. The formula for multiple linear regression analysis as stated (Sugiyono, 2016) is as follows:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Where :

Y : Competence

X1 : Organizational Support

X2 : Training

a : Constant value

b : Regression Coefficient

e : Prediction error

To get the results of the regression assessment, the SPSS (Statistical Product And Service Solution) ver. computer program package will be used. 22

### Research Result

Based on the results of the analysis of the multiple linear regression method obtained as follows:

$Y = b_0 + b_1X_1 + b_2X_2$  . with the regression coefficient

$Y = 2.225 + 0.700X_1 + 0.244X_2$ .

From these equations it can be explained as follows:

1. The constant value (a) = 2.225, meaning that organizational support (X<sub>1</sub>) and training (X<sub>2</sub>) is worth 0, then competence will be constant at 2.225.
2. The value of the organizational support regression coefficient (X<sub>1</sub>) is positive, namely 0.700X<sub>1</sub>, meaning that every increase in the value of organizational support (X<sub>1</sub>) by one unit will be followed by an increase in competence of 0.700, assuming the training (X<sub>2</sub>) is constant.
3. The value of the training regression coefficient (X<sub>2</sub>) is positive, namely 0.244, meaning that every increase in the value of training (X<sub>2</sub>) by one unit will be followed by an increase in competence of 0.244 with the assumption that organizational support (X<sub>1</sub>) is fixed.
4. From the resulting regression equation model, it can be seen that the dominant variable influencing competence is the organizational support variable (X<sub>1</sub>)

The results of the analysis can be described as follows:

The effect of organizational support (X<sub>1</sub>) on competence is 0.700, with a significance value = 0.000 which is smaller than the value of = 0.05. Since the significant value of the signal is smaller than the value of = 0.05, the regression coefficient of organizational support (X<sub>1</sub>) has a positive and significant effect on competence (Y). Based on the results of this analysis, organizational support (X<sub>1</sub>) has a positive and significant effect on competence (Y), where organizational support is an employee's perception of organizational policies to support self-development aimed at organizational progress. Indicators of organizational support consist of (1) Welfare, (2) Tasks, (3) Leader's Response, (4) Closeness, (5) Cooperation. The results of the analysis show that most of the employees stated that they were good or 80.85% of respondents' answers were in the good category, based on this, organizational support for employees is an important thing to always pay attention to for the leadership. Organizational support is a self-development of employees to obtain competencies as needed in carrying out work. Employees feel part of the organization and are willing to sacrifice for the achievement of organizational goals and maintain membership in the organization. With the support of a good organization, it can contribute to the improvement of employee competence. This is in line with the opinion expressed by Eisenberger et al., in (Purba et al., 2019) that perceived organizational support is assumed to increase employees' affective attachment to the organization and can increase employee expectations of rewards that will be received in accordance with work efforts. The findings in this study also support research conducted by (Metria & Riana, 2018) and (Defrionaldo & Rivai, 2019) that organizational support provides benefits for increasing employee competence. Then the effect of training on competence is 0.244, with a significance value = 0.011 which is smaller than the value of = 0.05. Because the significant value of the signal is smaller than the value of = 0.05, the training regression coefficient (X<sub>2</sub>) has a positive and significant effect on competence (Y). Based on the results of this analysis, training (X<sub>2</sub>) has a positive and significant effect on competence (Y). These results prove that training can improve employee competence. Training is an employee's assessment of the implementation of training carried out by an organization that aims to improve capabilities.

Assessment of training implementation is measured through indicators (1) Readiness for training, (2) Learning environment, (3) Transfer of training, (4) Training methods, (5) evaluation of training results. quite high or 95.74% are in the high category. The results of these results can be seen that employee training has received very good attention from the organization or leadership. Employees have been given training in accordance with their field of expertise, leaders provide direction and guidance on carrying out their duties. ) and the attitudes of employees through a learning process so that they are optimal in carrying out their functions and duties. In employee training, knowledge is provided, namely all employees' understanding of various procedures, processes, regulations, work sciences, and so on. Then employees are also equipped with skills, namely all technical mastery of planning, interpersonal relations, decision making, equipment to be used, as well as attitudes and behaviors at work which means all the qualities of employees' feelings towards work, the environment, work, other people, and also the level of employee willingness to display certain behaviors. Training is one of the processes needed to improve one's knowledge, abilities, and skills for their work. The results of the study are also relevant to the results of previous research conducted by (Pranata et al., 2018), (Mokhtar & Susilo, 2017) that training has a positive effect and significant to employee competence. With the support of this finding, it further emphasizes that training makes a positive contribution to increasing competence.

### Conclusion

Based on the results of previous research and discussion, it can be concluded that there is a positive and significant influence of organizational support on employee competence. This means that high organizational support can increase employee competence, and there is a positive and significant effect of training on employee competence. This means that training is needed to improve employee competence. Meanwhile, organizational support and training together have a positive and significant effect on employee competence. This means that the existence of organizational support and proper training make a positive contribution to increasing employee competence.

From the conclusions described, the suggestions that can be given are as follows:

That organizational support for employees should be improved, because with organizational support, employee competence will be improved. Then the training continues to be improved according to the needs of employees in supporting the implementation of the work, due to proper and continuous training, the competence of employees will always increase or increase, so that organizational goals will be easily achieved. For further research, it is suggested to add other variables to further explore what factors can improve employee competence, including work motivation, work facilities and so on.

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