

The Influence of Work Ability, Knowledge, Skills and Attitudes Professional towards Mamuju Regional Disaster Management Agency (BPBD) Employee Performance

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Abstract: *This study aims to determine whether there is a real and significant effect of work ability, knowledge, skills and professional attitudes towards the performance of employees of the Regional Disaster Agency (BPBD) Mamuju and find out the most dominant variables affect the performance of Mamuju Regional Disaster Management Agency (BPBD) employees . The method used is descriptive method. Data collection using a list of questions or questionnaires filled out by the respondents, then analyzed using multiple linear regression analysis. The results showed that both the variables of work ability, knowledge, skills together had a positive and significant effect on the performance of employees at the Mamuju Regional Disaster Management Agency. Of the four independent variables used in determining the level of employee performance, it turned out that the workability variable had an effect dominant in improving employee performance at the Mamuju Regional Disaster Management Agency.*

Keywords: *Work Ability, Knowledge, Skills and Professional Attitudes, Employee Performance*

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I. Introduction

Institutional problems include: the form, duties and functions of BPBD institutions, steering elements, and BPBD budget issues. In Law No. 24/2007 concerning Disaster Management which was then further regulated through Permendagri No. 46 of 2008 concerning Organizational Guidelines and Work Procedures for the Regional Disaster Management Agency and Regulation of the Head of BNPB Number 3 of 2008 concerning Guidelines for Establishing a Regional Disaster Management Agency. It is known that this body has a function beyond the functions of other SKPDs in the regions because three major functions, namely the coordination function, command and operation / executor.

In Law Number 24 of 2007 which was followed by Permendagri 46 of 2009, Perka BNPB Number 3 of 2008 stated that the BPBD consisted of two elements, namely the steering element and the implementing element. The steering element itself consists of the relevant government and professionals and experts. A unique and new condition in the Local Government system, because there is no SKPD that has a steering element, generally the formulation of policies and accountability of activities is carried out directly by the Regional Head through the Regional Secretary. But the BPBD has a steering element that functions as a supervisor and evaluator. This task will of course clash with Bappeda's duties and the flow of accountability reports to the Regional Head. In addition to the issue of authority and responsibility, the steering element originating from professional circles also creates its own difficulties because payment of salaries while carrying out duties and responsibilities as part of the steering element is not accompanied by a clear payment system and staffing rules.

The next problem that must also be resolved immediately is related to the operational technical definition of the disaster and the status of the disaster. Until now there has been no clear and measurable agreement on what is called a disaster. In addition, there is also no category on disaster status, including local, provincial or national disasters. Determination of this status category is important, because it will be closely related to the resources that will be used in dealing with disaster events, whether only from the APBD or APBN or with additional external assistance.

According to Mangkunegara (2005: 52), employee performance is the result of work in quality and quantity achieved by employees in carrying out their duties in accordance with the responsibilities given. For this reason, improving employee performance is important so that employees have good responsibility for their main tasks and can carry out their work optimally.

Work ability according to Thoha (2000: 316) is one element in the maturity of workers related to the ability to complete work supported by the health conditions of workers. This means that the ability of employees in the BPBD office in Mamuju Regency is very necessary so that the implementation of the tasks can take place effectively and efficiently. The work ability of employees at the BPBD Office in Mamuju Regency is still

inadequate, because in disaster management does not act quickly and precisely and coordinating the implementation of disaster management activities has not been integrated and comprehensive.

Another factor that influences employee performance at the BPBD Office in Mamuju Regency is knowledge. According to Wardoyo (2005: 18), knowledge is the ability possessed by an individual human resource based on the level of education possessed, educational background, and the disciplines involved, which forms a comprehensive insight into shaping attitudes and characters in achieving development goals National Education. Regarding the knowledge of employees at the BPBD in Mamuju Regency, the level of education of employees is quite adequate because half of the employees have studied in college. But the fact is that there are still employees who have not been able to carry out their duties properly because employees get assignments that are not in accordance with the disciplines that have been obtained in higher education, making it difficult to carry out the tasks that are their responsibility.

Factors that also influence the performance of employees at the BPBD Office in Mamuju Regency are skills. skill is the ability of employees to make, create and aspirate their potential into a work that can be assessed and appreciated in various work activities according to the objectives of the organization. Regarding the skills of employees at the BPBD office in Mamuju Regency.

A. Problem Formulation

Based on the background above, the main problems are:

1. Does Professional Ability to Work, Knowledge, Skills and Attitudes influence the performance of employees at the Mamuju Regency Regional Disaster Management Agency?
2. What are the most dominant factors affecting the performance of employees at the Mamuju Regency Regional Disaster Management Agency?

II. Literature Review

Work ability

Ability to show the potential of people to carry out tasks or jobs. a person's ability is an embodiment of the knowledge and skills possessed. Therefore, Karyawanyang which has high capability can support the achievement of the organization's vision and mission to immediately advance and develop rapidly, in anticipation of global competition. The ability that someone has will make it different from those who have average abilities or just normal. According to Thoha (2011) capability is one element in maturity related to knowledge or skills that can be obtained from education, training and experience. According to Kaleta (2006: 170) Work ability refers to a complex feature and the level reflects the interaction between the second volume of physical and mental activities and functional abilities of workers, their health and subjective judgments of their status in the organizational and social conditions provided.

Soelaiman (2007: 112) states that ability is a trait that is born or learned that allows someone who can complete his work, both mentally and physically. According to Robbins (2006: 52), work ability is the capacity of individuals to carry out various tasks in certain jobs. Where the individual's ability is essentially composed of two factors, namely: intellectual ability and physical ability. Intellectual ability is the ability needed to carry out mental activities, for example thinking, analyzing and understanding. Good intellectual ability possessed by employees is expected to improve organizational performance. Thus high intellectual ability will also indirectly affect the progress of the organization. Physical ability is the ability needed to perform tasks that require stamina, dexterity, strength and skill. Based on the description above it can be concluded that what is meant by the ability of employees in this study is all the potential possessed by employees to carry out tasks based on knowledge, attitudes, experience, and education.

Knowledge

Knowledge is the result of the learning process that has been taken which is applied in work activities. Knowledge is information that has been processed and organized to gain understanding, learning and accumulated experience so that it can be applied to certain business problems / processes. Information processed to extract critical implications and reflect on past experiences provides recipients with high-value organized knowledge. Knowledge can also be interpreted as a symptom encountered and obtained by humans through mind observation. When someone uses his mind to recognize a certain event that has never been felt before it can bring up a Knowledge. Basically, knowledge has a predictive ability / estimation of something as a result of the introduction of a form / pattern. Data and Information can sometimes confuse someone, then knowledge directs action. The indicators used are: (a) adding broad insight into thinking; (b) understand the job well; (c) encourage innovative ideas.

Skills

Skills are a form of development to be able to be skilled in the field of work. According to Wardoyo (2005: 50), skills are the ability of individuals to create, create and apply their potential to become a work that can be assessed and appreciated in various work activities according to the objectives to be achieved by the organization. The indicators used are (a) the ability to plan; (b) accuracy in work; (c) ability to lead; and (d) creativity in work.

Professional attitude

Attitude is a demand that addresses the competence of competence well in achieving goals. According to Satria (2007: 8) that attitude is someone who can plan work to be carried out capable of developing and carrying out work according to a plan that is prepared with full responsibility. The indicators used are (1) The ability to empathize with others; (2) Prioritizing honesty in work; (3) commitment to complete work; and (4) prioritizing discipline in work

Professionals are people who have professions or jobs that are carried out with high ability and cling to moral values that direct and underlie actions. Or the definition of a professional is a person who lives by practicing a particular skill or expertise involved with an activity according to his expertise. So it can be concluded that professionals are people who carry out the profession according to their expertise.

3 (Three) main things that exist in a professional person which include:

- a. Skill, which means that the person must be truly an expert in his field.
- b. Knowledge, which means that the person must be able to master, at least insightful about other sciences related to his field.
- c. Attitude, which means not only smart, but must have ethics applied in the field.

Performance Concept

Performance is a manifestation of the results achieved, completing a task or work someone must have a degree of activity to achieve results that work. Someone does not have a performance without a clear understanding of what will be done and how to do it to produce a bias that is assessed (Harsey and Blandhard, 2007: 93)

Lowie (2008: 75) states that performance is the actualization of individuals, activities and organizations to produce a product or service that is judged by an assessment of quality, efficiency, effectiveness and loyalty. The better the performance produced, the greater the influence of assessment indicators. Understanding what is mentioned above, the performance applied in an organization is inseparable from the existence of an assessment that is in accordance with the organizational paradigm, professionalism, results, optimization and goals that are realized in the context of work in quantity, quality, efficiency, effectiveness and loyalty.

Based on the description above, the conceptual framework used in this study can be seen in the following scheme:

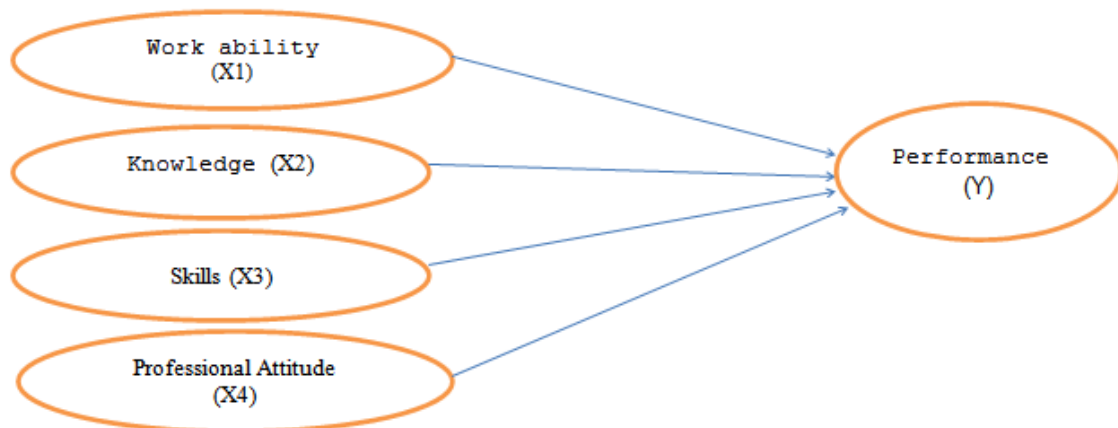


Image of Conceptual Research Framework

III. Research Methods

Place and time of research

The place of research was conducted in the office of the Mamuju Regional Disaster Management Agency, with the consideration of the authors easier in collecting research data, both primary and secondary data in conducting interviews with informants. While the time needed to conduct this research is for approximately 2 months, namely July to September 2018.

A. Types and Data Sources

- a. Primary data, is data that is the material of analysis and obtained from the answers given by respondents and informants.
- b. Secondary data is data that supports primary data, which is all forms of data obtained through library data, namely from various kinds of good reading in the form of books, journals, magazines, articles, and various research results related to research and reviewing various organizational documents which has relevance to research problems.

B. Analysis Method

The data analysis techniques used in this study are as follows:

1. Descriptive analysis, which is used to describe descriptively the characteristics of respondents and research variables through frequency distribution, average and percentage.
2. Multiple linear regression analysis in this study was used to determine the effect of aspects of the quality of human resources consisting of: work ability, knowledge, skills, and professional attitudes towards current employment of employees at the MAMUJU Regional Disaster Management Agency. By using formulas (Sugiono, 2004: 212) as follows:

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4 + e$$

Where :

- Y = Employee performance
- X1 = Work ability
- X2 = Knowledge
- X3 = Skills
- X4 = Professional attitude
- b₀ = Constants
- b₁, b₂, b₃, b₄ = regression coefficient
- e = Disturbance error

Testing of Research Instruments

1. Test Validity

Validity test is done by correlating the scores of each item with the total score of each attribute. Validity test is used to see the accuracy and accuracy of a research instrument in its measuring function meaning that the measuring instrument used in the form of a statement to obtain data (measure) is also declared valid. Item statements that have a high positive correlation can also be considered to have high validity.

2. Reliability Test

Instruments are said to be reliable when used several times to measure the same object will produce the same data. The technique used to perform reliability tests is to use cronbach's alpha, which is to group items into two or several parts. If $r\text{-count} > r\text{-table}$, then the research data is considered good and reliable enough to be used as input in the process of analyzing data to test the research hypothesis.

IV. Research Results And Discussion

1. Work Ability (X₁)

The data distribution of respondents' responses to the workability variable at the Mamuju District Regional Disaster Management Agency office can be seen in the following table.

Table 1. Description of Work Ability at the Mamuju District Regional Disaster Management Agency.

Indicator	Frequency of Answers (people)					Total Score
	STS (1)	TS (2)	OS (3)	S (4)	SS (5)	

1. Having creativity in work	0	0	6	48	10	260
2. Having adequate work knowledge	0	0	2	20	42	296
3. Having good quality work	0	0	6	45	13	263
4. Complete the task quickly and precisely	0	0	0	40	24	280
Total	0	0	14	153	89	1 099
Total Score	0	0	42	612	445	

Source: Primary Data Processed, 2019

Based on the data in the table above, it can be explained that the dominant indicator in forming the variable work ability of employees at the Regional Disaster Management Agency in Mamuju Regency is that indicators have adequate work knowledge with a score of 296, then followed by indicators of completing tasks quickly and precisely with a score of 280 , and indicators have good quality of work with a score of 263. While indicators have creativity in working with a number of scores 260 giving the smallest proportion in forming workability variables. Thus, the total score obtained for the variable work ability is 1,099 which consists of: the category is quite amenable to the number of scores of 72, the categories agree with the number of scores of 612, and the categories strongly agree with the score of 445. expected to improve the performance of employees at the Mamuju Regency Regional Disaster Management Agency.

2. Knowledge (X₂)

The data distribution of responses was responded to knowledge variables at the Office of the Management Agency. The Regional Disaster of Mamuju Regency can be seen in the following table.

Table 2. Description of Variable Knowledge in the Mamuju District Regional Disaster Management Agency

Indicator	Frequency of Answers (people)					Total score
	STS d)	TS (2)	cs (3)	S (4)	SS	
1. Work in accordance with the level of education	0	0	0	56	8	264
2. Knowledge helps completion of work	0	0	9	40	15	262
3. Knowledge encourages innovative ideas	0	0	0	27	37	293
4. Knowledge adds confidence	0	0	0	44	20	276
Total	0	0	9	167	80	1.095
Total Score	0	0	27	668	400	

Source: Primary Data Processed, 2019

Based on the data in the table above, it can be explained that the dominant indicator in forming the knowledge variable at the Mamuju Regency Regional Disaster Management Agency Office is an indicator of knowledge encouraging innovative ideas with a total score of 293, then followed by knowledge indicators increasing confidence with a score of 276, Job indicators in accordance with the level of education with a total score of 264. While the knowledge indicator helps to complete the work with a score of 262 giving the smallest proportion in forming knowledge variables. Thus, the total score obtained for the knowledge variable is 1,095, which consists of: the category simply agrees with the total score of 27, the category agrees with the total score of 668, and the category strongly agrees with the total score of 400. Ha! this means that knowledge is classified as good so it is hoped that it can improve employee performance at the Mamuju Regency Regional Disaster Management Agency Office.

3. Keterampilan (X₃)

The distribution data of respondents' responses to skill variables at the Office of the Regional Disaster Management Agency in Mamuju Regency can be seen in the following table.

Table 3. Description of Skill Variables at the Mamuju Regency Regional Disaster Management Agency

Indicator	Frequency of Answers (people)					Total Score
	STS (1)	TS (2)	cs (3)	S (4)	SS (5)	
1. Insight	0	0	8	21	35	283
2. Skills	0	0	0	44	20	276
3. Speed	0	0	0	46	18	274
4. Tenacity	0	0	22	26	16	250
Total	0	0	30	137	89	1.083
Total Score	0	0	90	548	445	

Source: Primary Data Processed, 2019

Based on the data in the table above, it can be explained that the dominant indicator in forming the skill variable at the Mamuju Regency Regional Disaster Management Agency Office is an insight indicator with a score of 283, followed by a skill indicator with a score of 276, and a speed indicator with a score of 274. While the tenacity indicator with a score of 250 gives the smallest proportion in forming a skill variable. Thus, the total score obtained for the skill variable is 1,083 which consists of: the category quite agrees with the total score of 90, the category agrees with the total score of 548, and the category strongly agrees with the total score of 445. This means that employee skills are good so it is expected employee performance at the Mamuju Regency Regional Disaster Management Agency Office.

4. Employee performance (Y)

The data distribution of respondents' responses to employee performance variables at the Regional Disaster Management Agency Office in Mamuju Regency can be seen in the following table.

Table 4: Description of Variables of Employee Performance in the Regional Disaster Management Agency of Mamuju Regency.

Indicator	Frequency of Answers (people)					Total Score
	STS (1)	TS (2)	cs (3)	S (4)	SS (5)	
1. the quality of the work according to the standard	0	0	14	37	13	255
4. is responsible for the tasks given	0	0	12	21	31	275
5. carry out tasks according to existing policies	0	0	11	25	28	273
6. careful work	0	0	2	34	28	282
Total	0	0	39	117	100	1.085
Total score	0	0	117	468	500	

Source: Primary Data Processed, 2019

Based on the data in the table above, it can be explained that the dominant indicator in forming employee performance variables at the Mamuju Regency Regional Disaster Management Agency Office is a careful indicator of doing work with a score of 282, then indicators are responsible for the tasks given with a score of 275, and indicators carry out tasks according to existing policies with a total score of 273. Whereas the quality indicators of work results are in accordance with the standards with a score of 255 giving the smallest proportion in forming variable employee performance. Thus, the total score obtained for the variable employee performance is 1,085 which consists of: the category simply agrees with the number of scores 117, the category agrees with the total score of 468, and the category strongly agrees with the total score of 500. This means employee performance at the Office of the Agency The Regional Disaster of Mamuju Regency is quite good.

V. Conclusions And Suggestions

A. Conclusion

Based on the description and results of the analysis shown in the previous chapter, the following can be concluded:

1. The results of the study show that both the variables of work ability, knowledge, skills, and professional attitude together have a positive and significant effect on the performance of employees at the Mamuju Regency Regional Disaster Management Agency.
2. Of the four independent variables used in determining the level of employee performance, it turns out that the work ability variable provides the dominant influence in improving employee performance at the Mamuju Regency Regional Disaster Management Agency.

B. Suggestions

Based on the conclusions above, the authors provide some suggestions as follows:

1. Professional knowledge, skills and attitudes should still need to be improved by maximizing the indicators that make up the two variables.
2. Considering the work ability factor that gives a dominant influence on employee performance, it is recommended to maintain the policy of increasing the work capacity of employees, including the indicators that shape it, while the professional attitude indicator still needs to be improved including indicators that contribute the lowest namely tenacity of employees.

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