

## The Influence Of Competency, Job Satisfaction, And Organizational Commitment On Employee Performance At The Medan Madya Tax Services Office

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### Abstract:

This examination means to decide the impact of skill, work fulfillment and authoritative responsibility to some degree and, at the same time, representative execution at the Medan Moderate Expense Administration Office. The examination was led at the Medan Halfway Expense Administration Office, Jalan Sukamulia Number 17A Medan, with a population of 122 individuals and an exploration test of 55 individuals. Information assortment was completed through meetings, polls and documentation. Using version 24 of the IMB Statistics for Product and Service Solution (SPSS) computer program, multiple regression analysis was used to analyze the data. In view of the consequences of the examination, it was found that skill significantly affected the exhibition of the Medan Moderate Duty Administration Office workers. This was upheld by the consequences of the investigation of  $t$  count  $>$   $t$ -table ( $3,529 > 2,008$ ) at  $n = 55$  at an importance level of 95%. Work fulfillment significantly affects the exhibition of Medan Moderate Expense Administration Office representatives; this is upheld by  $t$  count  $>$   $t$ -table examination ( $2,035 > 2,008$ ) at  $n = 55$  at an importance level of 95%. Hierarchical responsibility meaningfully affects the presentation of Medan Middle Expense Administration Office workers; this is upheld by  $t$  count  $>$   $t$ -table examination ( $2,833 > 2,008$ ) at  $n = 55$  with an importance level of 95%. The worth of  $F$ -count  $>$   $F$  table ( $22.284 > 2.79$ ) states that together, there is a positive and huge impact of skill, work fulfillment and hierarchical responsibility on the presentation of representatives of the Medan Middle of the Road Expense Administration Office.

**Keywords** Competence, Job Satisfaction, Employee Performance

## Introduction

HR is the primary part of an association that takes part in completing errands, directors, capabilities and movements of every sort inside it. The administrative function precedes the management and strategic functions of the human resources function. Employees must be able to carry out tasks and responsibilities in accordance with the demands of the organization, so the human resources department must take on more responsibility for managing and developing employees in response to rising organizational demands. Thusly, human asset exercises keep on creating, from regulatory exercises to administrative and vital ones. A company's most valuable resource is its workforce. Representatives as implementers of organization exercises are expected to have a decent mental disposition, be committed, restrained, and have great work execution so they can uphold organization exercises to accomplish the organization's objectives. The accomplishment of work is not set in stone by representatives who can do their obligations well, and that implies representatives have liability, can do their work on time, and can accomplish foreordained targets.

In the event that it isn't upheld by satisfactory human asset abilities, it will be hard for organizations, both government and confidential offices, to create. As a result, a company's development of resources is an effort to maximize the quality and capabilities of utilizing the facilities and infrastructure it owns, particularly for the company's advancement and the welfare of society as a whole. Taking a gander at the significant job of HR, organizations should have the option to see the capacities of their representatives, which are reflected in execution, since execution is a vital part for workers. Without great execution from all representatives, progress in accomplishing organization objectives will be hard to accomplish. (Wartono, 2017) said that representative execution is the consequence of execution that can be accomplished by an individual or gathering in an organization, both subjectively and quantitatively, as per their particular specialists, obligations and obligations with an end goal to accomplish the organization's targets legitimately, doesn't disregard the law and is as per ethics or morals.

## Literature Review / State-of-Arts / Research Background

Endeavors to further develop worker execution by focusing on representative ability. Ability is one of the deciding variables in further developing execution, so organizations should focus on the issue of worker skill in the association or organization. Competence is a fundamental trait that sets an individual or employee apart from others. Where the abilities moved by one individual and another are not something similar. Capability shows abilities or information that are described by impressive skill in a specific field as the main thing, as predominant in that field. (Syahputra & Tanjung, 2020) expressed a few capabilities that people should have. As indicated by them, there are three capabilities that a HR professional considers an unquestionable necessity, in particular: first, information about businesses and associations; second, information about the impact and change of the board; and third, unambiguous human asset information and abilities. (Indrawati, 2017) carried out a study titled "The Influence of Competency on Employee Performance at the Kendari City Land Office," and the findings revealed that competencies include representative information, abilities and mentalities that impact worker execution at the Kendari City Land Office.

The following component that can impact worker execution is work fulfillment. Work fulfillment is a condition where representatives feel happy with their work. Individuals who express high fulfillment with their work will quite often be more useful, have high association and are less inclined to leave, compared with representatives who feel less fulfilled (Yasa & Dewi, 2019). Work fulfillment is vital on the grounds that representatives in an association are the most predominant factor in determining the achievement or disappointment of hierarchical exercises. To ensure high levels of work morale, dedication, love, and discipline, job satisfaction must be maximized. Essentially, work fulfillment is something singular. The system and values that each employee adheres to will determine their level of satisfaction. This is because of the distinctions between every worker. Representatives who land great position fulfillment typically have a decent record of participation, work turnover, and work execution, compared with representatives who don't land position fulfillment. (Sembiring et al., 2022) led research entitled The Impact of Occupation Fulfillment on the Exhibition of Workers at the Karo Rule Fisheries Administration. This study found that employees performance at the Karo Regency Fisheries Service was significantly influenced by job satisfaction.

Employee performance can also be influenced by organizational commitment. The tendency of employees to support the organization's goals and objectives and to plan to remain members is known as organizational commitment. (Yusuf & Syarif, 2018) expressed that hierarchical responsibility alludes to the state

of workers distinguishing themselves from the objectives of the association and their craving to keep up with enrollment in the association. Hierarchical responsibility is the mental connection between an organization and its representatives, so they keep on working for the organization. (Angraini et al., 2021) directed research entitled The impact of authoritative responsibility on representative execution at the Enrekang Rule Local Faculty and Preparing Organization. The outcomes of this exploration were that there was an exceptionally critical impact of hierarchical responsibility on representative execution at the Enrekang Rule Local Faculty and Preparing Organization.

As indicated by (Amal, 2013), execution is an individual's accomplishment or achievement with respect to the errands doled out to him. In the interim, as per (BUKIT, 2020), execution is something that individuals really do and can be noticed. In this sense, execution incorporates activities and conduct that are pertinent to hierarchical objectives. As per (Ritonga, 2018), execution is a depiction of the degree of accomplishment of a movement, program, or strategy in understanding an association's objectives, goals, mission and vision as expressed in an association's essential preparation. As per (Feel et al., 2018), execution is a genuine accomplishment shown by an individual after the individual concerned has done their obligations and job in the association. In the mean time, as per (Yamanie & Syaharuddin, 2016), the meaning of representative execution (work accomplishment) is the quality and amount of work results accomplished by a worker in fulfilling his obligations as per the obligations given to him. As indicated by (Mundakir & Zainuri, 2018), presentation is an examination of the work results accomplished by representatives with foreordained norms.

(Bagus et al., 2019) makes sense of the fact that capability is a basic trademark moved by an individual that impacts or can foresee magnificent execution. As per (Siregar et al., 2021), competence is the accumulation of quantitative and qualitative knowledge, research findings, and practical experience in the field in order to produce innovation in response to contemporary demands. According to (Mogot et al., 2019), competency is defined as the capacity to carry out a job supported by the work attitude required by the job and based on skills and knowledge. (Pranata et al., 2018) makes sense of the fact that capability contains parts of information, abilities (mastery) and capacities or character attributes that impact execution.

(Sitorus, 2012) states that representative work fulfillment is essential for directors who accept that an association has an obligation to furnish its representatives with testing and productive work. As per (Soegandhi, 2013), a person's general attitude toward their work is their level of job satisfaction, which is the difference between what an employee makes and what they should make. (Mustapa, 2023) makes sense of the fact that work fulfillment is a representative's mentality or sentiments towards charming or horrendous parts of work as per every laborer's appraisal. (Prasetyo & Wahyuddin, 2003) likewise expresses that work fulfillment, for the most part, concerns an individual's demeanor in regards to their work. Since it concerns perspectives, the meaning of occupation fulfillment incorporates different things like an individual's circumstances and social propensities.

(ARIANTA, 2019) uncovered that hierarchical responsibility is a mentality that reflects representative faithfulness to the association from a nonstop cycle when authoritative individuals express their anxiety for the association and its progress. (Suyana, 2020) accepts that responsibility is an individual's commitment or devotion to his work, and he sees it as a necessity and vital in his life. (Aisyah, 2015) makes sense of the fact that hierarchical responsibility implies major areas of strength for the inside person of the objectives and upsides of the association, so the singular will work and want to remain in the association. (Wakhid, 2018) states that authoritative responsibility is the level at which an individual characterizes himself, is associated with the association he is joining, and profoundly wants to leave it. As per (Sari & Amri, 2022) hierarchical responsibility is characterized as the overall strength of a person in distinguishing their contribution to a piece of the association, which is portrayed by acknowledgment of the association's qualities and objectives, eagerness to work for the association, and the longing to keep up with enrollment in the association.

## Methodology

The kind of information utilized in this examination is quantitative information. As per (D. Sugiyono, 2013), quantitative information is information acquired and recorded interestingly and is information gotten from the examination area, through perceptions and meetings, as well as from books or other writing. As per (S. Sugiyono, 2016), the example is essential for the number and attributes of the populace. In the interim, as per (Machali, 2021), the example is essential for the populace. Test estimation is a stage to decide the size of the example taken in exploring an item. In this exploration, the information examination procedure utilized is different straight

relapse examination and utilization apparatuses as the SPSS program. SPSS is a PC program used to examine information with factual examination. The SPSS utilized in this exploration is SPSS variant 24 (Sujarweni, 2016).

### Case studies/experiments/ demonstrations/ application functionality

#### Validity test

Instrument legitimacy testing should be visible in the Revised Thing Complete Connection segment. On the off chance that the connection number acquired is more prominent than the basic number ( $r\text{-count} > r\text{-table}$ ), then the instrument is supposed to be legitimate. In view of the legitimacy test, it very well may be reasoned that all questions to quantify each exploration variable are announced to be legitimate. The following are the results of the variable validity test:

**Table 1. Variable Validity Test**

Variable	Instrument		r-count	r-table	description
Competence (X1)	1)	K1	0.792	0.265	Valid
	2)	K2	0.839	0.265	Valid
	3)	K3	0.746	0.265	Valid
	4)	K4	0.849	0.265	Valid
	5)	K5	0.897	0.265	Valid
	6)	K6	0.873	0.265	Valid
	7)	K7	0.898	0.265	Valid
	8)	K8	0.746	0.265	Valid
	9)	K9	0.522	0.265	Valid
	10)	K10	0.508	0.265	Valid
Job satisfaction (X2)	1)	KK1	0.522	0.265	Valid
	2)	KK2	0.625	0.265	Valid
	3)	KK3	0.483	0.265	Valid
	4)	KK4	0.700	0.265	Valid
	5)	KK5	0.582	0.265	Valid
	6)	KK6	0.593	0.265	Valid
	7)	KK7	0.677	0.265	Valid
	8)	KK8	0.660	0.265	Valid
	9)	KK9	0.608	0.265	Valid
	10)	KK10	0.520	0.265	Valid
Organizational commitment (X3)	1)	KO1	0.637	0.265	Valid
	2)	KO2	0.751	0.265	Valid
	3)	KO3	0.592	0.265	Valid
	4)	KO4	0.670	0.265	Valid
	5)	KO5	0.624	0.265	Valid
	6)	KO6	0.658	0.265	Valid
	7)	KO7	0.461	0.265	Valid
	8)	KO8	0.649	0.265	Valid
	9)	KO9	0.428	0.265	Valid
	10)	KO10	0.429	0.265	Valid
Employee Performance (Y)	1)	KP1	0.699	0.265	Valid
	2)	KP2	0.745	0.265	Valid
	3)	KP3	0.571	0.265	Valid
	4)	KP4	0.699	0.265	Valid
	5)	KP5	0.715	0.265	Valid
	6)	KP6	0.789	0.265	Valid

7)	KP7	0.561	0.265	Valid
8)	KP8	0.641	0.265	Valid
9)	KP9	0.394	0.265	Valid
10)	KP10	0.421	0.265	Valid

### Reliability Test

After completing a legitimacy test, the next step is to perform a Cronbach's alpha test on the information to determine whether the instrument is reliable. Resolute quality testing is finished to check whether the assessment contraption used is dependable and stays solid. It is reiterated to expect the assessment. In the event that the Cronbach's alpha of a survey is more prominent than 0.6, it is viewed as dependable. This demonstrates the reliability of the examination data.

**Table 2. Variable Reliability Test**

Variable	Cronbach's Alpha	Reliability Limits	Description
Competence (X1)	0.767	0.6	Reliabel
Job satisfaction (X2)	0.731	0.6	Reliabel
Organizational commitment (X3)	0.722	0.6	Reliabel
Employee Performance (Y)	0.748	0.6	Reliabel

### The Influence of Competency, Job Satisfaction and Organizational Commitment on Employee Performance

In testing the speculation in light of the computation results, one might say that skill, work fulfillment and hierarchical responsibility all affect representative execution at the Medan Middle Duty Administration Office. Consequently, all the while, the consequences of this examination are as per the hypothesis, which expresses that ability, work fulfillment and hierarchical responsibility are vital for representative execution. At the Medan Intermediate Tax Service Office, competence, job satisfaction, and organizational commitment will have a positive and significant impact on employee performance. This implies that capability, work fulfillment and authoritative responsibility play a significant part in further developing representative exhibition. This likewise shows that the work I have done has accomplished not set in stone by the Medan Transitional Expense Administration Office, has arrived at the work norms set by the Medan Middle Duty Administration Office so the outcomes are palatable, did errands as per systems and as per the guidelines of the Medan Moderate Duty Administration Office, consistently focus on directions given by bosses in finishing jobs, consistently go to and go home as per working hours guidelines, complete undertakings as per the predefined time/on time, have a feeling of obligation in doing undertakings/work, have the option to step up and take care of issues in a proficient way viability of work, having liability and obligation to work, teaming up with partners so the outcomes are great and ideal.

### The Influence of Competency on Employee Performance

To some degree, the consequences of this exploration show that skill affects worker execution at the Medan Transitional Assessment Administration Office. This demonstrates that competency correlates with employee performance, or, to put it another way, that achieving competency will have an effect on good or high employee performance. This impact shows that capability plays a significant part in further developing worker execution at the Medan Transitional Assessment Administration Office. This is obvious from the responses of respondents who, on average, concur that they have an elevated degree of capability and attempt to stay aware of existing turns of events, have broad information that can help other people in deciding, can function admirably with partners, can tackle issues that happen in work, can discuss well with collaborators, consistently complete work on time, can follow accepted practices in doing work, can cooperate to satisfy the principles that apply in my work, have great abilities to do my work, have high fearlessness and have the capacity to use sound judgment.



**The Influence of Work Motivation on Employee Job Satisfaction**

Work motivation has a positive and significant impact on employee job satisfaction, according to some of this study's findings. As such, satisfying work inspiration at the DJP North Sumatra I Local Office will impact representative work fulfillment. This shows that work inspiration is exceptionally vital and critical to be carried out in the North Sumatra Local Office of DJP I. This is obvious from the responses of respondents who, on average, concur that my compensation is sufficient to meet my everyday requirements and my lodging needs. I, at work, get health care coverage inclusion; at work, I get mishap protection; there is close participation between representatives in the workplace; there is collaboration between workers in talking well overall; they get acclaim from the administration in light of the fact that their work results are acceptable; representatives feel they are not misjudged by their work results; I accomplish work execution in view of the abilities I have; and I am offered the chance to convey considerations or thoughts.

**The Effect of Job Satisfaction on Employee Performance**

To some degree, the consequences of this examination show that work fulfillment affects representative execution. At the end of the day, satisfying position fulfillment at the Medan Transitional Expense Administration Office will impact worker execution. This shows that work fulfillment is exceptionally vital and essential to be executed at the Medan Halfway Duty Administration Office. This is clear from the responses of respondents, who on average agree that they are satisfied with the work they are doing at the moment, satisfied with my current job because it is in line with my abilities, satisfied with my salary because it is in line with my responsibilities, and satisfied with my current job. This is on the grounds that it is as per the representative's schooling or work insight, getting occasion stipends as per my own work execution, continuously attempting to finish work as per my obligations, assuming there are issues working, I get moral help from individual partners and inspiration from bosses, the administration generally gives guidance to workers in each work so all workers work with full discipline, my supervisor generally oversees me at work and regularly takes a look at the consequences of his workers' work, will help individual partners in finishing the work.

**The Effect of Organizational Commitment on Employee Performance**

To some extent, the consequences of this examination show that hierarchical responsibility affects representative execution at the Medan Transitional Assessment Administration Office. Positive impact shows that the impact of authoritative responsibility is on a similar course as representative execution. This impact shows that authoritative responsibility plays a significant part in further developing representative presentations at the Medan Middle of the Road Expense Administration Office. This is clear from the responses of respondents, who for the most part concur that they are glad to use whatever is left of my vocation in this organization. The issues that happen in the organization are my concerns as well. It is hard to leave this organization since they fear not landing a position that opens doors somewhere else. Finding a new line of work with a decent income is troublesome. Like my present place of employment, this organization has contributed a ton to my life. I feel like part of the family in this association and genuinely connected to it. This association has an extremely large significance for me, and it will be exceptionally difficult for me to leave this association. Currently, regardless of whether I need to, proceeding to work for the association is both a need and a longing for me.

**Conclusion**

Capability, work fulfillment and hierarchical responsibility all the while affect representative execution at the Medan Middle of the Road Duty Administration Office. This is upheld by the consequences of the investigation of  $F_{count} > F_{table}$  ( $22.284 > 2.79$ ) at  $n = 55$  at an importance level of 95%. Skill somewhat affects representative execution at the Medan Halfway Expense Administration Office; this is upheld by the aftereffects of the  $t_{count} > t_{table}$  investigation ( $3.529 > 2.008$ ) at  $n = 55$  at the 95% degree of importance. Work fulfillment to some degree significantly affects representative execution at the Medan Moderate Expense Administration Office; this is upheld by the aftereffects of the  $t_{count} > t_{table}$  examination ( $2.035 > 2.008$ ) at  $n = 55$  at the 95% degree of importance. Hierarchical responsibility to some extent meaningfully affects worker execution at the Medan Moderate Duty Administration Office; this is upheld by the consequences of the  $t_{count} > t_{table}$  examination ( $2.833 > 2.008$ ) at  $n = 55$  at the 95% degree of importance.

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