The Effect of Human Resources Quality and Work Commitment on Employee Performance of Regional Drinking Water Company Mual Na Tio Tarutung

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Abstract

This study aims to determine and analyze how the influence of human resources and work commitment on the performance of employees of the regional drinking water company mual na tio tarutung. The research approach used is descriptive quantitative and supported by secondary data. The type of data used is primary data obtained from the results of questionnaire data processing and secondary data obtained from data processing and observation. The data analysis technique starts from distributing questionnaires to respondents, then processing the data with validity tests, reliability tests, classical assumption tests, correlation coefficient tests, multiple linear regression analysis, multiple correlation coefficient significance tests (F-test), and finally drawing conclusions.The results of research and discussion can be obtained that the relationship between variable X1 with variable Y is rhiting (0.633) > rtabel (0.226) it is concluded that there is a significant relationship between the quality of human resources (X1) and employee performance (Y). And based on the guidelines for interpreting the correlation coefficient, the coefficient found of 0.633 is included in the strong category. So there is a strong relationship between the Quality of Human Resources (X1) with employee performance (Y) at the Regional Drinking Water Company Mual Na Tio Tarutung.Vaiabel X2 relationship with variable Y is rhiting (0.633) > rtabel (0.226) it is concluded that there is a significant relationship between Work Commitment (X2) with employee performance (Y). And based on the guidelines for interpreting the correlation coefficient, the coefficient found of 0.633 is included in the strong category. So there is a strong relationship between work commitment (X2) with employee performance (Y) at the Regional Drinking Water Company Mual Na Tio Tarutung.

*Keywords— **Human resources, work commitment, employee performance, correlation coefficient, multiple linear regression.***

I. INTRODUCTION

Human resource issues are still in the spotlight and the foundation for companies to survive in the era of globalization. Human resources are a determining factor in the successful implementation of an effective organization. The growing importance of human resources stems from increasing legal complexity, the realization that human resources are a valuable tool for increasing productivity and awareness of the costs associated with weak human resource management. Seeing the importance of human resources, there are many employees who work seriously or behave well (ethically) in a company, but there are also those who work out of control so that it can lead employees towards bad behavior or unethical behavior. Unethical behavior arises because employees feel dissatisfied and disappointed with the results they get from the company. To create reliable human resources requires good management so that employee performance is more optimal. The achievement of company goals is influenced by the performance of the company's employees

Bukit et al.

Journal of Humanities and Education Development (JHED)
J. Humanities Educ. Dev.- 6(5)-202

themselves. Therefore, companies need potential and quality human resources, both in terms of leaders and employees in the pattern of duties, responsibilities, in accordance with regulations and supervision which are the determinants of achieving company goals. Work commitment is a condition in which an employee sides with a particular organization and its goals and desires to maintain membership in the organization (Robbins and Judge, 2007: 221). High organizational commitment from employees will obtain employees who are loyal and work as well as possible for the benefit of the organization. This situation is very good for the achievement of organizational goals, because the organization gets full support from its members so that it can concentrate fully on prioritized goals. This commitment can be realized if individuals in the organization carry out their rights and obligations in accordance with their respective duties and functions in the organization, because the achievement of organizational goals is the result of the collective work of all members of the organization. Regional Drinking Water Company (PDAM) Mual Na Tio Tarutung is a company engaged in the provision of clean water in the shade of Regional Owned Enterprises (BUMD), with office location located in the city precisely on jln.KPT PATTIMURA NO.1 Tarutung. Mual Na Tio Tarutung Drinking Water Regional Company is directly related to the people who use the services of the Drinking Water Regional Company, so it is required to improve services in order to realize customer satisfaction and create its image. To realize this, it is necessary for the performance of employees and services of the Regional Drinking Water Company to the community in order to establish good cooperation between service users and the Regional Drinking Water Company. Based on the existing phenomenon, companies use sophisticated tools for the absence system (check clock) so that employees have a sense of responsibility and are on time in their attendance list. This is done for employees so that they can improve their good performance. The performance of employees of the Regional Drinking Water Company must also be based on having good quality or quality resources in themselves and an attitude of professionalism in carrying out existing duties and rules, as well as the commitment of employees they have to the company to realize company goals.

1. **RQ1**   : The problem that then arises is whether the quality of human resources partially has a positive and significant effect on the performance of employees of PDAM Mual Na Tio North Tapanuli?

2. **RQ2**   : Does commitment partially have a positive and significant effect on the performance of employees of PDAM Mual Na Tio North Tapanuli?

3. **RO3**   : Do the quality of human resources and work commitment simultaneously have a positive and significant effect on the performance of employees of PDAM Mual Na Tio North Tapanuli?

II.   REVIEW OF LITERATURE

a)   Quality of Human Resources

Suharto (2012: 70) says that the quality of human resources is the ability of employees to carry out the inspection process as seen from a person's proficiency, educational background, requirements that must be followed to be able to carry out the inspection process, training, professional issues and socialization of regulations that have changed. Human resources can be said to be of quality when they have the ability to carry out the authority and responsibility given to them. This ability can only be achieved when they have sufficient education, training and experience to carry out the assigned tasks and responsibilities.

b)   Work Commitment

Work commitment is another term for organizational commitment, which is a behavioral aspect that can be used to assess employee tendencies. Work commitment is an employee who favors a particular organization, as well as its goals and desires to maintain membership in the organization (Robbins and Judge, 2008). Amstong and Baron (2010), say that work commitment is about knowing the goals and values of the organization, the desire to belong to the organization and the ability to strive to belong to the organization. Armstrong and Baron also explain that commitment can ensure that the organization is seen as a "great place to work", then make it a "leader of choice". Based on the previous explanation of work commitment, it can be concluded that work commitment is a strong sense and attitude of attachment to the organization or company where he works, both in the aspect of company values, the environment and the reciprocity provided by the organization. Robbin and Judge's explanation is almost in line with that put forward by Baron, namely the attachment of individuals to the organization in terms of achieving the goals that the organization will achieve, while the opinion presented by Mowdays emphasizes more on individual involvement with an organization.

c)   Performance

According to Moeheriono (2012: 95), performance is a description of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision, and mission of the organization as outlined through the strategic planning of

Bukit et al.

Journal of Humanities and Education Development (JHED)
J. Humanities Educ. Dev.- 6(5)-202

an organization. Meanwhile, according to the opinion of Mangkunegara (2006: 67) employee performance or employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties according to the responsibilities given to him. It can be concluded that performance is the result of employees' work for the company that they do to realize the company's goals, objectives, vision and mission. So that it can be known whether the quality of an employee is good or not for the work that has been given by the company with the performance carried out by the employee. The company must also always monitor or control employee work activities so that it can know in depth the results of the work carried out by employees, and employees also have a high sense of responsibility towards the company to achieve a common goal.

III. RESEARCH METHODOLOGY

In this study the population was all employees of PDAM Mual Na Tio Tarutung, totaling 71 people. Data collection techniques are by: Questionnaires and interviews. Types and sources of data are primary data and secondary data. Data analysis or processing techniques using the method This analysis is used to determine the correlation between variables X and Y, using the correlation coefficient calculation formula (r) with the following formula:

$$ r = \frac{n \sum XY - (\sum X)(\sum Y)}{\sqrt{\left\{n.\left(\sum X^2\right) - \left(\sum X\right)^2\right\}\left\{n.\left(\sum Y^2\right) - \left(\sum Y\right)^2\right\}}} $$

Multiple linear regression test in predicting how much influence between variable X on variable Y, the Multiple Linear Regression test is used with the Carl Pearson formula, namely:

$$ Y = a + b\,X\,b\,X_{11} + 22 $$

Significance Test of Multiple Correlation Coefficient (F Test) In order to determine / conclude the results of the study, it is necessary to first test whether the r (correlation coefficient) that has been determined above is significant or not. To determine the significance of the correlation coefficient, the F test is used with the formula:

$$ F_h = \frac{R^2/k}{(1-R^2)/(n-k-1)} $$

IV. RESULT AND DISCUSSION

Correlation analysis (r) aims to determine the relationship between the variables of Human Resources Quality (X1) and Work commitment (X2) to Employee Performance (Y) using the help of spss version 20.00. as follows:

Table 4.1 Correlation Coefficient Correlations

Model		Human Resources	Work Commitment	Employee Performance
Human Resources	Pearson Correlation	1	.735**	.739**
	Sig. (2-tailed)		.000	.000
	N	71	71	71
Work Commitment t	Pearson Correlation	.735**	1	.850**
	Sig. (2-tailed)	.000		.000
	N	71	71	71
Employee Performance	Pearson Correlation	.739**	.850**	1
	Sig. (2-tailed)	.000	.000	
	N	71	71	71

Correlation is significant in the 0.01 level (2-tailed). Source: SPSS Processed Data

Based on the table above, we can compare rcount with rtabel for decision making where rtabel is obtained 0.226.

Decision-making criteria are taken by comparing the value of rcount with rtabel, if rcount> rtable then it can be

concluded that there is a significant relationship between variable X and variable Y, otherwise if rcount<rtabel then there is no significant relationship between variable X and Y. Based on the data above, then: The relationship between Vaiabel X1 and Variable Y is rhiting (0.633) > rtabel (0.226) it is concluded that there is a significant relationship between the quality of human resources (X1) and employee performance (Y). And based on the table above the guidelines for interpreting the correlation coefficient, the coefficient found of 0.633 is included in the strong category. So, there is a strong relationship between the quality of human resources (X1) with employee performance (Y) at the Regional Drinking Water Company Mual Na Tio Tarutung. The relationship between Vaiabel X2 and Variable Y is rcount (0.633)> rtabel (0.226) it is concluded that there is a significant relationship between Work Commitment (X2) and Employee Performance (Y) And based on the table above the guidelines for interpreting the correlation coefficient, the coefficient found of 0.633 is in the strong category. So, there is a strong relationship between work commitment (X2) with employee performance (Y) at the Regional Drinking Water Company Mual Na Tio Tarutung. To analyze the effect of human resource quality and work commitment on employee performance, multiple linear regression is used as follows:

Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constan t)	2.211	2.764		.800	.432
Human Resources	.126	.123	.221	1.019	.319
Work Commitment	.215	.110	-.422	-1.950	.064

Dependent Variable: LNY

Based on the table above which is obtained from the results of processing and computerization using the SPSS version 20.0 program, the equation is obtained multiple linear regression as follows:

$$Y = a + b\,X\,b\,X_{11} + 22 = 2,211 + 0,126X_1 + 0,215X_2$$

The regression equation above can be explained as follows:

- $a = 2.211$ indicates that if X_1 (Quality of Human Resources) and X_2 (Work Commitment) X=0 this indicates that there are indications of other variables that affect performance besides the Quality of Human Resources and Work Commitment.

- $b_1 = 0.126$ Indicates that every change in 1 variable Quality of Human Resources (X_1) will be offset by changes in Employee Performance (Y) of 0.126.

- $b_2 = 0.215$ indicates that every change of 1 variable Work Commitment (X_2) will be offset by changes in Employee Performance (Y) of 0.215.

V. CONCLUSION

Commitment on Employee Performance at PDAM Mual Na Tio Tarutung, the following conclusions can be drawn:

a. The relationship between Vaiabel X1 and Variable Y is rhiting (0.633) > rtabel (0.233). It can be concluded that there is a significant relationship between the quality of human resources (X1) and employee performance (Y). And based on table 4.33 of the correlation coefficient interpretation guidelines, the coefficient found of 0.633 is included in the strong category. So there is a strong relationship between the quality of human resources (X1) with employee performance (Y). At the Regional Drinking Water Company Mual Na Tio Tarutung.

b. The relationship between Vaiabel X2 and Variable Y is rhiting (0.633) > rtabel (0.233) it is concluded that there is a significant relationship between Work Commitment (X2) and Employee Performance (Y). And based on the table above the guidelines for interpreting the correlation coefficient, the coefficient found of 0.633 is included in the strong category. So there is a strong relationship between the Quality of

Bukit et al.

Journal of Humanities and Education Development (JHED)
J. Humanities Educ. Dev.- 6(5)-202

Human Resources (X2) and employee performance (Y). Employee performance (Y). At the Regional Drinking Water Company Mual Na Tio Tarutung.

c. Based on multiple linear regression calculations, there is a significant relationship between the Quality of Human Resources and Work Commitment to Employee Performance with the equation: Y = a + b X b X11 + 22 =2 ,211 + 0,126X1 + 0,215X2

d. The results of hypothesis testing are known through the F test. The results of data processing using the SPSS version 20.0 program are in accordance with the test requirements that Fcount 17.366> Ftabel it means that the quality of human resources and work commitment simultaneously affect employee performance at PDAM Mual Na Tio Tarutung.

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