

# **Analysis of Training and Development on Performance through Professionalism and Hard Skill Competence for Civil service Police Unit in Jeneponto Regency**

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## **Abstract**

This study aimed to determine and analyze the effect of Training and Development on Performance through Professionalism and Hard Skill Competence for the Civil service police Unit (Satpol PP) in Jeneponto Regency. This research was carried out at the Jeneponto Regency Satpol PP Office, which lasted for approximately 2 (two) months, namely October to November 2020. This study used a causality (cause-and-effect) design with a quantitative approach. The population in this study were all employees of the Satpol PP Office in Jeneponto Regency, namely 180 people. The sampling technique used saturated sampling, where all population members were used as research samples, namely 180 people. Data collection techniques through observation, interviews, questionnaires, and documentation, while data analysis by path analysis. The results show that the variable with the highest path coefficient value is training and development of work professionalism and complex skill competence. Training and development for the Satpol PP Office in Jeneponto Regency are considered to improve employees' work professionalism and complex skill competence. Through this training and development, the employees' competence in hard skills is also increasing. They are indicated by the better technical skills, knowledge, and mastery of employee technology. On the indirect effect, the variables of work professionalism and complex skill competence as intervening variables can moderate the training and knowledge variables. The two intervening variables that also directly influence performance indicate that the variables of work professionalism and complex skill competence can also directly affect the performance of the Satpol PP Office in Jeneponto Regency employees. Indirectly, the relationship between variables through moderating variables does not show such a significant influence because employees who participate in training and development and produce increased professionalism and hard-skill competencies are sure to create a good performance. The results of this study contribute to the lack of references that explain how well-managed training and development can make a good performance.

## **Keywords**

Training and Development, Professionalism, Hard Skills Competence, and Performance.

## **1. Introduction**

Every management is always a leader who gives direction through management functions. The principle of HR management is to utilize resources at the optimal level by placing the right people or employees according to the correct position and work. Everyone has a background and ability to do specific work, so it is important to manage human resources to achieve organizational goals.

Training and development are considered as an organization's efforts to improve their employment performance. Training activities are critical because they can increase knowledge and skills, especially for employees with the assignments and authority. According to Simamora (2015), training is a learning process involving acquiring expertise, concepts, regulations, or attitudes in improving employee performance.

Development (Development) is interpreted as an individual preparation to assume different responsibilities or higher in an organization. The training is more directed at increasing the ability and expertise of organizations related to the position or function that is the individual concerned today (Current job-oriented).

Fundamental and fundamental problems for every organization to anticipate rapidly developing changes depending on the quality and quantity of human resources shown through work professionalism. In addition to training and development and professionalism of work that can encourage increased employee performance, Hard Skill Competence is considered a form of training implementation that plays a vital role in influencing employee performance. This study strives to reveal how much influence on the training and development of Professionalism and Hard Skill Competence of employees of the Jeneponto District Civil Service Police Unit.

## **2. Literature Review**

### **2.1. Training and Development of Work Professionalism**

Training and development increase a human resource capacity to maximize work results by organizational expectations; according to Simamora (2006), training is a learning process for gaining expertise, concepts, regulations, or attitudes to improve performance. Regarding work professionalism, of course, training and development will improve work professionalism; there is an increase in work skills, and work skills, which is a manifestation of better professionalism. Professionalism shows quality and behavior and characteristics that show their profession or position; this is like what Oerip and Uetomo (2000) interpreted as a behavior, way, and quality that characterizes the profession. Some of the results of previous studies that support this relationship include: (Harahap, 2020), (Bruna and Ben Lahouel, 2020), (Lowe, 2020), (Harsono et al., 2020), which concluded in his research that training and development had a positive effect towards work professionalism.

### **2.2. Training and Development of Hard Skill Competence**

Not a few organizations that conduct training and development will be seen as significant changes to the organization's results. The resources that have participated in the training can contribute a lot and can be more effective in utilizing everything in their organizations can be run optimally (Nath et al., 2021; Suharyanto et al., 2021; Umanailo et al., 2021). Training and development will increase the knowledge and skills even the employee's attitude in carrying out his work effectively. This is in line with Kaswan (2013) that training is increasing knowledge and skills. Complex skill competencies have, of course; hard skill competencies have a close connection where Hard Skill shows mastery of knowledge, technical skills, and equipment related to the field of knowledge. As stated by Kurniawan (2012), Hard Skill is mastery of science, technology, and technical skills relating to the field of knowledge. Some of the previous research results in supporting this relationship include: (Nugraha et al., 2020), (Sekerin et al., 2018), (Van Minh et al., 2017), (Brandi and Iannone, 2017), who concluded influence positive training against hard skills.

### **2.3. Performance Training and Development**

Training is a form of attention from an organization to its employees so that they feel obliged to reduce the learning time needed to achieve work standards (Tamsah et al., 2020; Usman et al., 2020; Yusriadi, 2020; Zacharias et al., 2021). In addition, it is also to meet the needs of human resource planning and reduce the frequency and cost of work accidents. One of these training and development goals is to improve their skills and change their personality quickly. This is by what was stated by Kaswan (2013) and Tahir et al. (2014) that training and development is a program

provided by employees to improve skills and change one's personality within a certain period. According to Simamora (2004), the benefit of this training program is to increase the quantity and quality of work; this is undoubtedly related to improving the employee's performance. Skilled employees after attending the training will show good performance and will undoubtedly be by what is desired by the organization. Several previous research results that support this relationship include: (Nursiah et al., 2018, Nasri et al., 2018, Sunarti et al., 2017, Adianto, 2020), which conclude that there is a positive and significant influence of training on performance.

#### **2.4. Work Professionalism and Performance**

Professionalism is a form of reliability in carrying out work to be carried out with high-quality results and time. This is in line with what was stated by Siagian (2016) that professionalism is reliable in terms of carrying out tasks so that they are carried out with high quality, on-time, carefully, and with procedures that are easy to understand and follow by customers. About performance, a person or employee with work professionalism has a clear direction in his work so that it can be carried out optimally and by the specified time; this is, of course, related to high performance where quality and effectiveness can be adequately achieved. Performance as a form of achievement is carried out based on skills and earnest effort to achieve it (Ervina et al., 2019; Novitasari et al., 2019; Rumaolat et al., 2019). As stated by Hasibuan (2017), performance results from work achieved by a person in carrying out his duties on skills, efforts, and opportunities. Several previous research results that support this relationship include: (Ridewan et al., 2017), (Juliantari et al., 2020), (Monique and Nasution, 2020), and (Sitorus and Wijaya, 2016), which conclude that there is a positive influence and significant work professionalism on performance.

#### **2.5. Complex Skill Competence on Performance**

Complex skill competence is an important aspect that every employee must-have. Hard skills can be acquired through formal education and training programs, including lectures, internships, short-term training classes, online courses, and certification programs, as well as on-the-job training. According to Syawal (2010), hard skills are mastery of science, technology, and technical skills related to science (Jannah et al., 2019; Lionardo et al., 2020; Yusuf et al., 2019). A person at work is undoubtedly faced with various problems that require that person to overcome the problems he faces, but this becomes difficult if a person is not based on sound knowledge and mastery of a job he does. Dennis E. Coates (2006), hard skills are mastery of science, technology, and technical skills related to science. Hard skills are also a form of skill maturity or technical skills related to mastery of technical aspects. Thus, a person or employee with a good level of mastery of complex skills will make it easier for them to carry out and complete their work so that, in the end, they can improve their performance. Several previous research results that support this relationship include: (Adika et al., 2020), (Muyassaroh et al., 2020), (Wijayanti, 2020), (Arnu, 2019), which conclude that there is a positive and significant effect of hard skills on improving performance.

### **3. Methods**

This research was carried out at the Jeneponto Regency Civil Service Unit Office, which lasted for approximately 2 (two) months, namely October to November 2020. This study used a causality (cause-and-effect) design with a quantitative approach. The population in this study were all employees of the Jeneponto Regency Satpol PP, namely 180 people. The sampling technique used saturated sampling, where all population members were used as research samples, namely 180 people. Data collection techniques through observation, interviews, questionnaires, and documentation, while data analysis by path analysis.

### **4. Results**

#### **4.1 Data Analysis Results**

The regression test result is presented in Table 1.

Table 1. Regression test result  $X \rightarrow Y1$

| Model |                              | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig. |
|-------|------------------------------|-----------------------------|------------|---------------------------|--------|------|
|       |                              | B                           | Std. Error | Beta                      |        |      |
| 1     | (Constant)                   | 8.857                       | 1.174      |                           | 7.544  | .000 |
|       | Training and Development (X) | .574                        | .052       | .637                      | 11.019 | .000 |

Dependent Variables: Work Professionalism (Y1)

**Source:** Processed data, 2020

The regression coefficient value is 0.637 with a significant level of 0.000 which means it is significant (Sig < 0.05). Therefore, where the variable Training and Development (X) has a positive and significant effect on Work Professionalism (Y1) (Table 2).

Table 2. Regression test result X → Y2

| Model |                              | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. |
|-------|------------------------------|-----------------------------|------------|---------------------------|-------|------|
|       |                              | B                           | Std. Error | Beta                      |       |      |
| 1     | (Constant)                   | 12.154                      | 1.351      |                           | 8.998 | .000 |
|       | Training and Development (X) | .566                        | .060       | .578                      | 9.447 | .000 |

Dependent Variable: Competency Hard Skill (Y2)

**Source:** Processed data, 2020

The regression coefficient value is 0.578 with a significant level of 0.000 which means it is significant (Sig < 0.05). Therefore, it is said that Training and Development (X) has a positive and significant effect on Hard Skill Competence (Y2) (Table 3).

Table 3. Regression Test Results X, Y1, and Y2 → Z

| Model |                              | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. |
|-------|------------------------------|-----------------------------|------------|---------------------------|-------|------|
|       |                              | B                           | Std. Error | Beta                      |       |      |
| 1     | (Constant)                   | 5.210                       | 1.501      |                           | 3.472 | .001 |
|       | Training and Development (X) | .265                        | .073       | .270                      | 3.632 | .000 |
|       | Work Professionalism (Y1)    | .301                        | .078       | .276                      | 3.887 | .000 |
|       | Hard Skill Competency (Y2)   | .291                        | .067       | .290                      | 4.315 | .000 |

Dependent Variables: Performance (Z)

**Source:** Processed data, 2020

Effect of Training and Development (X) on Performance (Z). The regression coefficient value is 0.270 with a significant level of 0.000 which means it is significant (Sig < 0.05). Therefore, it is called where the variable of Training and Development (X) has a positive and significant effect on Performance (Z).

The Influence of Work Professionalism (Y1) on Performance (Z). The regression coefficient value is 0.276 with a significant level of 0.000 which means it is significant (Sig < 0.05). Therefore, it is called where the variable of Work Professionalism (Y1) has a significant positive impact on Performance (Z).

Effect of Hard Skill Competence (Y2) on Performance (Z). The regression coefficient value is 0.290 with a significant level of 0.000 which means it is significant (Sig < 0.05). Therefore, it is called where the Hard Skill Competence variable (Y2) has a significant positive impact on Performance (Z).

In addition, the value of the determinant or R-Square (R2) shows a value of 0.503 or 50.3%, meaning that where 50.3% of changes in performance up and down performance (Z) can be explained by changes in the variables of Training and Development (X), Work Professionalism (Y1) and Hard Competence. Skills (Y2). Meanwhile, the remaining 100-50.3 = 49.7% is described by other variables apart from this model. It can be shown more clearly by the following Table 4.

Table 4. Analyzes Coefficient Determines

| Model   | R                 | R-Square | Adjusted R-Square | Std. Error of the Estimate |
|---|-------------------|----------|-------------------|----------------------------|
| 1   | .709 <sup>a</sup> | .503     | .494              | 2.530                      |
| a. Predictor: (Constant), Training and Development, Work Professionalism, Hard Skill Competency |                   |          |                   |                            |
| b. Dependent Variable: Performance  |                   |          |                   |                            |

**Source:** Data processing results 2020

The Effect of Training and Development on Performance Through Work Professionalism;  $X Y1 Z = 0.637 \times 0.276 = 0.175$ . The number 0.175 means that the indirect impact of X on variable Z through variable Y1 is 0.175 points. The Effect of Training and Development on Performance Through Hard Skill Competence:  $X Y2 Z = 0.578 \times 0.290 = 0.167$ . The number 0.167 shows where the indirect impact of X on variable Z through variable Y2 is 0.167 points.

## 4.2 Hypothesis Test Results

Hypothetical test results is presented in Table 5.

Table 5. Hypothetical test results

| Hypothesis  | Value | Sig.  | Conclusion |
|---|-------|-------|------------|
| Training and development have a positive and significant effect on the professionalism of the work of employees of the Pamong Praja Police Unit of Jeneponto      | 0.637 | 0.000 | Evident    |
| Training and development have a significant positive effect on the hard skills competency of employees of Pamong Praja Police Unit of Jeneponto                   | 0.578 | 0.000 | Evident    |
| Training and development have a significant effect on the performance of employees of the Pamong Praja Police Unit of Jeneponto                                   | 0.270 | 0.000 | Evident    |
| The professionalism of work has a significant effect on the performance of employees of the Pamong Praja Police Unit of Jeneponto                                 | 0.276 | 0.000 | Evident    |
| Complex skill competency has a significant effect on the performance of employees of Pamong Praja Police Unit of Jeneponto  | 0.290 | 0.000 | Evident    |
| Training and development have a significant effect on employee performance through the professionalism of work in the Pamong Praja Police Unit of Jeneponto       | 0.175 | 0.003 | Evident    |
| Training and development have a significant positive effect on employee performance through complex skill competency in the Pamong Praja Police Unit of Jeneponto | 0.167 | 0.005 | Evident    |

## 5. Discussion

The Effect of Training and Development on the Professionalism of the Civil Service Police Unit of Jeneponto Regency; Positive and significant. Supported by research (Harahap, 2020), (Bruna and Lahouel, 2020, Lowe, 2020, Harsono et al., 2020). The training and development carried out by the Jeneponto Regency Satpol PP have increased the professionalism of its employees, indicated by the increasingly perfect work results shown, thoroughness, sincerity, perseverance, and having high integrity in their work (Makmur, 2021).

Influence of Training and Development on Hard Skill Competence of Civil Service Police Unit Employees Jeneponto Regency: Positive and significant. They are supported by research (Nugraha et al., 2020, Sekerin et al., 2018, Van Minh et al., 2017, Brandi and Iannone, 2017). The training with the development carried out by the Jeneponto Regency Satpol PP has increased the complex skill competence of employees, is also associated with the better methods and evaluation of training carried out by the organization. Training and as an essential way and mean to improve the competence of hard skills of employees. The ability of organizations to see the potential for their employees to be involved in training activities has become an effective way to encourage competency improvement both in the mastery of work techniques, knowledge, and technology (Arfan, 2021). The Effect of Training and Development on the Performance of the Civil Service Police Unit of Jeneponto Regency: Positive and significant. They were supported by research (Nursiah et al., 2018, Nasri et al., 2018, Sunarti et al., 2017, Adiarto, 2020). The training and development that the Jeneponto Regency Satpol PP employees attended, based on the principle of needs analysis, has encouraged improved employees' quality of work, mutual supervision, and harmonization of employee relations, which are also getting better (Anwar, 2021).

The Influence of Work Professionalism on the Performance of the Civil Service Police Unit of Jeneponto Regency; Positive and significant. They were supported by research (Ridewan et al., 2017, Juliantari et al., 2020, Monique and Nasution, 2020), and (Sitorus and Wijaya, 2016). The Civil Service Police Unit (Satpol PP) of Jeneponto Regency has a good level of work professionalism, as seen from employees who can show better work results. The sincerity and perseverance of employees in following organizational procedures and norms and employees have good integrity in the organization and the midst of society (Sandra, 2021). The Effect of Hard Skill Competence on the Performance of the Civil Service Police Unit of Jeneponto Regency; Positive and significant. Supported by research (Adika et al., 2020, Muyassaroh et al., 2020, Wijayanti, 2020, Arnu, 2019). Efforts for employee performance through complex skill competencies, the Jeneponto Regency Satpol PP also encourages technology mastery for all employees. Mastery of technology has supported the work of Jeneponto Regency Satpol PP employees because technology is an easy way to carry out work activities; communicating is no longer bound by time and place but can be done anytime.

The Effect of Training and Development on Performance Through Professionalism in the Work of the Civil Service Police Unit of Jeneponto Regency; Positive and significant. Jeneponto Regency Satpol PP, training and development can encourage an increase in work professionalism, impacting performance. However, fundamentally, increasing work professionalism is also a measure of the better performance of employees; similarly, according to Simamora (2015), the benefits of training and development programs increase the quantity and quality of work.

The Effect of Training and Development on Performance Through Hard Skill Competence for Civil Service Police Unit Employees Jeneponto Regency; Positive and significant. Jeneponto Regency Satpol PP, training and development can encourage complex skill competencies, impacting their performance. Training and development both provide practical knowledge to increase their competence, improve performance and even help them reduce the error rate at work. The ability of Jeneponto Regency Satpol PP employees to participate in training and development has encouraged the improvement of their competence and performance for the better, the level of mastery of work, and the ability to adapt and work harmonization among fellow employees.

## **6. Conclusion**

Based on the results and discussion. It can be concluded that the variable with the highest path coefficient value is the relationship. Between training and development on work professionalism and complex skill competencies, training and development for the Jeneponto District Civil Service Police Unit are considered one way to encourage increased work professionalism and hard skills. Employee skills, the professionalism of the Jeneponto Regency Satpol PP employees is shown by the better work results shown and the higher levels of accuracy, sincerity, perseverance, and integrity of employees in carrying out their work. On the indirect effect, the variables of work professionalism and complex skill competence as intervening variables can moderate the training and knowledge variables. The two intervening variables that also directly influence performance indicate that the variables of work professionalism and complex skill competence can also directly affect the performance of the Jeneponto Regency Satpol PP employees. Indirectly, the relationship between variables through moderating variables does not show such a significant influence because employees who participate in training and development and produce increased professionalism and hard-skill competencies are sure to produce a good performance. The results of this study contribute to the lack of references that explain how well-managed training and development can produce a good performance.

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