

## The Influence of Career Development and Competence on Employee Performance at the Regional Office of DJBC South Sulawesi

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### Abstract

*This inquiry about points to decide the impact of Career Advancement and Competence on Representative Execution at the Territorial Office of DJBC South Sulawesi. The populace of this think about comprises workers of the Territorial Office of DJBC South Sulawesi, and the test estimate utilized is 48 people employing an immersed test. The information collection was conducted through perception and surveys. The information investigation procedure utilized was numerous straight relapse examinations utilizing Factual Item and Benefit Arrangement (SPSS). The comes about of this ponder shows that both Career Advancement and Competence have a critical synchronous impact on representative execution. Besides, it was found that Career Improvement features a critical halfway impact on representative execution, whereas Competence too incorporates a critical halfway impact on worker execution.*

**Keywords** Career Development, Competence, and Employee Performance

### INTRODUCTION

Career development and employee competence are important aspects of improving organizational performance. Experts in the field of human resource management have recognized the importance of career development and competence as determining factors in achieving competitive advantage and organizational success. In this context, this study will discuss the influence of career development and competence on employee performance at the Regional Office of the DJBC in South Sulawesi.

According to Noe (2017), career development is a series of activities aimed at assisting individuals in developing the knowledge, skills, and competencies needed to plan and achieve their career goals. Career development is important because it can enhance employee engagement, increase productivity, and retain potential human resources within the organization.

Another expert, Lawler (2018), suggests that competence development is the process of enhancing employees' knowledge, skills, and attitudes to cope with increasingly complex and changing job demands. A strong competence enables employees to overcome new challenges and improve their effectiveness in carrying out tasks and responsibilities.

In the context of employee performance, Menon (2019) states that career development and competence have a significant influence. Menon argues that employees who experience good career development and possess adequate competencies tend to have high motivation, good job quality, and the necessary skills to achieve desired outcomes. On the other hand, employees who do not receive adequate career development and competence tend to experience stagnation, lack motivation, and their performance becomes hindered.

The Regional Office of the DJBC in South Sulawesi is one of the work units that is responsible for coordinating, providing technical guidance, controlling, evaluating, and



implementing customs and excise tasks within its jurisdiction based on regulations. In carrying out these tasks, the Regional Office performs the following functions:

1. Control and evaluation of the implementation of customs and excise regulations.
2. Implementation of technical guidance, technical supervision, and problem-solving in the field of customs and excise for operational units within its area of authority.
3. Control, evaluation, and implementation of licensing and facilities provision in the field of customs and excise.
4. Conducting research on objections to customs and excise determinations.
5. Providing legal assistance for legal issues arising from the implementation of tasks and functions of the DJBC, among other functions.

To carry out all these functions, the DJBC Regional Office in South Sulawesi continuously enhances the competence of its employees. For example, as part of the strategic initiative in human resource management, the Regional Office conducts Written Competency Examinations and Self-Assessments for Customs and Excise Inspectors and Implementers within the Regional Office and its subordinate units. The implementation of these competency examinations and self-assessments aims to serve as an instrument for mapping the competencies and potential of the human resources within the DJBC Regional Office in South Sulawesi.

Good employee performance is demonstrated by performance outcomes and the achievement of organizational goals. The Regional Office of Customs and Excise in South Sulawesi has conducted a user satisfaction survey, and the detailed results are as follows:

**Table 1** User Satisfaction Survey Results

Criteria	Index
Service Systems and Procedures	4,88
Employees and Service Officers	4,80
Facilities and Infrastructure	4,71
Information Services	4,88
Overall Index	4,83

Source: Regional Office of DJBC South Sulawesi

From the above data, it can be seen that the criteria of employees and service officers have a relatively high score of 4.80 out of 5. This reflects the importance of employee performance in achieving user satisfaction.

Based on the background mentioned, this thinks about points to analyze the influence of career development and competence on employee performance at the Regional Office of the DJBC in South Sulawesi. By understanding these factors, the organization is expected to formulate appropriate policies and programs to enhance employee performance and effectively achieve organizational goals.

## METHOD

### Population and Sample

This study utilizes quantitative research with descriptive and verification methods. Sugiyono (2019:126) explains that a population is a generalized area consisting of objects or subjects with specific quantities and characteristics decided by the analyst to be examined and from which conclusions are drawn. In this study, the population consists of all employees in the DJBC Regional Office of South Sulawesi, totaling 93 individuals.

According to Sugiyono (2019:127), a sample is a part of the total population with its criteria. In this study the test estimate is decided utilizing Slovin's equation, considering a margin of error of 5%.

Where:

n: sample

N: Population size

e: margin of error

Thus, the calculated sample size is 48 individuals.

$$n = \frac{N}{1 + Ne^2}$$

### Instrument Testing

The instrument testing in this study is divided into two parts: validity testing and reliability testing. Validity testing is utilized to degree the legitimacy or precision of a survey. A questionnaire is considered valid if the questions are able to capture what is intended to be measured. If the calculated R-value is greater than the critical R-value for the degree of freedom (df) = n-2, where n represents the sample size, then the null hypothesis cannot be rejected, indicating validity (Ghozali, 2011:52-53).

Reliability testing could be an instrument to degree the consistency or steadiness of a survey, which serves as an indicator of a variable or construct. A questionnaire is considered reliable if individuals' responses to the statements are consistent or stable over time (Ghozali, 2011:47).

Reliability testing uses Cronbach's Alpha coefficient ( $\alpha$ ). A construct or variable is considered reliable if it yields a Cronbach's Alpha value greater than 0.70 (Nunnally in Ghozali, 2011:48).

## RESULTS AND DISCUSSION

### Validity Testing

The results of validity testing calculations using the SPSS Statistics 22 application

**Table 2.** The validity testing of the questionnaire instrument

Variable	Item Instrument	r Count
Career Development (X1)	X1-1	0.595
	X1-2	0.526
	X1-3	0.464
	X1-4	0.607



	X1-5	0.298
	X1-6	0.526
	X1-7	0.797
	X1-8	0.535
Competence (X2)	X2-1	0.373
	X2-2	0.514
	X2-3	0.490
	X2-4	0.385
	X2-5	0.550
	X2-6	0.559
Employee Performance (Y)	Y-1	0.412
	Y-2	0.585
	Y-3	0.571
	Y-4	0.363
	Y-5	0.507
	Y-6	0.359
	Y-7	0.298
	Y-8	0.571
	Y-9	0.743
	Y-10	0.607

Based on the observation of the r-Table, the obtained value from the sample (N) = 46 is 0.2845. Referring to the results of the validity test, it is found that all instruments of the variables Career Development (X1), Competence (X2), and Employee Performance (Y) generate an r-value greater than the r-Table. Therefore, all questionnaire items are considered valid.

### Reliability Testing

Reliability testing is a method used to assess the consistency and stability of a questionnaire as an indicator of a variable or construct. It determines whether individuals' responses to the questionnaire remain consistent over time. In this study, the reliability of each variable was assessed using Cronbach's alpha coefficient. If the calculated Cronbach's alpha value exceeds 0.600, it indicates acceptable reliability.

**Table 3.** Results of Reliability Testing using SPSS 22 Application

Variable	Cronbach's Alpha	Reliability
Career Development (X1)	0.655	Reliable
Competence (X2)	0.615	Reliable
Employee Performance (Y)	0.663	Reliable

The results of the reliability testing in Table 2.2 indicate that all variables in this study have Cronbach's Alpha coefficients ( $\alpha$ ) greater than 0.600. Therefore, it can be concluded that all measurement concepts of each variable in the questionnaire are reliable.

## Multiple linear regression analysis

### T Testing

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.785	5.786		1.000	.323
	Career Development (X1)	.324	.135	.257	2.391	.021
	Competence (X2)	1.000	.178	.606	5.634	.000

a. Dependent Variable: Employee Performance (Y)

### First Hypothesis Testing (H1)

Given that the value of significance (Sig.) for the sake of influence of Career Development (X1) on Employee Performance (Y) is  $0.021 < 0.05$ , and that the estimated t-value of  $2.391 > t$ -table value of 2.014, H1 is acceptable. This indicates that Career Development (X1) had an important effect on Employee Performance (Y).

### Second Hypothesis Testing (H2)

Given that the significant value (Sig.) for the influence of Competence (X2) on Employee Performance (Y) is  $0.000 < 0.05$ , and the estimated t-value of  $5.634 > t$ -table value of 2.014, H2 is acceptable. This suggests that Competence (X2) has a strong impact on Employee Performance (Y).

### F Testing

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	172.589	2	86.295	26.111	.000 <sup>b</sup>
	Residual	148.723	45	3.305		
	Total	321.313	47			

a. Dependent Variable: Employee Performance (Y)

b. Predictors: (Constant), Competence (X2), Career Development (X1)

### Third Hypothesis Testing (H3)

According to the output in the table above, it is known that the noteworthiness esteem for the synchronous impact of X1 and X2 on Y is  $0.000 < 0.05$ , and the calculated F-value of  $26.111 > F$ -table value of 3.20. Therefore, it can be concluded that H3 is accepted, indicating a significant simultaneous influence of Career Development (X1) and Competence (X2) on Employee Performance (Y).



## Coefficient of determination

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.733 <sup>a</sup>	.537	.517	1.818

a. Predictors: (Constant), Competence (X2), Career Development (X1)

Based on the above output, the R-squared value is determined to be 0.537. This means that 53.7% of the variability in the dependent variable (Employee Performance, Y) can be explained by the simultaneous influence of the independent variables (Career Development, X1, and Competence, X2).

## CONCLUSION

Based on the research findings as outlined earlier, the following conclusions can be drawn:

1. Career development has a positive and significant influence on employee performance at the DJBC Regional Office in South Sulawesi. Indicators of career development, such as fair treatment in career advancement, the concern of immediate supervisors, information about promotions, and employees' interest in being promoted, are essential for employees at the DJBC Regional Office in South Sulawesi.
2. Competence has a significant influence on employee performance at the DJBC Regional Office in South Sulawesi. The test results show that indicators of competence, such as self-concept, knowledge, and skills, are factors that affect the performance of employees at the DJBC Regional Office in South Sulawesi.
3. Career development and competence, when considered simultaneously, have an influence on Employee Performance at the DJBC Regional Office in South Sulawesi.

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