

Influence of Work Quality and Work Performance on Career Development of Employees of Dukcapil City of Medan

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Abstract

One of the most important elements in realizing good governance for the implementation of staffing management is the career development of employees. This research aims to find out the influence of work quality and work performance on the career development of employees of the Medan City Dukcapil Office. The research method used is quantitative with the t-test hypothesis. The results showed that there was a significant influence simultaneously and partially between the quality of work and work performance on the career development of employees of the Medan City Dukcapil Office. This is because employee career development programs can increase self-confidence and motivate employees in producing good job performance and have an impact on increasing the credibility of the company. The quality of work will encourage career development if all aspects that support the quality of work are met.

Keywords

quality of work; work performance; career development



I. Introduction

The key to achieving the company's goals lies in the quality of its human resources. Human resources are an important part of the company that plays a role in realizing achievement in the goal (Setiani, 2013). In improving the quality of human resources accompanied by technological advances, human resources must be equipped with competent capabilities in their fields so that the performance produced by Human Resources is optimal. Then it takes a system that is able to increase the ability of employees in achieving company targets, one of which is through the career level.

Based on the observation of the author developing a career is access to increase the potential and capabilities and skills of employees, it is expected that employees do various ways to achieve success. Employees who lack motivation will then be left behind at the bottom of the career level. Another important thing to improve the career development of employees is the quality of their work, with maximum quality of work, it is expected to get maximum work results as well. In addition, work performance must also get the same attention in improving employee career development because the quality of work is the basis for assessing employee work results and can also be used for control so that the company's goals can be achieved at its standards.

Based on the initial survey of research in February 2021, it looks that there is still less attention about employee career development, the leadership has not been maximal in involving employees in career planning such as giving workshop seminars and training, so that employees are less effective and efficient to work, some employees apply and take care of files to move tasks to other agencies so that they leave the office during working hours, Of course, work is ineffective and work is delayed.

On the other hand, the head of the agency allegedly has the tendency to plan the career development of more experienced employees and employees who are better known, this will eliminate other employees who are still motivated to improve performance and develop careers. By itself, employees become lazy to work, not so much work is not completed so that the community is disappointed and gives a negative assessment of the DUKCAPIL Office of Medan City.

Summarized from the results of interviews with several employees of the Medan City DUKCAPIL Office in February 2021 there are problems regarding the quality of work and work performance seen from some employees not working seriously because there are many files piled up on the desk but empty rooms. Some employees are not in their workspaces but other workspaces with coworkers. During working hours, some employees look relaxed with co-workers in the meeting room, while using social media so that they look out of work. Some staff employees are less intensively participation in internal service meetings to plan and achieve employee work through internal meeting activities, workshops, and training so as to make employees lazy to work, underachievement and unqualified work. Based on data from LKj (performance report) Disdukcapil Kota Medan 2020 the following:

Table 1. Staffing Data based on Education of the Population and Civil Registry Office of Medan City in 2020

No.	Jenjang Pendidikan	Jumlah (Orang)	Jenis Kelamin		Persentase	
			Laki-Laki	Perempuan	Laki-Laki	Perempuan
1	SD	-	-	-	-	-
2	SLTP	-	-	-	-	-
3	SLTA	31 Orang	17 Orang	14 Orang	13,07 %	10,76 %
4	D III	24 Orang	15 Orang	9 Orang	11,53 %	6,92 %
5	S 1	67 Orang	14 Orang	53 Orang	10,76 %	40,76 %
6	S 2	8 Orang	3 Orang	5 Orang	6,15 %	3,84 %
	Jumlah	130 Orang	49 Orang	81 Orang		

(Data Reproduksi dan Pencatatan Sipil Kota Medan, 2020)

Summarized from the results of the model data listed in table 1 in the population and civil registration office of the city of Medan for 2020, the total employees of SLTA graduates of 31 people is the second largest number after S1 graduates, namely 67 people and then followed by DIII graduates as many as 24 people and then S2 graduates only 8 people. From this, the visible potential has not been able to fully fill the technical expertise needed in the population and civil registration service of the city of Medan. One of the factors that cause the occurrence of this situation is possible because of the lack of maximum career coaching supported by the career system and work performance, the conclusion that can be drawn is that there is a gap in the educational background of DISDUKCAPIL employees with the number of SLTA graduates still categorized as many, in addition there is also a gap in work skills and work competencies faced.

The importance of career development is to add technical, theoretical, conceptual and moral skills of employees aligned with the need for the results of the work obtained by employees through education and training held in the company (Hasibuan, 2019). As a result of technological advances and globalization, career development is increasingly important to print qualified and accomplished employees in accordance with existing career development standards in the company. In this study, the author raised the theme of career development of DISDUKCAPIL employees. The purpose of this research is to find out the influence of partial and simultaneous influence between the quality of work and work performance on employee career development.

II. Review of Literature

2.1. Working Quality

To create the quality of work in accordance with the standards that have been determined, there needs to be continuous development of human resources. The development of these resources is not only on paper but in a real sense. Quality is not only good at work but able to meet the demands and conditions that fit the criteria of the job, so that the work produces work that is in accordance with its planning. Referring to the definition presented by (Yusup, 2021) then the quality of work is a continuous perception to improve the quality of life of employees in their work environment by creating a comfortable, safe, appreciative work atmosphere and able to increase the dignity and dignity of their employees.

2.2. Work Performance

The goal that will be realized by employees in a company one of them is to have the best work performance. Therefore, the increase in employee competence by each individual must be improved. Fellow employees / employees will try to improve each other's ability to achieve the goals that have been standardized by the company. To judge that an employee has good work performance is not instant, but has a very long process. Work performance itself is a result of work obtained by an employee / employee by carrying out the obligations that have been given to him based on the expertise, experience, and timeliness of work (Hasibuan, 2019).

A person's performance is closely related to the results of work concerning quality, quantity and timeliness. Performance also means the comparison of work results achieved by employees with predetermined standards (Ronny in Edward. et al, 2020).

2.3. Employee Career Development

The company's progress depends on its human resources. Human resources in a company are expected to have a tendency to do self-development. In the self-development of company employees are required to offer career levels to employees / employees who aim in accordance with the expected by the company. Citing the definition of (Handoko, 2017) which basically states that the career development of employees is a strong desire of the employee/employee's increasing personality to achieve a career plan that has been arranged.

III. Research Methods

This research is classified as quantitative research conducted by distributing questionnaires to employees that are used to obtain scientific data relevant to the purpose of the research. This study was conducted in DISDUKCAPIL Medan with a population of 130 people. The sample was taken based on the number of respondents who had a level of undergraduate education which is as many as 67 people. Analysis and processing of data using aids is the SPSS (Statistical Product and Services Solutions) program for windows version 23.0. Data analysis techniques are carried out through data quality tests consisting of validity and reliability tests, then classical assumption tests, then multiple regression equation analysis, and hypothesis tests consisting of determination coefficient tests (adjusted R²), partial hypothesis tests (t tests), and simultaneous tests (F tests).

IV. Result and Disussion

4.1. Research Data Quality Test

This research data quality test consists of a validity test and reliability test. The description of the results of the test of validity and reliability of the Effect of Work Quality (X1) and Work Performance (X2) on the Career Development variable (Y) of DUKCAPIL Office Employees of Medan City:

a. Validity Test

Based on the results of the recapitulation questionnaire from 67 respondents who were all undergraduate graduates, after being tested using the help of SPSS software the results were as follows:

Table 2. Test the validity of work quality (x1), Work performance (x2), and Career development (y)

Item-Total Statistics					Item-Total Statistics					Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted		Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted		Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x1.1	19,9254	5,585	,465	,695	x2.1	20,3433	8,441	,558	,744	y.1	20,4627	10,919	,662	,832
x1.2	19,8806	4,743	,695	,610	x2.2	20,2388	9,124	,624	,730	y.2	20,2537	10,283	,761	,813
x1.3	20,3582	6,142	,545	,675	x2.3	20,3433	8,805	,573	,739	y.3	20,0597	9,905	,768	,810
x1.4	20,3284	6,618	,350	,722	x2.4	20,6418	8,839	,592	,734	y.4	20,1194	10,864	,568	,850
x1.5	19,3284	5,951	,436	,701	x2.5	20,1343	8,815	,598	,733	y.5	19,9104	11,295	,547	,852
x1.6	19,3582	6,839	,321	,728	x2.6	20,3881	10,544	,265	,807	y.6	19,9403	11,299	,593	,844

Based on corrected item-Total correlation values on all three validity test results, namely work quality (x1), work performance (x2), and career development (y) obtained an overall value above the value of r table which is 0.2404. Based on these values, the entire instrument is declared valid and can be used to continue research.

b. Reliability Test

In measuring the consistency of questionnaire answers, the authors used Cronbach's Alpha method where the measurement results are as follows:

Table 3. Test quality of work reliability (x1), Work performance (x2), and Career development (y)

Reliability Statistics		Reliability Statistics		Reliability Statistics	
Cronbach's Alpha	N of Items	Cronbach's Alpha	N of Items	Cronbach's Alpha	N of Items
,730	6	,782	6	,858	6

From the results of the test will be compared to the value of Cronbach's Alpha where if the value of Cronbach's Alpha above 0.60 then declared reliable. Referring to the above results, all variables have a Value of Cronbach's Alpha above 0.60. Furthermore, it can be concluded that all variables are declared reliable and can be used to continue the research.

4.2. Classic Assumption Test

One of the qualifications that must be undertaken in multiple linear regression is the classical assumption test, in this study the classical assumption test is divided into three, namely the normality test, multicollinearity test, and heteroskedastisity test:

a. Normality Test

A regression model that can be said to be normal if the residual value is distributed normally. Smirnov's kolmogorov method was used as a tool to carry out normality testing in this study. The application of the kolmogorov smirnov test assuming that if the significance value obtained is small from the alpha value of 0.05 then the data tested has a difference with the standard normal data therefore the data as this is said to be data does not distribute normally. But conversely, if the value of significance obtained exceeds the alpha value of 0.05 it can be said that the data is normal distribution. Here are the results of the normality test:

Table 4. Normality Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		67
Normal Parameters ^{a, b}	Mean	,0000000
	Std. Deviation	3,09583302
Most Extreme Differences	Absolute	,095
	Positive	,095
	Negative	-,084
Kolmogorov-Smirnov Z		,781
Asymp. Sig. (2-tailed)		,575

a. Test distribution is Normal.

b. Calculated from data.

By following the benchmark of the description of the normality test above, it can be summarized that the significance value in this study of 0.575 can be seen at the value of Asymp.Sig (2-tailed). Therefore, a conclusion can be drawn for the results of the normality test on top of the data declared normal distribution..

b. Multicollinearity Test

If there is a high relationship between the free variables being tested, it will interfere with the relationship between the free variable and its bond, if this happens then it can be ascertained that multicholinearity occurs. For a study in multiple linear regression it is not expected to occur multicollinearity. Statistical tools are commonly applied in detecting the presence of symptoms of multicollinearity judging from the value of variance inflation factor (VIF) and also the Value of Tolerance. The assumption is that if the value of $VIF < 10$ and tolerance > 0.1 then it can be declared no multicollinearity. The following are the results of the multicollinearity test in this study.:

Table 5. Multikolinearitas Test

Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	kualitas kerja	,784	1,275
	prestasi kerja	,784	1,275

a. Dependent Variable: Pengembangan karir

Referring to the table above, it can be seen the tolerance value of $0.784 > 0.1$ and also the value of $VIF 1.275 < 10$, it can be drawn one conclusion that in this study the data does not occur multicollinearity problems and the data can be used to continue the research.

c. Heteroskedastisitas Test

One detects the presence of heteroskedasticity using the scatter plot method that is done by plotting its ZPRED value with its SRESID value. The results displayed if there is no particular pattern formed such as the points collecting in the middle, the points narrowed and widened or vice versa then declared free from the problem of heteroskedasticity. The heteroskedasticity results for this study are shown in the table below:

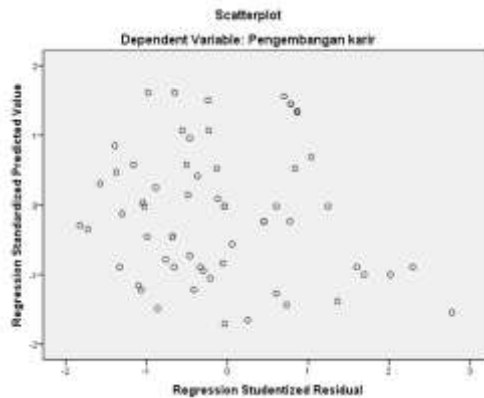


Figure 1. Uji Heteroskedastisitas

Referring to figure 1 above it is explained that the points in the scatter plot above do not form a pattern of collecting in the middle, or the points narrowed and widened and vice versa. So it can be summarized that this research data does not occur heteroskedasticity, and can be used to continue the research.

4.3. Analisis Persamaan Linier Berganda

Analysis of this equation is a linear relationship between two or more independent variables (X_1, X_2, \dots, X_n) and dependent variables (Y). To see the direction and magnitude of influence of each free variable, it can be seen in the Unstandardized Coefficients column B (beta) which is often also known as the regression coefficient. Beta values in this study can be seen in the table below:

Table 6. Multiple Linear Equations

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	2,382	3,569		,668	,507
kualitas kerja	,647	,156	,463	4,139	,000
prestasi kerja	,258	,123	,235	2,094	,040

a. Dependent Variable: Pengembangan karir

From Table 5 above can be created a multiple linear regression model for this study is as follows: $Y = 2,382 + 0,647X_1 + 0,258X_2$

The description of the regression data model:

- 1) If the quality of work and work performance is 0 (zero), then career development is 2,382
- 2) If work performance is assumed to be fixed or constant then any improvement in the quality of work 1 (one) unit will increase career development by 0.647
- 3) If the quality of work is assumed to be fixed or constant then each increase in the quality of work 1 (one) unit will increase career development by 0.258

4.4. Hypothesis Test

Hypothesis testing consists of partial testing and simultaneous testing. Simultaneous testing using the F test and partial testing using the t test:

Table 7. F Test

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	372,638	2	186,319	18,851	,000 ^a
	Residual	632,556	64	9,884		
	Total	1005,194	66			

a. Predictors: (Constant), prestasi kerja, kualitas kerja

b. Dependent Variable: Pengembangan karir

The function of the F test is to find out if the free variable (x) simultaneously affects the bound variable (y). The f test result can be seen in the ANOVA column F table by comparing the values on the F table with the calculated F. Before comparing between f table and f calculate then first pay attention to the critical limit then Df numerator (Df1) and Df denominator (Df2). The Formula Df 1 is the sum of all free variables. While the formula Df 2 is the number of samples reduced the number of free variables reduced by 1 (one). In this study the critical limit is 0.05 and Df 1 = 2 while df 2 = 67-2-1 = 64 then the value of f table is 3.14. Based on calculations and referring to the anova table column f it can be concluded that the value f calculates 18.851 > from f table 3.14. Assuming that F calculates the >F table then hypothesis zero is rejected and hypothesis a accepted i.e. Work Quality (X1) and Work Performance (X2) simultaneously significantly affect the career development variables of DUKCAPIL Employees of Medan City.

Table 8. T-Test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,382	3,569		,668	,507
	kualitas kerja	,647	,156	,463	4,139	,000
	prestasi kerja	,258	,123	,235	2,094	,040

a. Dependent Variable: Pengembangan karir

In essence, the t test is used to determine whether partially or each free variable has an influence on its bound variable. The t test can be seen from the results of SPSS calculations in the coefficients table of column t.as a reference in decision making in this study then the test results are seen from 2 columns, namely column t and column sig. In column t will compare the value of t table with t calculate, if the result is greater t calculate then the hypothesis is accepted. In the sig column. if the probability of 0.05 is less than the sig value. Then the hypothesis is accepted and declared significant effect.

The table t value in this study was 1.99714. In column t of the table above the value of t work quality (x1) is 4,139. Furthermore t calculated compared to t the table produces 4,139 >1.99714 which means the quality of work (x1) affects career development (y). Then in the sig column. For the variable work achievement (x2) the calculated value is 2,000 >< 1.99714 (t the table), it can be concluded that work achievement (x2) affects career development (y <).

4.5. Determination Coefficient Test (R^2)

To find out how much the model is built capable of explaining the variation of dependent variables, it can be seen in the summary model table below:

Table 9. Determination Coefficient Test (R^2)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.609 ^a	.371	.351	3,14383

a. Predictors: (Constant), prestasi kerja, kualitas kerja

b. Dependent Variable: Pengembangan karir

If the value of R^2 is increasingly towards the number 1 then the independent variable can already inform the data needed in full to estimate the bound variable. The results of the study in the summary model table of column R square showed a value of 0.371 which means that the information provided to predict dependent variables is only 37.1% while 62.9% is predicted by other variables that are not included in the scope of this study.

4.6. Discussion

This research discussion refers to the research objective that will be desired, namely to find out the influence of work quality (x1) and work performance (x2) on career development (y) in the DUKCAPIL Field Office.

4.7. Effect of Work Quality (x1) on career development (y) in the Medan DUKCAPIL Office.

The description of the results of the study is known that there is an influence between the quality of work (x1) both partially and simultaneously on career development (y) in the Medan DUKCAPIL Office. This research is in line with previous research namely (Paseki, 2013) and (Wati, 2015). Based on the observations of the author to improve the career development of employees, the quality of work is considered important. Every management system in any company would want that every employee has a high quality of work. With a high quality of work it will improve the reputation of the company. The quality of work will be useful for the employee itself because with a good quality of work it will increase the career level of employees if employees are able to apply it to the career level system that has been made by the company. Research conducted by (Paseki, 2013) said that with a significant effect on the career development of employees, it automatically recognizes and respects the rights of employees as human beings. Employees are encouraged to further improve the quality of their work and will then be given a career level in accordance with their quality and ability.

4.7. The influence of work performance (x2) on career development (y) in the Medan DUKCAPIL Office.

Guided by the results of the research, work performance has a significant effect on career development in the DUKCAPIL Medan office. The results of this study are in line with some of the results of research conducted by other researchers such as (Riyana, 2016), (Pradnyawati & Komalasari, 2017) (Sari, Firdaus, & Rinda, 2020), and (Karlinda, Azizi, & Sopali, 2021) who suggest that there is a significant influence between work performance on career development. Therefore, career development is very related to work performance. The acceptance of potential and good quality employees is expected by the company for the

betterment of the company. In career development in the DUKCAPIL Office, the terrain is seen based on the ability and proficiency of employees in their work in accordance with the indicators set by the previous Office. The purpose of this career development is so that employees are encouraged to develop themselves and increase their sense of belonging / concern for the progress of their service, in addition, career development also reduces the impact of employees who feel underappreciated for loyalty in their work, especially for outstanding employees. In career development in the DUKCAPIL Office there are still some obstacles, among others, job demands that increasingly lead to technological advances so that employees are required to better master technology. Employees are required to adjust both in terms of expertise, skills, skills in meeting the needs of increasingly advanced jobs with their technology. The demands for employees to adapt to the application of new technology and technical expertise in carrying it out are increasingly felt by the high complexity of work. Only employees can adapt to these circumstances and continue to hone their skills and give the best achievements that will be able to raise their career levels in the future. To increase expertise in improving the work performance of employees, DUKCAPIL Has carried out development such as carrying out trainings and skills development that can improve the ability of their employees.

4.8. The influence of work quality (x1) and work performance on career development (y) in the Medan DUKCAPIL Office.

Qualified and accomplished employees should be given the opportunity to develop their careers in order to increase their continuous capabilities that can be adjusted to the demands of the business environment, in addition, employees who have good quality and achievement will be able to maintain the company's existence and develop the company in a better direction. This is in accordance with the results of the author's research which concluded that the quality of work and work performance have a simultaneous effect on employee career development. According to (Larasati, 2018) there is a tendency that career planning is more widely used by professional, technical, and managerial employees and also employees who are interested in developing their careers. While career planning will be effective for employees who have a strong interest in career development. In addition, if the company is oriented towards career development, it is certain to prioritize employees as valuable resources and must be developed, trained and always honed their ability to be adjusted to the demands of the job at this time.

V. Conclusion

The quality of work and work performance have a significant effect both partially and simultaneously on career development in the DUKCAPIL Field Office, therefore the improvement of employee capabilities both technically and theoretically must be at the level. At this time the development of technology is accelerating, the number of applications that appear requires employees to improve their abilities, ways of thinking and expertise. In the career development of employee's only employees who are able to adapt to the demands of work complexity will be able to increase their career level. But without interest and motivation in employees even though they are able and have enough skills will not be able to increase their career level. For this reason, the leader is expected to encourage and motivate the level of participation of his subordinates in his career development.

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