Factors Affecting the Performance of Employees in the Department of Tourism District Office Bulukumba

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Abstract:- The purpose of this study was to:
1) **To determine the performance of the staff of the Department of Culture and Tourism Bulukumba;**
2) **To determine the factors that most influence on the performance of employees in the Office of Culture and Tourism Bulukumba.**

The research method by using quantitative methods by distributing questionnaires to 36 respondents who are permanent employees or civil servants (PNS) and not employees or honorary contract, Data was analyzed by using descriptive analysis, multiple linear regression analysis, determination test, t test, F test and test arithmetic dominant.

The study found that *Compensation* has a positive and significant impact on employee performance at the Office of Culture and Tourism Bulukumba. While variable Competency has a positive and significant impact on employee performance in the Office of Culture and Tourism Bulukumba, Simultaneously variable Compensation and competence simultaneously have a significant influence on employee performance in the Office of Culture and Tourism Bulukumba, variable *compensation* is the most dominant factor in influencing employee performance at the Office of Culture and Tourism Bulukumba.Serta suggested toDepartment of Culture and Tourism Bulukumbabased on test results showing that the compensation dominant is a dominant factor, it is expected for the Department of Culture and Tourism Bulukumba to pay attention to the provision of adequate compensation to employees based on their achievements in order to improve morale which in turn will be memingkatkan performance and the need to retain a variable-*compensation and Competence* because it proved to be a factor significant and determine employee performance.

Keywords:- Compensation, Competence, Performance.

I. INTRODUCTION

Today the issue of human resources is still in the spotlight for the organization to continue to survive. Human resources have a major role in every activity of the organization. As the key, human resources will determine the success of the implementation of the organization's activities. Demands organizations to acquire, develop and retain qualified human resources increasingly urgent in accordance with the dynamics of an ever-changing environment both external and internal environment. Performance is the result of work that can be achieved olehseseorang or group of people within an organization kuantitatifmaupun both qualitatively, in accordance with the authority and responsibility of the task - masingdalam efforts to achieve organizational goals legally, tidakmelanggar law and in accordance with moral or ethical (Moehriono, 2009: 61) .Kinerja person affected by several factors, such as compensation or reward which is a tribute to workers who have contributed in realizing its objectives, through the activities of the so-called work (Nawawi. 2008: 315). Compensation is one of the factors that determine the performance of which is as a form of compensation for work done in the form of salaries and incentives granted to employees in a fair and decent. Fair compensation that is the balance when employees compare the effort and performance they provide as well as the awards they have received with the effort, performance and rewards received by others as well as the provision of adequate compensation. Employees naturally expect reciprocal form of appreciation for the contribution that it provides to the company. The expected form of recognition these employees are in bentukkompensasi appropriate, such as direct compensation in the form of wages, salaries, commissions, and bonuses as well as indirect compensation in the form of insurance, pension, leave, education and so forth. Selainmemberikan compensation policy in terms of rewards to employees for work performed, jugamerupakan one effective way to maintain a potential employee. With the compensation that employees feel a bond with the company. Compensation is all income in the form of money or goods directly or indirectly received by employees as a reward for services rendered to the company (Hasibuan, 2004). Tourism Office Bulukumba as public organizations are required to improve the performance of employees in the organization. Viewed from the tasks and functions carried each individual in the organization then demanded optimum performance in achieving each of the goals set. This is of course the focus of the study are interesting to study because that performance is something very important and should be owned by every individual who was involved in the organization. Performance is not just declare the final result but also how the work process takes place, the process is what will determine the achievement of one's work. Noteworthy is how the process of employee performance can be optimized, leaders must pay attention to how employees can improve

employee performance by looking at the factors that influence employee performance whether in terms of ability, motivation, organizational climate, and much more can be factors that affect the performance of employees, this also determines the increase or decrease in employee performance. Based on preliminary observations on the performance of the tourism department shows that the realization in 2017 reached 72% of the planning that has ditetap at the beginning of fiscal year 2017. So based on the above explanation, the authors take the title of this research is "Factors Affecting Employee Performance in Office tourism Bulukumba. "

A. Main Problem
- Is the compensation factors have an influence on the performance of employees at the Office of Tourism Bulukumba?
- Does competence factors have an influence on the performance of employees at the Office of Tourism Bulukumba?
- Is the compensation factor, and competence have tehadap influence employee performance simultaneously at the Tourism Office Bulukumba?
- Which factors most influence on the performance of employees at the Office of Tourism Bulukumba?

B. Research Purposes
- To determine factors are factors that affect the performance of employees of the Office of Tourism Bulukumba?
- To determine the factors that most influence on the performance of employees in the Office of Tourism Bulukumba.

C. Definition of Human Resource Management.
Human Resource Management(HRM), according to experts: According to Malay SP. Hasibuan (2004) HRM is the science and art of governing the relationship and the role of labor in order to effectively and efficiently help the realization of objectives of the company, employees and community. According to Henry Simamora (2004) HRM is as utilization, development, appraisal, reward administration and management services to individual members of the organization or group work. HRM is also related to the design and implementation of systems planning, personnel, employee development, management of career, job evaluation, compensation of employees and labor relations smooth.

D. Understanding Performance
Definition of performance (performance) is the result of the quality and quantity of work accomplished by an employee in performing their duties in accordance with the responsibilities given to him (Mangkunagara, 2011)

➢ Factors That Affect Performance
Bernardin and Russel (1993) suggests there are six criteria used to measure the extent to which the performance of individuals, namely:
- Quality (Quality), Namely the extent to which the process or adjusting some ways ideal in activities or fulfill activities as expected. Mean in this statement is the activity carried out close to perfect.
- Quantity (Quantity), The amount generated is realized through the currency, number of units, or the number of cycles of activity that has been completed.
- Timeliness (Timeliness), Namely the extent to which the activities have been completed with a faster time than specified and maximize the time available for other activities.
- Effectiveness (Cost-Effectiveness), Namely the extent to which the use of organizational resources such as human, technological, financial and maximized to receive the highest results or the reduction of losses of each unit.
- Self-reliance (Need for Supervision), Ie the degree to which an employee can do his job without the need to ask for help or guidance from his superiors.
- Work commitment (Interpersonal Impact), Namely the extent to which an employee feels confident, good wishes, and cooperate among coworkers.

E. Compensation
Compensation is the fringe benefits provided by the organization / company to employees, which can be financial or non-financial, in a fixed period. A good compensation system will be able to provide satisfaction for employees and allows companies acquire, hire, and retain employees. For organizations / companies, compensation has significance for compensation reflects the organization's efforts in maintaining and improving the welfare of its employees.

F. Competence
At this time the government is expected to show a good performance, it is of course require the high performance of the Civil Service as one of the State apparatus, this can be achieved if they have the competencies that support their work. In accordance with the said by Rival and Sagala (2009) that competence refers to knowledge (knowledge), abilities (skills), skills (abilities) and personality (personality) individuals who directly influence their performance.

G. Hypothesis
- Compensation has an influence on the performance of employees in the Office of Tourism Bulukumba.
- Competence has an influence on the performance of employees in the Office of Tourism Bulukumba.
- Compensation and competency have a simultaneous effect on the employee's performance tehadap Tourism Office Bulukumba.

- Compensation is the factor that most influence the performance of employees in the Office of Tourism Bulukumba.

H. Location and Time Research

The study was planned to be held in the Office of Tourism Bulukumba is addressed at Jalan Lanto Dg. Pasewang. While the study period is planned for about two months of the month of September 2018 s / d in February 2019.

I. Population and Sample

The research population here interpreted as the total number of employees of the OfficeGovernment tourism office which amounted to 57 employees. Employees who become subjects of this study were permanent employees or civil Apparatus (ASN), which accounted for 36 employees and not employees or honorary contract. Berstatuskan PNS employees who have been assumed to have a sense of attachment to higher performance when compared with contract employees or honorary. The population in this study is overall employee berstatuskan fixed or berstatuskan State Civil Apparatus (ASN), ie as many as 36 people.

J. Types and Sources of Data

➢ *The type of data*
- Qualitative data, ie data or information in written form on Factors Affecting Employee Performance at the Department of Tourism in Bulukumba office.
- Quantitative data, which is to see the progress and the magnitude Influence Employee Performance at the Department of Tourism in Bulukumba office.

➢ *Data source*
- Primary data, that is data obtained directly or first data source field of the questionnaire,
- Secondary Data is secondary data obtained from documents, publications or specialized publications of relevant agencies especially in Bulukumba.

K. Method of Collecting Data
- The questionnaire is a form of a series of questions or statements systematically arranged in a list,
- Observation, namely to review and witness the state of the field at the same time noting the things encountered to get the general picture.
- Documentation, including reviewing documents dokemen either the reference or the rules or articles related to research

L. Data Analysis Method

The data analysis method used for discussion in this study are:

➢ *Descriptive Analysis*
The method of analysis was done to interpret the data - the data and information obtained by collecting, compiling and classifying the data - the data obtained which will then be used to give a true idea of Factors Affecting Performance In Tourism Office in Bulukumba.

➢ *Quality Test Data*
Test the quality of the data using two tests, namely the validity and reliability test. Both tests are performed to test whether the questionnaire is used as an instrument worthy of study. Valid means that the data obtained through questionnaires to answer the research objectives. Reliable means of data obtained through the questionnaire results are consistent when used other researchers. The author uses the help of SPSS version 16.0 software program to obtain targeted results.

➢ *Multiple Regression Analysis*
Multiple Regression Analysis is an analysis aimed to determine the effect of compensation and competency to employee performance with the following formula:

$$Y = \alpha + b1x1 + b2x2$$

M. Operational Definition of Variables
- Compensation the remuneration provided by the organization / company to employees, which can be financial or non-financial, in a fixed period. The types of compensation other than salary / wages remain are remuneration incentives; supplementary compensation; and safety / health.
- competence is all the capabilities of an employee is both technically and non-technically used to carry out and complete a job or task in which competence refers to the knowledge (knowledge), abilities (skills), skills (abilities) and personality (personality).
- performance is a result of a work achieved in carrying out the tasks assigned to them based on skills, experience and sincerity as well as time.

II. RESULTS

➢ *Research Result*

➢ *Characteristics of Respondents*
Characteristics of respondents in this study consisted of age, gender, education, type and duration of work. Here will be described a characteristics of respondents.

➢ *Characteristics of Respondents by Gender*
Distribution of respondents by gender groups can be seen in the following table:

No.	Gender	N	%
1.	Man	22	61.11
2.	woman	14	38.89
	total	36	100

Table 1:- Characteristics of Respondents by Gender
Sources: Primary data (2018)

Table 1 shows that the distribution of most respondents were in group sex is a male majority, namely 22 (61.11%) and the remaining 14 (38.89%) were women.

➢ *Characteristics of Respondents by Age*
Distribution of respondents by age group can be seen in the following table:

No.	Age (Years)	n	%
1.	<40 Years	9	25
2.	≥ 40 Years	27	75
	total	36	100

Table 2:- Characteristics of Respondents by Age
Sources: Primary data (2018)

Table 2 shows that the distribution of most respondents were in the age group ≥ 40 year as many as 27 people (75%) and the rest is the distribution of respondents in the age group <40 years of the 9 people (25%).

➢ *Characteristics of Respondents by Education*
Distribution of respondents by education can be seen in the following table:

No.	Education	N	%
1.	S2	5	13.90
2.	S1	21	58.33
3.	D3	3	8.33
4.	High School	7	19.44
	total	36	100

Table 3:- Characteristics of Respondents by Education
Sources: Primary data (2018)

Table 3 shows that the distribution of most respondents were in group S1 as many as 21 people (58.33%), then a high school education group of 7 people (19.44%), then education group S2 as much as 5 people (13.90%) and D3 is the smallest group, namely 3 (8.33%).

➢ *Characteristics of Respondents by Type*
Distribution of respondents by group classes can be seen in the following table:

No.	group	n	%
1.	IV. c	1	2,78
2.	IV. b	1	2,78
3.	III. d	10	27.77
4.	III. c	6	16.67
5.	III. b	7	19.44
6.	III. a	4	11.11
7.	II. d	3	8.33
8.	II. b	1	2,78
9.	II. a	1	2,78
10.	I .d	1	2,78
11.	I. c	1	2,78
	total	36	100

Table 4:- Characteristics of Respondents by Type
Sources: Primary data (2018)

Table 4 shows that the distribution of most respondents were in the group of group III. d the 10 (27.77%), then the group of group III. b namely 7 (19.44%), then the group of group III. c ie 6 (16.67%), then the group of group III. A ie 4 people (11.11%). then the group of class II. d the 3 (8.33%), while the smallest group is the group IV.c, IV.B, II.B, II.A, Id and Ic by 1 person (2.78%).

➢ *Quality Test Data*

➢ *Validity Test*
Testing the validity shows the thoroughness and accuracy of the questionnaire distributed to respondents. To determine the validity of questions of each variable, then the r-count compared to the r-table. r-table can be calculated by df = N - 2. The number of respondents in this study were 36, so that df = 36-2 = 34, then the r-table = 0.278. If r count> r-table, then the question is said to be valid.

The following will be presented test of validity for each of the questions in the questionnaire study.

item Questions	*corrected Item - Total Correlation (R-count)*	r-table	Information
X1.1	0,849	.278	valid
X1.2	0.888	.278	valid
X1.3	.787	.278	valid
X1.4	0.888	.278	valid
x1.5	0.821	.278	valid
X1.6	0.734	.278	valid
X1.7	0.779	.278	valid
X1.8	0,833	.278	valid
X1.9	.873	.278	valid
X1.10	0.815	.278	valid

Table 5:- Validity of Test Results Variable Compensation (X1)
Source: SPSS output 16.0 (2018)

The test results demonstrate the validity of the variable compensation that all items are valid questions, and can be used as a measuring tool of research. This is evidenced by the value of Corrected Item - Total> 0.278.

item Questions	corrected Item - Total Correlation (R-count)	r-table	Information
X2.1	.834	.278	valid
X2.2	.811	.278	valid
X2.3	.718	.278	valid
X2.4	.846	.278	valid
X2.5	0.819	.278	valid
X2.6	0.756	.278	valid
X2.7	0.724	.278	valid
X2.8	0.694	.278	valid
X2.9	.654	.278	valid
X2.10	0.686	.278	valid

Table 6:- Validity of Test Results Variable Competence (X2)
Source: SPSS output 16.0 (2018)

The test results demonstrate the validity of the variable compensation that all items are valid questions, and can be used as a measuring tool of research. This is evidenced by the value of Corrected Item - Total> 0.278.

item Questions	corrected Item - Total Correlation (R-count)	r-table	Information
Y1	0.858	.278	valid
Y2	.814	.278	valid
Y3	.914	.278	valid
Y4	0.855	.278	valid
Y5	.814	.278	valid
Y6	.914	.278	valid
Y7	0.734	.278	valid
Y8	0.828	.278	valid
Y9	0,622	.278	valid
Y10	0,692	.278	valid

Table 7:- Validity of Test Results Variable Performance (Y)
Source: SPSS output 16.0 (2018)

The test results demonstrate the validity of performance variables that all items are valid questions, and can be used as a measuring tool of research. This is evidenced by the value of Corrected Item - Total> 0.278.

➢ *Test Reliability*
Reliability testing indicates how much an instrument can be trusted and used as a data collector. The higher the reliability of the instrument, showing the measurement results obtained more reliable (reliably). The more reliable an instrument, making the instrument will get the same result, when used several times to measure the same object. Reliability method often used is the Cronbach Alpha method shows the extent to which respondents consistency in answering the instrument rated. A research instrument is said to be reliable if the value of alpha> 0.60. Determination of the reliability of the instrument of a study are:

➢ If Cronbach's alpha <0.6 then reliability said to be bad;
➢ If Cronbach's alpha 0.6 to 0.77 then reliability said enough; and
➢ If Cronbach's alpha> 0.8 then say well reliability

Here are the results of the reliability test on the variables:

variable	Alpha coefficient	Information
Compensation (X1)	0.948> 0.601	reliable
Competence (X2)	0.913> 0.601	reliable
Performance (Y)	0.937> 0.601	reliable

Table 8:- Reliability Test Results Variable Research
Source: SPSS output 16.0 (2018)

Based on the results of reliability testing, showed that all the variables are used as instruments in the research is reliable and can be used as a data collection tool. So based on the reliability test results above, indicates that the instrument has high reliability, this is evidenced by the coefficient alpha> 0.601, so the measurement results to be obtained can be trusted.

➢ *Multiple Linear Regression Analysis*
From the analysis with SPSS 16.0 the regression equation can be written as follows:

$$Y = 0,039 + 0,519X1 + 0,475X2$$

In the multiple linear regression equation above can be explained in detail as follows:

• *Constants* (α)
Constants of 0,039, this means that if there is no change variable compensation, and the competence of the performance of employees amounted to 0,039.

- *Compensation (X1)*

    Regression coefficient value for the variable compensation is equal to 0.519. In this study it can be stated that the compensation (X1) has a positive effect on employee performance (Y), it shows that when the compensation increases by unit performance will be increased by 0.519.

- Competence (X2)

    Regression coefficients for the variables of competence is equal to 0.475. In this study it can be stated that the competence (X2) has a positive effect on employee performance (Y), it shows that when the competence increase of unit performance will be increased by 0.475.

➤ *Determination Test (R-Square)*

    Analysis of the coefficient of determination is used to determine the percentage of the influence of the independent variables together to independent variable.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.928a	.862	.853	.30179

Table 9:- Determination test
Source: SPSS output 16.0 (2018)

    Based on the test results above deteminasi coefficient, R-square values obtained at 0,862 which indicates that the performance of employees at the Office of Tourism Bulukumba influenced by variable compensation and competency of 86.2% and the remaining 13.8% is influenced by other variables that have not been examined in this study.

➤ *T Test*

    Persia; test used to determine whether independet variable (X) have a significant effect on the dependent variable (Y). Testing is done with a significance level of 0.05. If the t count> t-table then the hypothesis is accepted. Instead If t <ttable then the hypothesis is rejected.

variable	t count> t-table	Sig. <A	Information
Compensation	3,200> 1,690	0.003 <0.05	Significant
Competence	2.732> 1.690	0,010 <0,05	Significant

Table 10

    From the table above, note the significance level of variable compensation (X1) and competence(X2). The following will explain partially the effect of each variable in the study.

- *The Result of the Effect of Compensation (X1) on Employee Performance (Y)*

    Based on the partial test results known that the effect of compensation to employee performance showed the t-count of 3,200, with a significance level of 0,003. The results of the t-test test when compared with the t-table at a significance level (α = 0.05), which is 1,690, then compensation has a significant influence on employee performance because t count> t-table and sig. >α, This means that the hypothesis included in this study, in which "*compensation has an influence on the performance of employees in the Office of Tourism Bulukumba*", be accepted.

- *The Result of the Influence of Competence (X2) on Employee Performance (Y)*

    Based on the partial test results known that the effect of competence on employee performance showed by 2.732 t-test, with significance level of 0,010. The results of the t-test test when compared with the t-table at a significance level (α = 0.05), which is 1,690, then the competence has a significant influence on employee performance because t count> t-table and sig. >α, This means that the hypothesis included in this study, in which "*competence has an influence on the performance of employees in the Office of Tourism Bulukumba*", be accepted.

➤ *Test F*

    Simultaneous significance test or F test aims to see the influence of the independent variables on the dependent variable overall. Testing is done with a significance level of 0.05.

F-count> F-table	Sig. <A	Information
102.687> 2.88	0.000 <0.05	Significant

Table 11:- Test F
Source: SPSS output 16.0 (2018)

    From the F test, obtained the F-count equal 102.687with a significance level of 0.000. A probability value (0.000) is less than 0.05, the regression model can be used to predict the performance of employees. The result of the F-count compared to the F-table at the 95% confidence level (α = 0.05). It is known that the F-count generated by102.687, Larger than the F-table on the significance of α = 0.05, which is 2.88. This indicates that the variable compensation (X1) and competence (X3) simultaneously on employee performance.

    With the results above, the hypothesis proposed in this study in which "*compensation, and competency have a simultaneous effect on the employee's performance tehadap Tourism Office Bulukumba*" be accepted.

➢ *Dominant Test*

To see the percentage of the amount of influence exerted by each independent variable on the dependent variable, it can be done by multiplying the beta value with zero value so that the order of analysis results can be obtained:

variable	beta	Zero order	result	%
Compensation (X1)	0.512	0.911	0.466432	46.6432
Competence (X2)	.437	0.905	0.395485	39.5485

Table 12:- Dominant test
Source: SPSS output 16.0 (2018)

Based on the above results found that the variable compensation (X1) is the dominant factor affecting the performance of the other two variables, the percentage of 46.6432%. With these results the hypothesis proposed in this study, in which "*compensation are the factors that most influence the performance of employees in the Office of Tourism Bulukumba*," be accepted.

III. DISCUSSION

The test results showed that the determination of independent variables were included in this study the compensation and kometensi strong enough to explain the performance of employees in the Office of Tourism Bulukumba. This was evidenced by the amount of R-Square value of 86.2%. Of this amount, based on the dominant test, kompensasilah variable that has the most effect on employee performance. This is a record for the Tourism Office Bulukumba in order to take into account the provision of compensation in order to improve employee performance.

Based on the test results of the regression, all the variables have a positive regression coefficient means that all independent variables in this study have a direct pegaruh or directly proportional to performance. Variables, namely compensation and competency shown to have a significant influence or be the deciding factor employee performance at the Office of Tourism Bulukumba.

IV. CONCLUSION

This study aims to determine the Factors Affecting Performance Officer at the Office of Tourism Bulukumba. Based on data analysis and discussion that has been done, it can be concluded as follows:

➢ Compensation has a positive and significant impact on employee performance employee performance at the Tourism Office Bulukumba.

➢ Competence has a positive and significant impact on employee performance employee performance at the Tourism Office Bulukumba.

➢ Compensation, and competency simultaneously have a significant influence on employee performance employee performance at the Tourism Office Bulukumba.

➢ Compensation is the most dominant factor in influencing employee performance employee performance at the Tourism Office Bulukumba.

SUGGESTION

➢ Based on test results showing that the compensation dominant is a dominant factor, it is expected for the Tourism Office Bulukumba to pay attention to the provision of adequate compensation to employees based on their achievements in order to improve morale which in turn will further improve its performance.

➢ The Tourism Office Bulukumba need to retain a variable-*compensation and Competence* because it proved to be a factor significant and determine employee performance,

➢ To the researchers next need to broaden the scope of research and using more variables given there is still an area of 13.8% of the performance pengawai influenced by factors or other variables.

LIMITATIONS

Limitations in this study are as follows:

➢ The sample used in this study came from the Tourism Office only Bulukumba, so it is possible to be obtained different results when using a sample of regional work units (SKP) others who are in Bulukumba.

➢ Data were analyzed using an instrument based on the perception of respondents, so this will create problems when the perception of respondents differ with the circumstances that sesunggsuhnya.

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