The Effect Of Human Resource Quality And Work Professionalism On Employee Performance  
(Study On University Educational Personnel 17 August 1945 Semarang)

Muhammad Adnan Wazan¹, Suparmi², Galuh Juniarto³ 
¹,³ Universitas 17 Agustus 1945 Semarang
Email : wazanadnan5@gmail.com , suparmi.untag@yahoo.com , galuhjuniarto3066@gmail.com

Abstract . This research aims to determine the influence of the quality of Human Resources and work professionalism on the performance of educational staff at the University of 17 August 1945 Semarang. The population used was all educational staff (tendik) at the University of 17 August 1945 Semarang with a total of 140 people, the sample size used was 104 respondents, with a sampling technique using proportionate random sampling. The data source used is primary data, with data collection methods using questionnaires. The data analysis technique used is multiple linear regression analysis. The results of the hypothesis test showed that the quality of human resources had a positive and significant effect on employee performance, and work professionalism had a positive and significant effect on employee performance. The coefficient of determination value is 0.463, meaning that the quality of Human Resources and work professionalism can explain variations in employee performance variables by 46.3 percent, so it still needs to be followed up with further research, especially related to individual aspects and employee performance.

Keywords : Quality of Human Resources, Work Professionalism, and Employee Performance

INTRODUCTION

Human Resources have a strategic position and are the most dominant compared to other resources, considering how sophisticated the technology and management that is applied is, what will drive it is the human resources in the organization (Imelda et al., 2022). This shows that HR is one of the most important things in an organization because its role cannot be replaced by other resources, so that the existence of HR is very determining and has an influence in achieving organizational goals (Nasution et al., 2023). This shows that the role of HR is very important, so that every organization requires management, regulation and utilization of HR so that each work unit in the organization can carry out its functions well and optimally. An organization is a formal, structured and coordinated association system of groups of people who work together to achieve certain goals (Hasibuan, 2017). Organizations can be grouped into formal and informal organizations. One example of a formal organization is an organization operating in the field of education, including both state and private universities. Therefore, every university will need better human resource management (Widodo et al., 2019). Higher education institutions will depend on the performance of the human resources they have, including depending on the educational staff owned by the higher education institutions. Article 1 number 5 of the Law. Number 20 of 2003 concerning the National Education System, educational staff are members of the community who dedicate themselves.
and are appointed to support the implementation of education. Educational staff are supporting staff for academic activities who must have optimal performance. This is because educational staff as human resources have a crucial role in educational institutions, especially at universities. In Law Number 20 of 2003 Article 39 paragraph (1) states that the crucial role of educational staff includes the implementation of administration, management, development, supervision and technical services to support the educational process in educational units, providing services to universities, both services to students and services to each lecturer. Therefore, teaching staff must be able to produce optimal performance so that they can have an impact on the success of the organization (Musdalifah et al., 2021). Employee performance is the result of work both in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara, 2017).

Employee performance becomes capital for the organization to achieve its goals, so employee performance becomes something that must be paid attention to by organizational leaders. This also applies to universities, where one of the challenges faced is developing employees to be more in line with the criteria required by universities. The performance of educational staff in higher education is very important, especially in efforts to increase effectiveness and efficiency in providing work results for the organization. Employee performance can be behavior that is able to provide certain work results through specified requirements (Sudirman et al., 2020). The performance of educational staff in higher education must be improved, considering that teaching staff are employees who must provide optimal service to lecturers, students and others who are involved in higher education activities. The role of educational staff is very important in determining services to students, lecturers and the community which includes the Tridharma activities of higher education, so that the performance of employees in the educational staff must be optimal because they can be part of determining the success of higher education. There are many factors that influence employee performance, including the quality of Human Resources and work professionalism (Pirantika et al., 2023).

Quality of Human Resources (HR) is the level of knowledge, skills and abilities possessed by a person or HR and can be used to produce professional services (Gerhana et al., 2019). HR can be said to have quality if the HR has the ability to carry out the responsibilities and responsibilities assigned to them. This capability can be achieved if human resources have sufficient intellectual qualities, education, mastery of their field, ability, work enthusiasm, organizational planning abilities and experience to carry out the
duties and responsibilities they carry out. Therefore, every employee in an organization must have high quality, because if employees do not have good quality, it will affect the resulting performance so that it can have an impact on the organization. (Aisyah et al., 2017). The next factor that can influence employee performance is work professionalism, namely positioning oneself as someone who understands and comprehends job duties and responsibilities, building relationships and working relationships with other teams, and always being focused and consistent with the targets and goals of the organization.

(Hasibuan, 2017). Every employee must have a professional work attitude in order to optimize the energy, knowledge, skills, time, competence, effectiveness, efficiency, responsibility and resources they have in accordance with the field they are working in. Work professionalism is often associated with the work results achieved by employees. In terms of performance aspects, one of them is the professional aspect, where the professional aspect is that individuals can complete work well and provide optimal results. Employees who have high professionalism can automatically produce good quality performance (Tanjung et al., 2020).

Employee performance in this research will be carried out using the object of Educational Personnel at the University of 17 August 1945 (UNTAG) Semarang. UNTAG Semarang as one of the private universities in the city of Semarang strives to prioritize the implementation of transparent and accountable higher education governance, develops the quality and quantity as well as the welfare of lecturers and educational staff, and strives to produce graduates who are professional, tough, have a nationalist spirit and noble character. As one of the universities that implements the Tridharma of Higher Education, UNTAG Semarang always strives to provide good and professional services, especially to students and the community through qualified and professional educational staff.

The problem that arises in improving the performance of educational staff at UNTAG Semarang is the presence of teaching staff or the presence of employees who appear to arrive late for work every day. This can be seen in the following table:

Table 1. Absence Data for University Education Staff 17 August 1945 Semarang

<table>
<thead>
<tr>
<th>No</th>
<th>Month</th>
<th>Number of working days</th>
<th>Absence Rate</th>
<th>Delay Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>January</td>
<td>26 days</td>
<td>1.22%</td>
<td>14.45%</td>
</tr>
<tr>
<td>2</td>
<td>February</td>
<td>24 days</td>
<td>1.12%</td>
<td>12.72%</td>
</tr>
<tr>
<td>3</td>
<td>March</td>
<td>26 days</td>
<td>2.15%</td>
<td>17.43%</td>
</tr>
<tr>
<td>4</td>
<td>April</td>
<td>18 days</td>
<td>2.86%</td>
<td>18.56%</td>
</tr>
<tr>
<td>5</td>
<td>May</td>
<td>24 days</td>
<td>1.73%</td>
<td>15.67%</td>
</tr>
<tr>
<td>6</td>
<td>June</td>
<td>21 days</td>
<td>1.91%</td>
<td>16.93%</td>
</tr>
</tbody>
</table>


Table 1 can see that the greatest absenteeism rate occurred in April with an absenteeism rate of 2.86, and a tardiness rate of 18.56%. This happens because many educational staff
reason that this month coincides with the month of Ramadan, so they often come in late because they are late or fell asleep after sahur. This shows that there is still a lack of professionalism in the work of educational staff at Untag Semarang. Based on the description above, it shows that there is an inconsistency in the results, which is shown by the differences in research results regarding the quality of Human Resources and work professionalism on employee performance, which shows a positive and significant influence with a positive but not significant influence, and there are still problems in UNTAG Semarang, especially in terms of delays in the arrival of educational staff, passion or work enthusiasm in providing services, as well as attitudes and behavior of educational staff in providing services to students.

METHOD

The population as a whole of the subjects studied is all the elements in the research (Arikunto, 2019). The population used is all employees who work as Education Personnel (Tendik) at the University of 17 August 1945 (Untag) Semarang with a total of 140 people, who are divided as follows:

<table>
<thead>
<tr>
<th>No</th>
<th>Information</th>
<th>Number of employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>University education staff</td>
<td>49</td>
</tr>
<tr>
<td>2</td>
<td>Faculty of Law education staff</td>
<td>30</td>
</tr>
<tr>
<td>3</td>
<td>educational staff at the Faculty of Economics and Business</td>
<td>21</td>
</tr>
<tr>
<td>4</td>
<td>ISIP Faculty educational staff</td>
<td>16</td>
</tr>
<tr>
<td>5</td>
<td>Faculty of Engineering educational staff</td>
<td>16</td>
</tr>
<tr>
<td>6</td>
<td>educational staff at the Faculty of Agricultural Technology</td>
<td>4</td>
</tr>
<tr>
<td>7</td>
<td>educational staff at the Faculty of Language and Culture</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>140</td>
</tr>
</tbody>
</table>


The sample can be interpreted as part or representative of the population studied (Arikunto, 2019). Samples taken from the population must be truly representative, meaning they can represent the total population. The sample in the study was determined using the following Slovin Formula:

\[
 n = \frac{N}{1 + N(e)^2}
\]

\[
 n = \frac{140}{1 + 140 (0.05)^2}
\]

n = 103.7 respondents were rounded up to 104 respondents

Information:

n = Total Samples
N = Total Population
e = Maximum error limit tolerated in the sample (5%).
The sampling technique used in this research is proportionate random sampling, which is a technique used if the research population has members/elements that are not homogeneous and are also proportionally stratified. (Sugiyono, 2019). The sample proportions are as follows:

<table>
<thead>
<tr>
<th>No</th>
<th>Employee Type</th>
<th>Population</th>
<th>Proportion</th>
<th>Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>University education staff</td>
<td>49</td>
<td>(49/140) x 104</td>
<td>36</td>
</tr>
<tr>
<td>2</td>
<td>Faculty of Law education staff</td>
<td>30</td>
<td>(30/140) x 104</td>
<td>22</td>
</tr>
<tr>
<td>3</td>
<td>educational staff at the Faculty of Economics and Business</td>
<td>21</td>
<td>(21/140) x 104</td>
<td>16</td>
</tr>
<tr>
<td>4</td>
<td>ISIP Faculty educational staff</td>
<td>16</td>
<td>(16/140) x 104</td>
<td>12</td>
</tr>
<tr>
<td>5</td>
<td>Faculty of Engineering educational staff</td>
<td>16</td>
<td>(16/140) x 104</td>
<td>12</td>
</tr>
<tr>
<td>6</td>
<td>educational staff at the Faculty of Agricultural Technology</td>
<td>4</td>
<td>(4/140) x 104</td>
<td>3</td>
</tr>
<tr>
<td>7</td>
<td>educational staff at the Faculty of Language and Culture</td>
<td>4</td>
<td>(4/140) x 104</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>140</td>
<td></td>
<td>104</td>
</tr>
</tbody>
</table>

Source: Untag Semarang, 2023

The names of the sample in this study are known for certain, therefore the sample will first be determined by drawing a lottery where each member of the population in each educational staff working at the University and Faculty at UNTAG Semarang is given a lottery number, then randomly selected like a social gathering. Once selected, the researcher will provide a Google form in the form of a research questionnaire which must be filled out by the selected respondents

RESULTS AND DISCUSSION

Analysis of the research results will present various results of data analysis used in this research, and from the analysis of the results of multiple linear regression which shows the magnitude of the influence of the variable quality of Human Resources and work professionalism on employee performance, the results of the goodness of fit test which consists of the coefficient of determination and test F statistics, as well as hypothesis test results, each of which can be explained as follows:

1. Multiple Linear Regression Analysis

Regression analysis is used to determine the effect of the independent variable on the dependent variable (Ghozali, 2016). Multiple linear regression analysis in this research was used to describe how much influence the quality of Human Resources and work professionalism has on employee performance. Data processing was carried out using SPSS version 25.0 software. The results of this linear regression analysis are presented in the following table:
The Effect Of Human Resource Quality And Work Professionalism On Employee Performance  
(Study On University Educational Personnel 17 August 1945 Semarang)  

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>t</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Std. Error</td>
<td>Beta</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>(Constant)</td>
<td>6.293</td>
<td>2.054</td>
<td>3.064</td>
</tr>
<tr>
<td></td>
<td>Kualitas SDM</td>
<td>0.444</td>
<td>0.084</td>
<td>0.454</td>
</tr>
<tr>
<td></td>
<td>Profesionalisme</td>
<td>0.424</td>
<td>0.113</td>
<td>0.321</td>
</tr>
</tbody>
</table>

a. Dependent Variable: Kinerja Pegawai  

The resulting multiple linear regression equation model can be written as follows:

\[ Y = 6.293 + 0.444 X_1 + 0.424 X_2 + e \]

Based on the linear regression equation model, it can be interpreted as follows:

1. The constant value is 6.293 and is positive, meaning that before being influenced by the variables of Human Resources quality and work professionalism or if both variables have a value of zero, then employee performance will be positive.

2. The regression coefficient value for the Human Resources quality variable \((b_1) = 0.444\) and is positive. This means that the quality of Human Resources has a positive effect on employee performance, and shows a unidirectional influence between the quality of Human Resources on employee performance. This result means that if the quality value of Human Resources increases, the performance produced by employees will be higher, assuming that work professionalism is constant.

3. The regression coefficient value for the work professionalism variable \((b_2) = 0.424\) and is positive. This means that work professionalism has a positive effect on employee performance, and shows a unidirectional influence between work professionalism and employee performance. This result means that if the value of work professionalism increases, the performance produced by employees will be higher, assuming the quality of Human Resources is constant.

1. **Uji Goodness of Fit**

The accuracy of the sample regression function in estimating the actual value can be measured from the model feasibility test. In this research, the feasibility test of the model used is as follows:

1. **Coefficient of Determination**

The coefficient of determination is used to determine how far the independent variable is able to explain variations in the dependent variable. The coefficient of determination is at 0 and 1, if the coefficient of determination value is close to zero, it means that the ability of the Human Resources quality variable and work professionalism to explain variations in employee performance variables is very limited. If the coefficient of determination value is close to one, it means that the quality of Human Resources and work professionalism are able to provide almost
all the information needed to explain variations in employee performance variables. The results of the coefficient of determination are as follows:

**Table 5: Coefficient of Determination Results**

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Square</th>
<th>Adjusted R Square</th>
<th>Std. Error of the Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0.680a</td>
<td>0.463</td>
<td>0.452</td>
<td>1.35884</td>
</tr>
</tbody>
</table>

a. Predictors: (Constant), Profesionalisme, Kualitas SDM
b. Dependent Variable: Kinerja Pegawai

Source: Untag Semarang, 2023

Table 5 shows that the analysis results show that the value of the coefficient of determination as seen from the R Square value is 0.463. This can be concluded if the quality of Human Resources and work professionalism can explain variations in employee performance variables by 46.3% (0.463 x 100), while the remaining 53.7% (100 - 46.3) variations in employee performance can be explained by variables others outside the model that were not researched or not included in the model, for example use of information technology, competence, achievement motivation, work ethic, and other variables.

2. **F Statistical Test**

The F statistical test was carried out to determine the regression model as a tool for predicting the dependent variable (employee performance) from the quality of Human Resources and work professionalism. If the significance value obtained is smaller than 0.05, then the resulting regression model can be used to predict the dependent variable, and vice versa. The results of the F statistical test can be seen as follows

**Table 6: F Statistical Test Results**

<table>
<thead>
<tr>
<th>ANOVAa</th>
<th>Model</th>
<th>Sum of Squares</th>
<th>df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Regression</td>
<td>160,548</td>
<td>2</td>
<td>80,274</td>
<td>43,475</td>
<td>.000a</td>
<td></td>
</tr>
<tr>
<td>Residual</td>
<td>186,491</td>
<td>101</td>
<td>1,846</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>347,038</td>
<td>103</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

a. Dependent Variable: Kinerja Pegawai
b. Predictors: (Constant), Profesionalisme, Kualitas SDM

Source: Untag Semarang, 2023

Table 6 shows that from the results of the F statistical test, a significance value of 0.000 is obtained and is smaller than 0.05. These results can be concluded if the resulting regression model is fit and significant, so that the regression model is suitable for use in this research.
2. **Hypothesis Testing**

In this research, hypothesis testing uses the t statistical test, which is used to evaluate the influence of the quality of Human Resources and work professionalism on employee performance separately. The process of testing this hypothesis involves a comparison between the calculated t value and the t value contained in the distribution table. When the calculated t value is greater than the t value contained in the table, and the significance is less than 0.05, then the result is rejection of the null hypothesis (Ho) and acceptance of the alternative hypothesis (Ha). Conversely, if the calculated t value is smaller than the t value in the table and the significance is greater than 0.05, then the conclusion is acceptance of the null hypothesis (Ho) and rejection of the alternative hypothesis (Ha). The number of samples used was 104 respondents, the t table value can be obtained using the formula, df = n – 1 – k, so that df = 104 – 1 – 2 = 101, with a significance level of $\alpha = 0.05$, so that the t table value = 1.984. The results of the t hypothesis test can be seen in the following table:

<table>
<thead>
<tr>
<th>Model</th>
<th>t</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Constant)</td>
<td>3.064</td>
<td>0.003</td>
</tr>
<tr>
<td>Kualitas SDM</td>
<td>5.285</td>
<td>0.000</td>
</tr>
<tr>
<td>Profesionalisme</td>
<td>3.742</td>
<td>0.000</td>
</tr>
</tbody>
</table>

Source: Untag Semarang, 2023

Based on the results of hypothesis testing using the t statistical test in table 7, the influence of each variable of Human Resources quality and work professionalism on employee performance can be partially explained as follows:

1. **The Influence of Human Resource Quality on Employee Performance**

The calculated t value of the influence of the quality of Human Resources on employee performance is 5.285 with a significance value of 0.000. Based on these results, it shows that the calculated t value is greater than the t table value, namely $5.285 > 1.984$, and the significance value is smaller than 0.05, namely $0.000 < 0.05$. The decision taken is to accept the alternative hypothesis (Ha), meaning that the quality of Human Resources has a positive and significant effect on employee performance. These results indicate that hypothesis one which states that the quality of Human Resources has a positive and significant effect on employee performance is statistically acceptable. These results show that the quality of Human Resources will be a factor that has a very important role in improving the performance produced by educational staff at the University of 17 August 1945 Semarang. These results indicate that quality human resources or educational staff
can be an important actor in the success of the 17 August 1945 University of Semarang, because with high quality human resources or employees, they will be able to produce high performance so that it will be easy to achieve the goals of the 17 August University 1945 Semarang. Based on observations, the respondent has a bachelor's degree, which means he has had a good higher education. These conditions make the educational staff at the University of 17 August 1945 Semarang at least have good quality, and have good abilities at work, and have a high level of responsibility so that they can work more optimally. Employees who are able to work more optimally will have an impact on improving their performance.

These results also show that the quality of Human Resources is getting better as measured by indicators of creativity, formal education, understanding their field, abilities, work enthusiasm and carrying out tasks which can be taken into consideration to assess the level of human resource quality possessed by Untag Semarang. Based on the results of the descriptive analysis, it shows that the majority of educational staff gave an agreeing response to the statement submitted. This means that the quality of the educational staff owned by Untag Semarang is good, meaning they have creativity, an appropriate educational background, understand their field of work, have the ability to work, have high enthusiasm, and can carry out their duties well, thus having an impact on improving employee performance at Untag Semarang. These results have supported the research results Gerhana et al., (2019), Atika & Mafra (2020), Djemma & Muktamar (2022), Imelda et al., (2022), Pirmanto & Komaria (2022), Siregar & Panjaitan (2022), and Pirantika et al., (2023) which states that the quality of human resources has a positive and significant effect on employee performance.

2. **The Influence of Work Professionalism on Employee Performance**

The calculated t value of the influence of work professionalism on employee performance is 3.742 with a significance value of 0.000. Based on these results, it shows that the calculated t value is greater than the t table value, namely 3.742 > 1.984, and the significance value is smaller than 0.05, namely 0.000 < 0.05. The decision taken is to accept the alternative hypothesis (Ha), meaning that work professionalism has a positive and significant effect on employee performance. These results indicate that hypothesis two which states that work professionalism has a positive and significant effect on employee performance is statistically
acceptable. These results show that the work professionalism possessed by employees can be a factor that has an important role in improving the performance produced by educational staff at the University of 17 August 1945 Semarang. This indicates the importance of maintaining a high level of professionalism in the work environment, especially for all education staff at Untag Semarang to achieve better results and support the overall success of the organization. Therefore, Untag Semarang educational staff must have a high spirit of work professionalism, to obtain optimal work results. Besides most of the respondents having a bachelor's degree, they also have quite a long working experience. This condition shows that the education staff at Untag Semarang have high work professionalism because from their education and work experience they already have competence and experience in work. Therefore, work professionalism will be high, in order to support optimal employee performance.

These results also show that work professionalism is getting better as measured by indicators of competence, effectiveness, efficiency and responsibility which can be taken into consideration for assessing the work professionalism of educational staff at Untag Semarang. Based on the results of the descriptive analysis, it shows that the majority of educational staff gave an affirmative response to the statement submitted. This means that the education staff at Untag Semarang have optimal competence at work, have high effectiveness and efficiency at work, and have high responsibility for the work tasks that have been assigned, thus having a significant positive impact on employee performance. These results have supported the research results Gerhana et al., (2019), Atika & Mafra (2020), Djemma & Muktamar (2022), Imelda et al., (2022), Pirmanto & Komaria (2022), and Pirantika et al., (2023) which states that work professionalism has a positive and significant effect on employee performance.

CONCLUSION

Based on the results of research regarding the influence of the quality of Human Resources and work professionalism on employee performance, especially educational staff at the University of 17 August 1945 Semarang in the previous chapter, the conclusions that can be drawn are as follows:

1. The quality of Human Resources has a positive and significant effect on employee performance. This can be seen from the calculated t value which is greater than the t table
and the significant value is smaller than 0.05. These results mean that with the higher quality of Human Resources possessed by the University of 17 August 1945 Semarang, the performance produced by the educational staff at Untag Semarang will be higher.

2. Work professionalism has a positive and significant effect on employee performance. This can be seen from the calculated t value which is greater than the t table and the significant value is smaller than 0.05. These results mean that the higher the level of work professionalism possessed by the University of 17 August 1945 Semarang Education Staff in carrying out their work, the higher the resulting performance will be.

REFERENCES


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(Study On University Educational Personnel 17 August 1945 Semarang)


