

## Professionalism, Quality of Human Resources, and Commitment as Performance Improvement Factors



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**ABSTRACT:** This research aims to determine the quality of human resources, work professionalism, commitment and their influence on employee performance both partially and simultaneously. The research approach used in this research is a quantitative approach. The population in the company is 150 permanent employees and 75 people were taken as respondents with the sampling method used was simple random sampling or a simple random sample using a lottery/draw from the names of employees who were then drawn by lottery for the number of samples used, namely 75 names. employees selected in the drawing. The data analysis method uses multiple linear regression analysis. The results of the tests and analysis carried out stated that the quality of human resources had a positive and significant effect on employee performance, work professionalism had a positive and significant effect on employee performance and commitment had a positive and significant effect on employee performance. Simultaneously the quality of human resources, work professionalism, and commitment to support the performance of employees of the Tirta Kahuripan Regional Drinking Water Company, Bogor Regency

**KEYWORDS:** quality of human resources, work professionalism, employee commitment and performance.

### INTRODUCTION

Water is an important thing on earth, without water there would be no life. Human activities really need clean water for daily living, agriculture, drinking water and industry. The increasing growth of society causes increased industrial growth, so that water sources are polluted by industrial waste. The amount of clean water is relatively small compared to the water requirements needed, thus encouraging local governments to process dirty water into clean water that meets health requirements for the community.

The Bogor Regency Regional Government then established the Tirta Kahuripan Regional Drinking Water Company in Bogor Regency with the aim of increasing regional income. Regional development in a broad sense and national economic development in general are in order to improve people's welfare and meet employment needs in companies towards a just and prosperous society. The Tirta Kahuripan Regional Drinking Water Company tries to meet the community's need for clean water, by processing clean water into drinking water, services are provided with the aim of improving the welfare of life because the lack of clean water often results in disease outbreaks. Tirta Kahuripan Regional Drinking Water Company, in distributing products in direct contact with the community, requires human resources who have good performance. According to Katsuthosi (2022) employee performance or employee achievement is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties according to the responsibilities given to him. To improve employee performance, many supporting variables are needed, including the quality of human resources, work professionalism and commitment. According to Kareem et al (2019) human resources can be said to be of quality when they have the ability to carry out the authority and responsibilities given to them. This ability can only be achieved if they have adequate education, training and experience to carry out the tasks and responsibilities given. If employees do not have good qualities, it will affect the resulting performance and will have an impact on the company.

Every employee is encouraged to have a professional attitude at work so that they can optimize their skills, time, energy, knowledge and resources according to the field they are working in, so that it will influence the employee's performance. According to Candra et al (2023), professionalism is reliability and expertise in carrying out tasks so that they are carried out with high quality, at the right time, carefully and with procedures that are easy to understand.

Qualified and professional employees must have a commitment to their company. Employees promise themselves to be able to

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advance the company in order to achieve a common goal with the best possible performance in today's global competitive conditions, because commitment is also an individual's attachment to a company. In Robbins' opinion (2002: 140) commitment to an organization is a situation where an employee takes sides with the organization and its goals, and intends to maintain membership in the organization. By having a high commitment to a company, it will improve the company's good performance. Employees at the Regional Drinking Water Company are committed to the company by providing good service and providing maximum performance results for the company, being serious about their work, and maintaining themselves to continue working at the company.

The Tirta Kahuripan Regional Drinking Water Company, Bogor Regency is a company that operates in the business of providing clean water under the auspices of a Regional Owned Enterprise, with a location on Jalan Raya Sukahati No. 12, Sukahati, Kec. Cibinong, Bogor Regency, West Java. The Bogor Regional Drinking Water Company is required to improve its services in order to achieve customer satisfaction and create its own image. To make this happen, good performance from employees is required. The aim is to establish good cooperation between service users and the Regional Drinking Water Company.

Currently, companies use sophisticated attendance systems (check clocks) to detect employee attendance so that employees have a sense of responsibility and are punctual in their attendance. This is done so that employees can be disciplined so that their performance will also increase. One of the elements to improve employee performance is the good quality of the employee's resources and professionalism in carrying out existing duties and regulations, as well as the employee's commitment to the company to realize the company's goals.

Thuy&Elly (2020) in their research revealed that the quality of human resources does not have a significant effect on performance. This opinion is different from research by Hamida et al (2022), which states that the quality of human resources has a significant influence on performance. Then Muga & Riharjo (2022), said that professionalism and organizational commitment influence employee performance, similar opinions were also expressed by Andreassen & Natland (2022) and Rusan (2009).

This research aims to test the influence of human resource quality, work professionalism and commitment on employee performance. It is hoped that the results of this research will become company guidelines to support and motivate employees in improving their quality, fostering a spirit of professionalism and increasing commitment to the company in order to improve its performance.

### **Research methods**

The research method used in this research is explanatory research, namely research that aims to test a theory or hypothesis in order to strengthen or even reject the theory.

### **Data Types and Sources**

The data used in this research is primary data obtained from interviews and distributing questionnaires. Secondary data in this research was obtained indirectly through reading books related to the variables studied, data obtained from the internet, and existing journals.

### **Population and Sample**

The population in the company is 150 people and 75 respondents were taken as samples using a sampling method, namely simple random sampling or a simple random sampling technique. The technique for obtaining respondents was by lottery or drawing the names of Tirta Kahuripan Drinking Water Company employees who then The number of samples used was 75 employee names.

### **Data analysis method**

The analytical tool used to process existing data is multiple linear regression.

## **RESULTS AND DISCUSSION**

### **Multiple Linear Regression Analysis**

Multiple linear regression analysis is related to the study of the dependence of a dependent variable on one or more independent variables with the aim of finding out how much influence the independent variable has on the dependent variable. The results of multiple linear regression analysis between the independent variables, namely the quality of human resources, work professionalism and commitment, and the dependent variable, namely performance, are presented in Table 1 below:

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**Table 1. Regression estimation results**

Variable	Coefficient	t-count	Sig	Note
(Constant)	0.062			
Quality (X1) HR	0.374	3,633	0.001	Sig
Professionalism(X2)	0.268	2,650	0.006	Sig
Commitment (X3)	0.308	3,130	0.003	Sig
R Square = 0.738				
Significance = 5%				

**Source:** primary data, 2024.

Based on the regression coefficient, the regression equation that can be formed is:

$$Y = 0.062 + 0.374X_1 + 0.268X_2 + 0.308X_3$$

- The regression coefficient of the constant obtained a value of 0.062 with a positive sign, this figure means that without the quality of human resources, work professionalism and commitment, the performance of the employees of the Tirta Kahuripan Regional Drinking Water Company will decrease.
- The regression coefficient of human resource quality has a significant influence on performance in a positive direction of 0.374. This means that, if the quality of human resources gets better, it will be followed by an increase in the performance of employees of the Tirta Kahuripan Regional Drinking Water Company.
- The regression coefficient of work professionalism has a significant influence on performance in a positive direction of 0.268. This means that, if work professionalism gets better, it will be followed by an increase in the performance of employees of the Tirta Kahuripan Regional Drinking Water Company.
- The commitment regression coefficient has a significant influence on performance with a positive direction of 0.308. This means that, if the commitment gets better, it will be followed by an increase in the performance of the Tirta Kahuripan Regional Drinking Water Company employees.

### t test

This test was carried out to find out whether the independent variable partially had a significant effect on the dependent variable. The t distribution table is searched at  $\alpha = 5\%$  (2-sided test,  $0.05 : 2 = 0.025$ ), with degrees of freedom (df)  $nk-1$  or  $75-3-1 = 71$ . Based on the t test, the results obtained are;

- quality of human resources ( $X_1$ ) has a t value  $t_{count} > t_{table}$  namely t 3.633  $> 1.994$  and significance  $0.001 < 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted, meaning that partially the HR quality variable has a significant effect on the performance of employees of the Tirta Kahuripan Regional Drinking Water Company;
- work professionalism ( $X_2$ ) has t count  $> t_{table}$  namely value t 2.650  $> 1.994$  and significance  $0.006 < 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted, meaning that partially the work professionalism variable has a significant effect on the performance of employees of the Tirta Kahuripan Regional Drinking Water Company;
- commitment ( $X_3$ ) has t count  $> t_{table}$  namely the t value 3.150  $> 1.994$  and significance  $0.008 < 0.05$ , then  $H_0$  is rejected and  $H_a$  is accepted, partially the commitment variable has a significant effect on the performance of employees of the Tirta Kahuripan Regional Drinking Water Company.

### F test

The F test is intended to determine the influence of human resource quality, work professionalism, and commitment on employee performance simultaneously. The F distribution table is searched at  $\alpha = 5\%$ , with degrees of freedom (df)  $df_1$  or  $4-1 = 3$ , and  $df_2$   $nk-1$  or  $75-3-1 = 71$ . The test results show that  $F_{count} > F_{table}$  ( $66,687 > 2, 73$ ) and significance ( $0.000 < 0.05$ ), then  $H_0$  is rejected and  $H_a$  is accepted, meaning that the quality of human resources, work professionalism and commitment simultaneously have a significant effect on the performance of employees of the Tirta Kahuripan Regional Drinking Water Company.

## DISCUSSION

The results of coefficient testing from multiple linear regression analysis show that the quality of human resources, work professionalism and commitment have a partial and simultaneous influence on the performance of employees of the Tirta

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Kahuripan Regional Drinking Water Company. The results of coefficient testing from multiple linear regression analysis show that the quality of human resources, work professionalism and commitment have a significant effect on the performance of employees of the Tirta Kahuripan Regional Drinking Water Company in a positive direction. Based on the test results, it can be concluded that the hypothesis which states, "there is an influence on the quality of human resources, work professionalism, and commitment on the performance of employees of the Tirta Kahuripan Regional Drinking Water Company" is accepted. This indicates that if the quality of human resources, work professionalism and commitment have positive values, they will have an influence in improving the performance of employees at the Tirta Kahuripan Regional Drinking Water Company.

### **The Influence of Human Resource Quality on Employee Performance**

The research conducted shows that the coefficient value of the human resource quality variable is 0.374 or 37.4% in a positive direction. It can be explained that human resources can be said to be of quality when they have the ability to carry out the authority and responsibilities given to them. This ability can only be achieved when they have adequate education, training and experience to carry out the duties and responsibilities given by Sari & Dunan (2024). This research supports the research of Darmawan (2020) and Hamida et al (2022), that the quality of human resources influences the performance of employees of the Tirta Kahuripan Regional Drinking Water Company. Meanwhile, this research provides different results from Thuy&Elly's (2020) research which states that the quality of human resources has no influence on employee performance, because the placement of employees in the research object does not match their educational background, causing the work they handle to be not as expected and Ultimately it will affect the company's performance. The quality of human resources can be seen by employees working as well as possible to make the organization better. Employees also have good attitudes and behavior towards the organization so that ethics within the company and towards service users are well maintained. Employees who work at the Tirta Kahuripan Regional Drinking Water Company have good relationships with other employees. Good relationships are required to be maintained by each employee, both with colleagues and service users. Employees are also required to be more flexible in communicating, both formal and informal communication or directly or indirectly. With good relationships supported by flexible communication, work activities within the PDAM environment can be carried out well, such as planning work related to budgets and operations in the service sector. Communication between employees can be built by respecting each other's opinions both during discussions, meetings or during activities. which is informal. Communication is important because with communication the quality of human resources will be more clearly visible and can be transferred to other employees, so that the quality of human resources will increase.

### **The Influence of Work Professionalism on Employee Performance**

The research conducted shows that the coefficient value of the work professionalism variable is 0.268 or 26.8% in a positive direction. Candra et al (2023) stated that professionalism is reliability and expertise in carrying out tasks so that they are carried out with high quality, on time, carefully, and with procedures that are easy for customers to understand and follow. The results of this research are in line with those expressed by Andreassen & Natland (2022), namely the existence of a professionalism attitude, making oneself behave and behave well and will improve performance Whichresulting, so that work professionalism has an influence on the performance of employees within the company. Employees of Regional Drinking Water Companies must also be tenacious, have integrity and be consistent in their work or profession. Employees always try to complete tasks with maximum results so that good performance is achieved according to the quality standards set by the company. Employees also work with a high level of precision so that they can minimize errors. Professionalism is also demonstrated by not giving up easily and always complying with the procedures set by the company.

## **CONCLUSION**

Based on the results of the analysis carried out in this research, the following conclusions can be drawn:

The quality of human resources has a positive and significant effect on the performance of employees of the Tirta Kahuripan Regional Drinking Water Company. This proves that good quality human resources, having good behavior, being able to communicate flexibly, and being able to have good relations between employees and each other will have an influence in improving employee performance;

Work professionalism has a positive and significant effect on the performance of employees of the Tirta Kahuripan Regional Drinking Water Company. This proves that the existence of work professionalism which is based on the principles of effectiveness and efficiency, integrity and consistency will have an influence in improving employee performance;

Commitment has a positive and significant effect on the performance of employees of the Tirta Kahuripan Regional Drinking Water Company. This proves that employee commitment to work has an influence in improving employee performance.

The quality of human resources, work professionalism and commitment simultaneously have a positive and significant effect on

the performance of employees of the Tirta Kahuripan Regional Drinking Water Company.

### RESEARCH LIMITATIONS

This research still has limitations and shortcomings, namely as follows:

This research only uses 3 independent variables to measure employee performance at the Tirta Kahuripan Regional Drinking Water Company, while there are still several other variables, such as motivation, work environment which can be used to measure employee performance at the Tirta Kahuripan Regional Drinking Water Company. So this research still requires additional information related to other variables used to measure employee performance at the Tirta Kahuripan Regional Drinking Water Company.

This research was only conducted on employees of the Tirta Kahuripan Regional Drinking Water Company, Bogor Regency, so the results of this research cannot be applied to other companies.

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