

Research article

# The Effect of Work Climate, Competence, Work Ethic and Professionalism on Employee Performance of the Investment and One Stop Integrated Services Office of Solok City

Jamalus, Siska Lidriany, Afriani Zulma, Elsanra Eka Putra

[Jamalusjambak13@gmail.com](mailto:Jamalusjambak13@gmail.com), [siskalidriany.edo@gmail.com](mailto:siskalidriany.edo@gmail.com),  
[riazulmamulia@gmail.com](mailto:riazulmamulia@gmail.com), [elsanraekaputra13@gmail.com](mailto:elsanraekaputra13@gmail.com)



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## ABSTRACT

The purpose of the study is to determine the effect of work climate, competence, work ethic and professionalism on employee performance. This research is motivated by the unrealized work climate, employees who are still less competent in their respective fields, poor work ethic and lack of professionalism of employees in carrying out work so that employee performance instability occurs of the Investment and One Stop Integrated Services Office of Solok City.

This type of research uses a quantitative approach with multiple linear regression methods. Data collection techniques using questionnaires, observation and interviews. Respondents of this study were 49 employees at the Investment and One Stop Integrated Services Office of Solok City. The sampling method used was the total sampling method in which the entire population in this study was used as the research sample. Hypothesis testing is calculated using the IBM Statistical Package for Social Science (SPSS) program version 24.0.

Based on the results of this study found that partially work climate has a significant effect on employee performance, competence not has a significant effect on employee performance, work ethic has a significant effect on employee performance, professionalism not has a significant effect on employee performance and work climate, competence, work ethic and professionalism together have a significant effect on employee performance at the the Investment and One Stop Integrated Services Office of Solok City.

**Keywords:** *work climate, competence, work ethic, professionalism, employee performance.*

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## I. INTRODUCTION

### 1.1. Background Issues

The success of an organization, large or small, is not determined solely by the natural resources available, but is also determined by the quality of human resources both useful for planning, executing, controlling, and evaluating the organization concerned whether it is an organization which is profit oriented and non-profit oriented.

The development of Indonesian government system, there has been a fundamental change which in 1999 enacted a decentralized system. Decentralization is the delivery problems of the country from the central government in the autonomous region based on the principle of autonomy. This course aims to create services and good governance or so-called good governance. Implement Public services necessary to the implementation of Good Governance. Good governance is a term popular. This concept originally arose because the performance of the apparatus of government is considered less effective in providing public services to the people. So this idea came with the hope of creating an effective public service. Good Governance European languages derived from the parent is governur and adopted by the English language becomes govern the meaning steern or or commonly called as driving or controlling.

Based on direct observation in the Department of Investment and Integrated Services One Stop Solok, a phenomenon that occurs that quality performance is declining due to lack of precise work so in terms of the maintenance of Building Permit (IMB), Permit Business Interruption (Sigu), and License Trading Enterprises (Business License) there are still some good error in writing the name, address, and signature of the applicant which of course makes the long wait, of course this is due to a mismatch between the majors employee with the rank employees in the office.

In general, the performance is the result of an employee in carrying out the tasks assigned to them. Performance is the work performed by the employees in accordance with the role and the tasks they perform in the agency.

Work can affect the climate by forming expectations of employees about the consequences of various actions. Employees expect appreciation, satisfaction, and performance based on their perception of the Climate Works. Working climate is a characteristic that distinguishes one organization to another organization and influence the behavior of people in the organization. Work atmosphere itself can be formed by managers active role in running the organization.

Employee competence necessary to improve employee performance. In improving the performance of employees required adequate competence. Competence plays a very important because in general competence with regard to a person's basic ability to do a job.

Another factor is the work ethic, which increase employee morale can be achieved by providing the motivation to work for the employees to perform their duties in accordance with the regulations. Own work ethic is an important factor in a person's success in achieving its objectives. Employee performed work ethic reflects adherence to the rules and conditions set for an organization to carry out a job.

Professionalism is very important for any bank employee, in addition to a huge benefit for banks, professionalism can also help us become a better person. Professionalism can be equated with other isms (read: know or worship). While the professional term to connote followers (people) or connect with nature, the field known as a profession. In the Great Dictionary of Indonesian Foreign Loan Words, sense of professionalism is quality, quality, and behaviors that are characteristic of a profession or characteristics of a professional person. While the word professional means (1) being a professional, (2) have the experience and skills based education and training, (3) pay for that experience. From the above definition can be concluded that professionalism has two main criteria, namely experience and income (remuneration). Secondly it is a related entity, meaning that a person can be said to a professional if it has two main characteristics, namely technical knowledge (competence) is adequate in accordance with the field work and an adequate income in accordance with their needs.

## 1.2. Problems Formulation

Based on the description of the background and the problem definition formulation of the problem in this research are as follows:

1. How work climate influence on the performance of staff at the Department of Investment and Integrated Services One Stop Solok?
2. How competence influence on the performance of staff at the Department of Investment and Integrated Services One Stop Solok?
3. How work ethos influence on the performance of the employees of the Office of Investment and One Stop Services in Solok City?
4. What is the effect of professionalism on the performance of the employees of the Solok City Investment and One Stop Integrated Service?
5. What is the effect of the work climate, competence, work ethic and professionalism together on the performance of the employees of the Solok City Investment and One Stop Integrated Service?

## 1.3. Research Objectives

Based on the problem formulation, the purpose of this research is to analyze and describe empirically about:

1. The influence of the work climate on the performance of the employees of the Office of Investment and One Stop Services in Solok City.
2. The influence of competence on the performance of the employees of the Office of Investment and One Stop Services in Solok City.
3. The influence of work ethic on the performance of the employees of the Office of Investment and One Stop Services in Solok City.
4. The influence of professionalism on the performance of the employees of the Office of Investment and One Stop Services in the City of Solok.
5. The joint influence of work climate, competence, work ethic and professionalism on the performance of the employees of the Solok City Investment and One-Stop Integrated Service.

## II. THEORY BASIS AND HYPOTHESES

### 2.1. Performance

Employee performance according to experts, namely: Mangkunegara (2012), argues that worker performance is the result of work in quality and quantity that has been carried out by an employee in carrying out his duties in accordance with his responsibilities, while Dessler (2010), states that performance (work achievement) employee is the actual performance of the employee compared to the expected performance of the employee. Expected work performance is standard performance that is compiled as a reference so that employees can see the performance of employees according to their position compared to the standards made. Performance is an action or task implementation that can be measured in general performance measures including: work quality, work quantity, knowledge of work, and work planning (Sutisna, 2012). Meanwhile, Sedarmayanti (2011), states that performance is translated into performance, it also means work performance or work appearance. As well as the performance proposed by Pasolong (2010), is the result of an evaluation of the work done by employees compared to previously established criteria.

Performance or performance is an idea about the level of achievement of the implementation of program activities or policies to carry out the goals, objectives, vision and mission of the organization determined by the strategic planning of an organization. Wibowo (2016) also stated that performance is a leadership style in managing performance-oriented resources that leads an open and sustainable communication process by creating a shared vision and a strategic and integrated approach as a driver to achieve company goals.

### 2.2 Working Climate

Keith Davis in Agustini (2011, p. 3), put forward the notion of work climate as The human environment within which an organizations employees do their work which means that the work climate is concerned with all existing environments or faced by people in an organization where they carry out their work. their work. The work climate leads to the perception of each member with the opinion of the organization. Overall, climate plays a role in the needs of a culture and is in charge of the development of that culture. The work climate because human resource management practices are paralyzed with productivity, generally an intermediary factor between elements of the work system and various organizational effectiveness measurements, such as productivity, quality, satisfaction, and vitality. Denison in Darodjat (2015, p. 4), states that climate refers to the situation and its relationship to the thoughts, feelings, behavior of members of the organization, is temporary and subjective from the point of view, and can be manipulated by people who have influence in the organization.

### 2.3 Competence

Sedarmayanti (2013), said that competence is closer to the skills or skills that are applied and produces the best performing employees or managers or officials. Meanwhile, as stated by Wibowo (2013, p. 323), that competence is considered as one of the factors that affect performance. Skills are needed to help organizations create a high work culture, the number of competencies used by human resources will improve performance.

### 2.4. Work ethic

Work ethic describes an attitude that contains evaluative aspects that a person or group has when evaluating work activities. The meaning of the word ethos is also known as the word ethics, label, which is almost close to

the concept of morality or values in relation to good and evil (morality), so that ethos contains a very strong spirit or spirit to do something optimally, better and even for the better. the highest possible quality of work.

## 2.5 Professionalism

Professionalism reflects a person's attitude towards his profession. In simple terms, professionalism is defined as the behavior, methods, and characteristics that characterize a profession. A person is considered a professional if his work has the characteristics of the technical or ethical standards of a profession (Poerwopoespito, 2000, pp. 264-265). The term professional applies to all officials from the top to the bottom level. Professionalism can be interpreted as a person's ability and skills to do a job in accordance with their respective fields and levels. According to Abeng in Moeljono (2003), professionalism consists of three elements, namely knowledge, skills, integrity and then these three elements must be based on firm belief, good gratitude and a willingness to continue learning.2.7.

### Research Conceptual Framework

Conceptual framework is a model that explains how the relationship of a theory with important factors that have been known in a particular problem. The conceptual framework will theoretically build a relationship between research variables, namely the independent variable and the dependent variable (Erlina, 2011).

Based on the conceptual framework, there is an effect of variable X on Y, where variable X1 is the work climate that affects performance (Y), variable X2 is competence has an effect on performance (Y), variable X3 is work ethic has an effect on performance (Y), variable X4 is professionalism affect the performance (Y) and together the work climate, competence, work ethic and professionalism affect the performance of the employees of the Solok City Investment and One Stop Integrated Service.

## III. Research Methods

### 3.1. Types of research

Based on the formulation, objectives and research hypotheses, the method used in this study is quantitative research to determine the effect between variables. This study aims to determine the effect of Work Climate (X1), Competence (X2), Work Ethic (X3) Professionalism (X4) on Performance (Y). The object of this research is the Office of Investment and One Stop Service, Solok City.

Correlational research is a type of research that looks at the relationship between one variable and one or several other variables (Muri, 2015, p. 64). The same thing was expressed by Sumadi (2014, p. 82), that this correlation study aims to identify the same thing with changes in variation in factors associated with one or more factors based on correlation coefficients. From the description of the expert opinion, this study analyzes the relationship between work climate, competence, work ethic and professionalism on performance.

### 3.2. Population and Sample

#### 3.2.1. Population

The population and sample in a study have a central and decisive role (Muri, 2015, p. 144). The population is the whole of the object of study that provides an accurate picture of the research. Hamid (2014, p. 55), states that the population is the total number of objects or subjects that are used as data sources in a study that have the same nature or characteristics. Thus, the population in this study were all employees of the Office of Investment and One-Stop Integrated Services, Solok City.

#### 3.2.2. Sample

The research sample is a limited number and part of the population, part of the selected and representative population of the population (Muri, 2015, p. 150). Meanwhile, as stated by Sugiyono (2017, p. 120), the sample is part of the number and characteristics of the population and what is learned from the sample, the conclusion can be applied to the population.

The research sample is a limited number and part of the population, as well as from the selected and representative population of the population (Muri, 2015, p. 150). Meanwhile, Sugiyono (2017, p. 120), shows that the sample is part of the number and characteristics of the population, and what is learned from the sample, the conclusion applies to the population. However, because the sample used is the entire population, the sample in this study is the same as the population, namely all employees of the Solok City Investment and One Stop Integrated Service, totaling 49 (forty nine) people.

This sampling technique uses a total sampling technique (whole sample), total sampling is a sampling procedure where the number of samples is the same as the population (Sugiyono, 2017). The reason for taking

total sampling is because of the opinion of Sugiyono (2017), the total population is less than 100 and the entire population is used as a research sample.

### **3.3. Place and time of research**

This research was conducted at the Office of Investment and One-Stop Integrated Services, Solok City, which is located at the Solok City Hall Complex, Jl. Lubuk Sikarah No. 89 – Solok City, West Sumatra 27314 and this research was conducted from January to October 2021.

### **3.4. Definition of Variables and Operational Research Variables**

The variables in this study consisted of independent variables and dependent variables. Variables are factors that play a role in the events or symptoms to be studied (Sumadi, 2014, p. 25). The dependent variable is employee performance, while the independent variables are work climate, competence, work ethic and professionalism. The dependent variable is the variable that is the main concern of the researcher, while the independent variable is the variable that affects the dependent variable (Sekaran, 2009, pp. 116-117).

### **3.5. Data Types and Sources**

The type of data in this study is in the form of quantitative and qualitative data. Qualitative data in the form of interviews with employees and superiors. While quantitative data is data from the results of the questionnaire given to the research sample. Sources of data in this study are primary and secondary data sources. Primary data is data that is directly obtained from the research sample.

Data from the research sample are data on work climate, competence, work ethic, professionalism and employee performance. While secondary data is data obtained from other parties such as literature and previous research.

### **3.6. Data collection technique**

The types of data used are primary and secondary data. Primary data is an object or original raw material document from the perpetrator, known as "first-hand information". The primary data in this study were obtained directly from the respondents using a questionnaire on the work climate, competence, work ethic, professionalism and employee performance. While the secondary data was research data obtained indirectly or through intermediary media.

The secondary data in this study is in the form of supporting information about the employees of the Investment Office and One Stop Services in the City of Solok which was obtained through the mass media as well as the applicable laws and regulations.

Measurements in this study used an interval scale with a Likert scale technique. Erlina (2011), defines a Likert scale designed to assess the extent to which the subject agrees and disagrees with the proposed statement. To measure respondents' opinions, a Likert scale is used which contains 5 (five) answer preferences and is made in the form of a tick (√) or cross (X) with the following details: Score 1 (STS = Strongly Disagree), Score 2 (TS = Disagree), Score 3 (N = Neutral), Score 4 (S = Agree) and Score 5 (SS = Strongly Agree).

### **3.7. Instrument Development**

The instruments used in this research are questionnaire sheets, questionnaires on work climate, competence, work ethic, and professionalism as well as several other instruments that can provide information on the performance of the employees of the Solok City Investment and One Stop Integrated Service. Before the instrument is used to obtain research data/information, the instrument is first assessed.

Evaluation of this instrument is used to ensure that the instrument can provide valid data or information about product development. Before using the research tool to collect research data, the instrument was first tested for the validity and reliability of the instrument.

### **3.8. Data Analysis Techniques**

The data obtained from various instruments were analyzed qualitatively and quantitatively. Data analysis is used to see whether there is a relationship between work climate, competence, work ethic, and professionalism on employee performance. The analyzes carried out are validity analysis, instrument reliability, descriptive analysis, analysis prerequisite tests, namely normality, multicollinearity and heteroscedasticity tests, then hypothesis testing is carried out with multiple linear regression tests.

#### **3.8.1. Descriptive Analysis**

Descriptive analysis is an analysis that describes the characteristics of respondents and research variables. Descriptive analysis was carried out by presenting primary data into a frequency distribution table, calculating

the total score, average score and respondent's level of achievement (TCR). The first stage is the calculation of the total score of the respondents' answers for each statement item. The formula for determining the total score is as follows (Arikunto, 2012):

$$\text{Total Score} = (\text{SS.f}) + (\text{S.f}) + (\text{N.f}) + (\text{TS.f}) + (\text{STS.f}) \dots \dots \dots (1)$$

Information:

- SS = Strongly Agree (5)
- S = Agree (4)
- N = Neutral (3)
- TS = Disagree (2)
- STS = Strongly Disagree (1)
- f = Frequency

After obtaining the total score, then the average score for each variable can be calculated using the following formula (Arikunto, 2012):

$$\text{Average Score} = (\text{Total Score} / n) \dots \dots \dots (2)$$

Information:

- n = Number of Respondents

After obtaining the average score, the Respondent Achievement Level (TCR) can then be calculated using the following formula (Arikunto, 2012):

$$\text{TCR} = (\text{Average Score} / 5) \times 100\% \dots \dots \dots (3)$$

#### Validity Analysis

Validity test is used to measure the validity or invalidity of a questionnaire. To determine the validity of the questionnaire, the Pearson Product Moment correlation technique was used, namely by doing a correlation between the scores of each variable and the total score. A variable/statement is said to be valid if the statement score is significantly correlated with the total score where the test uses the help of the IBM SPSS for Windows version 24.0 program. To determine the validity of the questionnaire, it was done by comparing  $r_{table}$  with  $r_{count}$ .

The  $r_{table}$  value is seen in table  $r$  with  $df = n-2$  ( $n$ =number of respondents/sample) with a significance level of 5 percent (0.05). If the result of  $r_{count} > r_{table}$ , then the statement is valid, otherwise if  $r_{count} < r_{table}$ , then the statement is invalid.

### Reliability Analysis

Reliability is a test tool to determine the reliability of a variable or the extent to which the measurement results have consistency if the measurement is carried out several times with the same symptoms. High reliability and low reliability are indicated by the Cronbach Alpha coefficient ( $\alpha$ ) 0.60. If Cronbach Alpha ( $\alpha$ ) is greater than or equal to 0.60 then the research variable is declared reliable, and conversely if Cronbach Alpha is less than 0.60 then the research variable is declared unreliable (Sekaran & Bougie, 2010). The reliability test calculations will be performed with the help of the IBM SPSS for Windows version 24.0 program.

### 3.8.4. Analysis of Research Prerequisites or Classical Assumption Test

A. Normality Test

B. Multicollinearity Test

### C. Heteroscedasticity Test

The heteroscedasticity test aims to test whether there is an inequality of variance in the regression model between the residuals of one observation and another observation. If the variance of the residuals remains from one observation to another, it is called homoscedasticity, if different it is called heteroscedasticity. A good regression model is a model with or without heteroscedasticity. To detect the presence or absence of heteroscedasticity, the Glejser test can be used.

This Test Calculation will be performed with the help of the IBM SPSS (Statistical Package for the Social Sciences) program for Windows version 24.0. The Glejser test is carried out by regressing the independent variable to the residual value which has been unstandardized. If the significant value is greater than 0.05, it means that there are no symptoms of heteroscedasticity (Ghozali, 2013).

### 3.8.5. Multiple Linear Regression Analysis

Hypothesis testing in this study used multiple regression analysis. Multiple linear regression analysis aims to determine the causal relationship between the influencing variables and the affected variables. With multiple linear regression equation model as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + b_3 X_3 + b_4 X_4 + e \dots\dots\dots(4)$$

Where:

- Y = Employee Performance
- a = Intercept Constant
- X1 = Work Climate
- X2 = Competence
- X3 = Work Ethic
- X4 = Professionalism
- b1, b2, ....

#### Hypothesis Test (t and F test)

Hypothesis testing is intended to determine whether there is a significant effect between the independent variables on the dependent variable. In testing this hypothesis, the researcher determined by using a significant test, with the determination of the null hypothesis (Ho) and the alternative hypothesis (Ha). The null hypothesis (Ho) is a hypothesis which states that there is no significant effect between the independent variable and the dependent variable, while the alternative hypothesis (Ha) is a hypothesis which states that there is a significant effect between the independent variable and the dependent variable. This test is carried out partially (t test) or simultaneously (F test). Calculations These tests will be performed with the help of the IBM SPSS (Statistical Package for the Social Sciences) program for Windows version 24.0.

#### A. Partial Test (t Test)

T statistical test to see whether the independent variables X1, X2, X3, and X4 significantly affect the dependent variable Y in the regression equation used, it is necessary to test the hypothesis by using the t statistical test, which is to compare the tcount value with the ttable value in  $df = n-2$ . The formula for tcount in regression analysis is:

$$t_{hit} = \dots\dots\dots (5)$$

Information:

- t hit = Test Score Coefficient
- bi = Regression Coefficient
- Sbi = Standard Error Regression Coefficient

Hypothesis testing criteria: If tcount is greater than ttable, then the null hypothesis (Ho) is rejected and the alternative hypothesis (Ha) is accepted, meaning that there is a significant effect of the independent variable on the dependent variable. Conversely, if tcount is smaller than ttable, then the null hypothesis (Ho) is accepted and the alternative hypothesis (Ha) is rejected, meaning that there is no significant effect of the independent variable on the dependent variable. Another criterion if  $\alpha = 0.05$  is less than or equal to the value of Sig ( $\alpha = 0.05$  Sig), then Ho is accepted and Ha is rejected and vice versa. This Test Calculation will be performed with the help of the IBM SPSS (Statistical Package for the Social Sciences) program for Windows version 24.0.

#### B. Simultaneous Test (F Test)

The F statistical test is used to determine whether the regression model used is appropriate in presenting the research data. Irianto (2015), the formula used is:

$$F = F = \frac{R^2/(k-1)}{(1-R^2)/(n-k-1)} \dots\dots\dots (6)$$

Where:

- F : Test F
- R2 : Coefficient of determination
- k : Number of independent variables
- n : Number of samples

The F statistical test is used to determine whether the regression model used is appropriate in presenting the research data. This Test Calculation will be performed with the help of the IBM SPSS (Statistical Package for the Social Sciences) program for Windows version 24.0.

The basis for decision making for the criteria for testing the feasibility of a research model Sugiyono (2017), is:

1. If the results of the F test have a significant value or an alpha value ( $\alpha$ ) < 0.05 (95% confidence level) then the research model is said to have feasibility.
2. If the results of the F test have a significant value or alpha value ( $\alpha$ ) > 0.05 (95% confidence level) then the research model is said to have no feasibility.

### 3.8.7 Coefficient of Determination (R<sup>2</sup>)

The coefficient of determination (R<sup>2</sup>) essentially measures how far the model's ability to explain variations in the dependent variable is. The value of the coefficient of determination is between zero and one. A small value of R<sup>2</sup> means that the ability of the independent variables in explaining the variation of the dependent variable is very limited, but if it is close to 1 (one) it means that the independent variables in explaining the variation of the dependent variable are very strong.

## V. RESULTS AND DISCUSSION

### 4.1. Normality test

The purpose of the normality test is to test whether the nuisance or residual variables in the regression model are normally distributed. Because it is known that the t-test and F-test assume that the rest follow a normal distribution (Hair, 2006).

To detect the normality test in this study using the Kolmogorov-Smirnov test. The basis for making decisions from this normality test is to look at the Asymp probability. Sig (2-tailed). If the probability Asymp. Sig (2-tailed) > =0.05, then the residual data is normally distributed. In the following, the results of the normality test using the One Sample Kolmogorov Smirnov Test are presented.

### 4.2. Multicollinearity Test

The multicollinearity test aims to test whether the independent variables influence each other in the regression model. How to determine the presence or absence of multicollinearity in the regression model can be done by looking at the tolerance and variance inflation factor (VIF) values. If the tolerance value is < 0.10 or the VIF value is > 10 then there is multicollinearity, if the tolerance value is > 0.10 or the VIF value is < 10 then there is no multicollinearity.

### 4.3. Heteroscedasticity Test

The heteroscedasticity test aims to test whether there is an inequality of variance in the regression model between the residuals of one observation and another observation. A good regression model is a model with or without heteroscedasticity. To detect the presence or absence of heteroscedasticity, the Glejser test can be used. The Glejser test is performed by returning the independent variable to an unstandardized residual value. If the significant value is greater than 0.05, it means that there are no symptoms of heteroscedasticity.

### 4.4 Multiple Linear Regression Analysis

This analysis is used to determine the magnitude of the effect of the independent variables on the dependent variable. The magnitude of the influence of independent variables with the dependent variable can be calculated through a multiple regression equation. Based on computer calculations using the IBM SPSS for Windows Version 24.0 program.

The following is a recap table for the results of the regression coefficient value, tcount, significance value, Fcount value, and R Square (R<sup>2</sup>) value. The results can be seen in the following table:

**Table 4.1**  
 Recap of Multiple Linear Regression Analysis Test Results

Variable	Koef. Regresi	t <sub>hitung</sub>	Sig.
Constanta	11,308		
Work Climate	0,729	5,293	0,000
Competence	0,101	0,338	0,737
Work Ehos	0,473	4,241	0,000
Profesionalism	0,049	0,226	0,822
<b>F<sub>hitung</sub> = 28,847</b>	<b>Sig. 0,000</b>		
<b>R<sup>2</sup> = 0,724</b>			

Source: Primary Data, processed by IBM SPSS 24.0 2021.

From table 4.23 above, the form of the regression equation model for the influence of work climate, competence, work ethic and professionalism on the performance of the employees of the Solok City Investment and One Stop Integrated Service is as follows:

$$Y = 11.308 + 0.729X_1 + 0.101X_2 + 0.473X_3 + 0.049X_4 + e$$

Explanation of the above equation:

$a = 11.308$ ; it means that without the influence of work climate, competence, work ethic and professionalism, the existing performance is 11.308 percent.

$b_1 = 0.729$ ; it means that there is a positive influence between work climate variables ( $X_1$ ) on performance ( $Y$ ). This shows that the higher the work climate, the higher the performance. The work climate regression coefficient value is 0.729, meaning that for every one unit increase in the work climate, the performance increases by 72.9 percent.

$b_2 = 0.101$ ; it means that there is a positive influence between the competency variables ( $X_2$ ) on performance ( $Y$ ). This shows that the higher the competency, the higher the performance. The competency regression coefficient value is 0.101, meaning that for every increase in one unit of competence, the performance increases by 10.1 percent.

$b_3 = 0.473$ ; it means that there is a positive influence between work ethic variables ( $X_3$ ) on performance ( $Y$ ). This shows that the higher the work ethic, the higher the performance. The value of the work ethic regression coefficient is 0.473, meaning that for every increase of one unit of work ethic, the performance increases by 47.3 percent.

$b_4 = 0.049$ ; it means that there is a positive influence between the variables of professionalism ( $X_4$ ) on performance ( $Y$ ). This shows that the higher the level of professionalism, the higher the performance. The value of the regression coefficient of professionalism is 0.049, meaning that for every increase in one unit of professionalism, the performance increases by 4.9 percent.

## 4.5. Statistical Testing

### 4.5.1. T test (parsial)

4.5.2. This (partial) t-test is intended to determine the partial (individual) effect of work climate, competence, work ethic and professionalism on employee performance. From table 4.23, it can also be done partially test (t test) each causal variable (independent) on the effect variable (bound) as follows:

#### 1. The Influence of Work Climate ( $X_1$ ) on Performance ( $Y$ )

The results of the analysis of the effect of the work climate variable ( $X_1$ ) on the performance variable ( $Y$ ) obtained the value of  $t_{count} = 5.293$  ( $df = 49-5 = 44$ ;  $t_{table} = 2.01537$ ); ( $t_{count} > t_{table}$ ), with a significant level of  $0.000 < 0.05$ , as a result, hypothesis one ( $H_1$ ) is accepted. The results of the analysis show that partially there is a significant influence between the work climate variables on the performance of the employees of the Office of Investment and One Stop Services in Solok City.

#### 2. The Influence of Competence ( $X_2$ ) on Performance ( $Y$ )

The results of the analysis of the influence of the Competency variable ( $X_2$ ) on the performance variable ( $Y$ ) obtained the value of  $t_{count} = 0.338$  ( $df = 49-5 = 44$ ;  $t_{table} = 2.01537$ ); ( $t_{count} < t_{table}$ ), with a significant level of  $0.737 > 0.05$ , as a result, hypothesis two ( $H_2$ ) is rejected. The results of the analysis show that partially there is no significant effect between the competency variables on the performance of the employees of the Investment Service and One Stop Integrated Services, Solok City.

#### 3. The Influence of Work Ethic ( $X_3$ ) on Performance ( $Y$ )

The results of the analysis of the effect of the work ethic variable ( $X_3$ ) on the performance variable ( $Y$ ) obtained the value of  $t_{count} = 4.241$  ( $df = 49-5 = 44$ ;  $t_{table} = 2.01537$ ); ( $t_{count} > t_{table}$ ), with a significant level of  $0.000 < 0.05$ , as a result the third hypothesis ( $H_3$ ) is accepted. The results of the analysis show that partially there is a significant influence between the work ethic variables on the performance of the employees of the Office of Investment and One Stop Services in Solok City.

#### 4. The Influence of Professionalism ( $X_4$ ) on Performance ( $Y$ )

The results of the analysis of the influence of the Professionalism variable ( $X_4$ ) on the performance variable ( $Y$ ) obtained the value of  $t_{count} = 0.226$  ( $df = 49-5 = 44$ ;  $t_{table} = 2.01537$ ); ( $t_{count} < t_{table}$ ), with a significant level of  $0.822 > 0.05$ , as a result, hypothesis four ( $H_4$ ) is rejected. The results of the analysis show that partially there is no significant effect between the variables of professionalism on the performance of the employees of the Office of Investment and One Stop Services in Solok City.

### **F test (simultaneous)**

The F test (feasibility of the model) is intended to determine the effect of the independent variables simultaneously (together) on the dependent variable. From table 4.18, it can also be done simultaneous test (F test) of the independent variables together on the dependent variable.

The results of the analysis of the influence of Work Climate (X1), Competence (X2), Work Ethic (X3) and Professionalism (X4) simultaneously (together) on performance (Y), obtained the Fcount value of 28.847 with a significance probability of  $0.000 < 0.05$ . With  $df_1 = (k-1) = 4$ ,  $df_2 = 49 - 5 = 44$ ,  $F_{table} 2.58$ , then  $F_{count} > F_{table}$  or  $28.847 > 2.58$  consequently the hypothesis is accepted. The results of the analysis show that simultaneously (together) there is a significant influence between the variables of work climate, competence, work ethic and professionalism on the performance of the employees of the Solok City Investment and One Stop Integrated Service.

#### **4.5.3. Coefficient of Determination Testing (R<sup>2</sup>)**

Analysis of the coefficient of determination for the variables of work climate, competence, work ethic and professionalism on the performance of the employees of the Solok City Investment and One Stop Integrated Service was carried out using the IBM SPSS for Windows version 24.0 program with SPSS output form.

Based on the results of the regression estimation calculation, the adjusted coefficient of determination or R Square is 0.724, meaning that 72.4 percent of the variation of all independent variables can explain the dependent variable, while the remaining 27.6 percent is explained by other variables not examined in this study. Because the value of R<sup>2</sup> is close to 1 (one), then the contribution (influence) of the independent variable simultaneously on the dependent is strong.

## **4.6 Discussion**

### **4.6.1. The Influence of Work Climate on Employee Performance**

The first objective of this study was to determine the effect of the work climate on the performance of the employees of the Solok City Investment and One-Stop Integrated Service. The results of the analysis of the effect of the work climate variable (X1) on the performance variable (Y) obtained the value of  $t_{count} = 5.293$  ( $df = 49-5 = 44$ ;  $t_{table} = 2.01537$ ); ( $t_{count} > t_{table}$ ), with a significant level of  $0.000 < 0.05$ , as a result the null hypothesis ( $H_0$ ) is rejected and the alternative hypothesis ( $H_a$ ) is accepted. The results of the analysis show that partially there is a significant influence between the work climate variables on the performance of the employees of the Office of Investment and One Stop Services in Solok City.

The results of this study indicate that the work climate has a significant effect on the performance of the employees of the Solok City Investment and One Stop Integrated Service. Thus, it can be concluded that the performance of the employees of the Solok City Investment and One Stop Integrated Service Office is determined by the work climate.

Keith Davis in Agustini (2011, p. 3), suggests the notion of work climate as The human environment within which an organization employees do their work which implies that the work climate is concerned with all existing environments or faced by humans in an organization where they carry out their work, the work climate leads to the perception of each member in viewing the organization. Overall, climate plays a role in the needs of a culture and is in charge of the development of that culture. Work climate is important because it combines human resource management practices with productivity and generally acts as an intermediary factor between elements of the work system and various measures of organizational effectiveness such as productivity, quality, satisfaction and vitality. Denison in Darodjat (2015, p. 4), states that climate refers to the situation and its relationship to the thoughts, feelings, behavior of members of the organization, is temporary and subjective from the point of view, and can be manipulated by people who have influence in the organization.

Based on the results of Yoeyong's research (2016), his research states that there is a positive influence between the work climate (Variable X) on employee performance (Variable Y) at the Central Administration of Padjadjaran University Bandung (Studies in the UNPAD General Administration section), agreeing with the research by Gunawan Edy Saputro (2016), that there is a simultaneous and simultaneous influence of work climate and competence on employee performance (Study on Cafe Ria Djenaka Shining Batu, East Java). As well as the results of research conducted by Kartono (2018), which explains that partially the work climate has a significant effect on employee performance at PT. State Savings Bank Malang Branch Office.

So it can be concluded that the work climate will improve employee performance.

### **4.6.2. The Effect of Competence on Employee Performance**

The second objective of this study was to determine the effect of competence on the performance of the employees of the Solok City Investment and One Stop Integrated Service. The results of statistical analysis using multiple linear regression show that the second hypothesis is rejected. The results of the analysis of the influence of the Competency variable (X2) on the performance variable (Y) obtained the value of  $t_{count} = 0.338$  ( $df = 49-5 = 44$ ;  $t_{table} = 2.01537$ ); ( $t_{count} < t_{table}$ ), with a significant level of  $0.737 > 0.05$ , as a result the null

hypothesis ( $H_0$ ) is accepted and the alternative hypothesis ( $H_a$ ) is rejected. The results of the analysis show that partially there is no significant effect between the competency variables on the performance of the employees of the Investment Service and One Stop Integrated Services, Solok City.

The results of this study indicate that competence has no significant effect on the performance of the employees of the Solok City Investment and One Stop Integrated Service. Thus, it can be concluded that the performance of the employees of the Solok City Investment and One Stop Integrated Service Office is not determined by competence.

#### **4.6.3. The Influence of Work Ethic on Employee Performance**

The third objective of this study was to determine the effect of work ethic on the performance of the employees of the Solok City Investment and One Stop Integrated Service. The results of statistical analysis using multiple linear regression indicate that the third hypothesis is accepted. The results of the analysis of the effect of the work ethic variable ( $X_3$ ) on the performance variable ( $Y$ ) obtained the value of  $t_{count} = 4.241$  ( $df = 49 - 5 = 44$ ;  $t_{table} = 2.01537$ ); ( $t_{count} > t_{table}$ ), with a significant level of  $0.000 < 0.05$ , as a result the null hypothesis ( $H_0$ ) is rejected and the alternative hypothesis ( $H_a$ ) is accepted. The results of the analysis show that partially there is a significant influence between the work ethic variables on the performance of the employees of the Office of Investment and One Stop Services in Solok City.

The results of this study indicate that work ethic has a significant effect on the performance of the employees of the Solok City Investment and One Stop Integrated Service. Thus, it can be concluded that the performance of the employees of the Office of Investment and One Stop Services in Solok City is determined by the work ethic.

#### **4.6.4. The Effect of Professionalism on Employee Performance**

The fourth objective of this study is to determine the effect of professionalism on the performance of the employees of the Office of Investment and One Stop Services, Solok City. The results of statistical analysis using multiple linear regression show that the fourth hypothesis is rejected. The results of the analysis of the influence of the Professionalism variable ( $X_4$ ) on the performance variable ( $Y$ ) obtained the value of  $t_{count} = 0.226$  ( $df = 49 - 5 = 44$ ;  $t_{table} = 2.01537$ ); ( $t_{count} < t_{table}$ ), with a significant level of  $0.822 > 0.05$ , as a result the null hypothesis ( $H_0$ ) is accepted and the alternative hypothesis ( $H_a$ ) is rejected. The results of the analysis show that partially there is no significant effect between the variables of Professionalism on the Performance of the Employees of the Investment Service and One Stop Services in Solok City.

The results of this study indicate that professionalism does not have a significant effect on the performance of employees of the Office of Investment and One Stop Services in Solok City. Thus, it can be concluded that the performance of employees of the Office of Investment and One Stop Services in Solok City is not determined by professionalism.

#### **4.6.5. The Effect of Work Climate, Competence, Work Ethic and Professionalism Together on Employee Performance**

The fifth objective of this study is to determine the effect of Work Climate, Competence, Work Ethic and Professionalism on the Performance of Employees of the Investment Service Office and One Stop Integrated Services of Solok City.

Based on the research, the performance of the employees of the Solok City Investment and One-Stop Integrated Service Office is good, judging from the respondents' responses (TCR) of 88.20 percent, stating that the performance is good. This means that the employees of the Solok City Investment and One Stop Integrated Service Office are serious about doing their jobs and trying to complete them on time.

Hypothesis testing, from the ANOVA test (Simultaneous Test / F Test) obtained the  $F_{count}$  value of 28.847 with a significance probability of  $0.000 < 0.05$ . With  $df_1 = (k-1) = 4$ ,  $df_2 = 49 - 5 = 44$ ,  $F_{table} 2.58$ , then  $F_{count} > F_{table}$  or  $28.847 > 2.58$  consequently the hypothesis is accepted. The results of the analysis show that simultaneously (together) there is a significant influence between the variables of Work Climate, Competence, Work Ethic and Professionalism on the Performance of Employees of the Investment Service and One Stop Integrated Service of Solok City, it can be concluded that the fifth hypothesis ( $H_5$ ) can be accepted.

## **V. CLOSING**

### **5.1. Conclusion**

Based on the results of testing and discussing the hypotheses that have been described in previous chapters, the following conclusions can be drawn:

1. The work climate has a significant effect on the performance of the employees of the Office of Investment and One Stop Services, Solok City
2. Competence has no significant effect on the performance of the employees of the Solok City Investment and One-Stop Integrated Service
3. Work ethic has a significant effect on the performance of the employees of the Office of Investment and One Stop Services in Solok City
4. Professionalism has no significant effect on the performance of the employees of the Office of Investment and One Stop Services in Solok City
5. Work climate, competence, work ethic and professionalism together have a significant effect on the performance of the employees of the Solok City Investment and One Stop Integrated Service.

## 5.2. Suggestion

Based on the findings and conclusions of the study. For this reason, the authors put forward the following suggestions:

1. To improve performance, it is necessary to improve competence, work ethic and professionalism.
2. To improve competence, it is necessary to be serious and not forced to do work on time, and to help each other when they need help so that later they can achieve a satisfactory target.
3. To improve work ethic, it is necessary to pay attention to a good record of achievement, always do a good job, correctly and full of a high sense of responsibility, make maximum use of work facilities, and always love the work that is done sincerely.
4. To increase professionalism, employees need to improve in meeting the requirements or work standards set by the company.

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