

# **Increased Professionalism through Work Discipline and Employee Competence and Its Impact on Employee Performance at the Directorate of Special Criminal Research (DITRESKRIMSUS)**

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## **Abstract**

This study aims to determine 1) the effect of work discipline and competence on the professionalism of members of the West Sulawesi Regional Police Criminal Investigation Directorate; 2) the influence of work discipline and competence on the performance of members of the West Sulawesi Regional Police Criminal Investigation Directorate; 3) the effect of work discipline and competence on performance through the professionalism of employees at the West Sulawesi Regional Police Criminal Investigation Directorate and 4) knowing the impact of professionalism on performance at the West Sulawesi Regional Police Criminal Research Directorate. This study uses a quantitative approach with a correlational design during the sampling technique with non-probability sampling. The population is relatively small. The total number of respondents is 35 people. This study shows that discipline and competence positively and significantly influence employees' professionalism at DITRESKRIM Regional police West Sulawesi. The better the profession and competence, the higher the employee's professionalism will be. 2) Discipline and competence have a positive and significant effect on performance, either directly or indirectly, at the West Sulawesi Regional Police of the Criminal Investigation Unit. It implies that the better the level of discipline and competence, the better the employee's performance. 3) Professionalism has a positive and significant effect on employee performance at DITRESKRIM Regional police West Sulawesi. This implies that the better the professionalism, the better the employee's account.

## **Keywords:**

professionalism, discipline, competence, performance, West Sulawesi Police

## **1. Introduction**

The development of a society is followed by the development of needs, including security or comfort. This development is followed by demands for the rule of law, human rights, and globalization, which creates a new paradigm for defining the enforcers' law's objectives, functions, duties, powers, and responsibilities. DITRESKRIM

members' professionalism can be seen from the results of work as shown by officers to carry out investigations or investigations for particular crimes, operational supervision, and the administration of PPNS investigations by him. It is necessary to have superior competence in realizing all duties and functions as a protector.

At present, the external challenges faced by the West Sulawesi Regional Police's Special Criminal Investigation Directorate are marked by the emergence of increasingly modern crimes as a result of developments in science and technology or the behavior of the community itself as a result of forms of corruption. West Sulawesi is how the professionalism and performance of DITRESKRIM members still need to be improved.

Employees' professionalism or apparatus is very much determined by their abilities which are reflected in daily behavior in organizational life. The high capacity of employees will be able to more quickly lead to the achievement of organizational goals as planned earlier. On the other hand, if the ability level is low, a tendency can even deviate from the beginning. According to (Mariana, 2016; Mu'adi et al., 2020; Nawawi et al., 2020) professionalism can be interpreted as behavior or quality where it is a professional's characteristic. A person becomes a professional when standards and technical or professional ethics characterize his work.

In carrying out its functions and roles, it is clear that the West Sulawesi Regional Police need members who are competent and have high integrity and discipline. According to (Sutrisno 2017 Nuraini et al., 2019; Umanailo, 2020, 2019), competence is the mastery of tasks; Skills, attitude, and appreciation needed to support success. Essential competencies possessed by HR need to be realized so that they can be assessed to carry out tasks that refer to direct experience.

Besides, apparatus discipline is a factor in how the police can develop appropriate attitudes and responsibilities at work. Therefore, a superior has a significant role in increasing work discipline from its subordinates because discipline towards work is closely related to work results (performance). According to (TS Mangkuprawira, 2007), employees' discipline is a characteristic that consciously obeys the organization's rules and regulations. Discipline is seen as a form of training in carrying out the established rules. Work discipline is critical because, with discipline, existing laws will be obeyed by members, work according to procedural standards, so that work can be completed effectively and efficiently, and also increase productivity.

This research will answer the problem that in the scope of the Directorate of Special Criminal Investigation (DITRESKRIMSUS) of the Regional Police of West Sulawesi, to achieve the expected performance requires professionalism, discipline, and good competence for officials/members. On this basis, researchers have tried to test professionalism through work discipline and employee competence and its impact on employee performance at the Directorate of Special Criminal Investigation (DITRESKRIMSUS), West Sulawesi Regional Police.

## 2. Literature Review

The concept of professionalism can apply to all apparatus, from high to low. Professionalism is an ability/skill that a person has in carrying out a job according to their field and their respective levels. Professionalism is related to the suitability of the abilities they have with the needs in their duties, the ability to match their abilities. And also the need for responsibilities as a prerequisite for a professional employee/apparatus. It can be said that the skills and abilities of employees/apparatus reflect the direction and goals the organization wants to achieve (Kurniawan, 2013).

According to (Kartika Sari, 2018), professionalism is a matter of attitude. Furthermore, he said that several things could be considered to show professionalism, such as high skills, service delivery oriented to the public interest (public interest), strict supervision of behavior at work, and a remuneration system related to work performance.

Employees' professionalism or apparatus is very much determined by their abilities which are reflected in daily behavior in organizational life (Kanto et al., 2020; Lionardo et al., 2020; Rachman et al., 2019). The high power of employees will be able to more quickly lead to the achievement of organizational goals as planned earlier. On the other hand, if the ability level is low, there is a tendency for the organization's purposes to achieve to be slow and can even deviate from the beginning.

Thus, it can be said that professionalism is a person's ability to carry out tasks following their respective fields and levels, carried out on time and carefully. Professionalism is related to the suitability of one's capabilities with the needs in completing tasks. Therefore, the skills/abilities of the apparatus show a direction and goals they want to achieve in the organization.

The apparatus's professionalism in carrying out their duties and authority is the hope of a nation anywhere, including in Indonesia, because of the critical role and is comprehensive. Such as its role in maintaining security and order in society, protecting and serving the community, and law enforcement. Being a professional requires special skills obtained through "training" in line with and in line with his intellectual abilities. Another essential requirement is that a professional apparatus must be aware of devoting all his powers to the community's academy.

The value of professionalism is a combination of integrity, competence, and discipline; Integrity shows the quality of morals that every member demands, such as honesty and cleanness from disgraceful behavior and prioritizing public interest.

Competence is a person's ability to produce something at a satisfactory level (satisfied) in their workplace, including a person's ability to transfer and apply these skills and knowledge in new situations and conditions and increase benefits. Competence shows what a person does in their workplace with various levels and clarifies the standardization of those levels, identifies characters or traits; skills and knowledge as required by individuals who carry out their duties and responsibilities effectively standards are achieved in a job. A superior implementer is those with a higher level of competency scale and better results than other implementers.

According to (Sutrisno 2017), competence is knowledge; Skills, and the abilities that a person has mastered and become a part of him. Therefore he can perform good behavior in terms of cognitive, affective, and psychomotor. When competence has the same meaning as ability, it can be interpreted that knowledge in understanding/interpreting work goals, knowledge, and understanding the need for discipline in the organization so that all rules can run well.

Every organization needs employee competence significantly to improve performance. According to (Sudarmanto, 2015) competence has several benefits: a) a predictor of success in work; b) recruiting reliable employees. And c) the basis for the assessment of employee development. Therefore, according to this competency system, it can be seen whether someone knows how to develop it, whether through training and coaching or transferred to other departments/departments.

Discipline is defined as a form of attitude from a person or group that intends to obey the previously set rules. Concerning work, discipline is an attitude and also employee behavior towards administrative regulations. Objectives/intentions can mean the desire to do something/willingness to conform to these regulations. Discipline attitudes and behaviors are characterized by initiative, passion, and will in obeying the rules. A person has a high level of discipline, following and obeying the rules, and having the will (intention) to adjust to the organization's management.

According to (S. Mangkuprawira, 2009), discipline from employees is a characteristic that consciously obeys the organization's rules and regulations. This discipline dramatically affects the performance of employees and the company. Discipline should be seen as a form of training for employees in carrying out the company's rules. The more disciplined a person is, the higher his work productivity and improving company performance.

Work discipline can also be seen when employees come to the office regularly and on time. They show tidiness where he works, use office equipment and supplies carefully, show the satisfactory quality of work by referring to the work methods and patterns as determined by the office/agency, and complete work with high morale.

According to (Sinambela 2016), it is said that discipline is a person's behavior following the rules, work procedures, or it can also be noted that discipline is an attitude, action, and behavior following the rules in the organization, whether written or not.

Performance is considered output, resulting from a job function or work activity within a certain period. In short, performance is viewed as a form of success in completing a job. The performance itself depends on a combination of abilities, opportunities, and also effort. Performance can be measured by output (As'ad, 2013). Performance is a form of achievement/work results from activities or programs that have been previously planned to achieve the goals and objectives as determined by the organization and implemented within a certain period.

Soesilo (in Suwatno, 2011) argues that organizations are influenced by factors such as a) Organizational structure (internal relationships related to functions in carrying out organizational activities; b) Management policies (vision and mission of the organization; c) Human resources, (quality employees in work optimization); d) Management information systems (database management to improve organizational performance; and e) Facilities and infrastructure (use of technology for each program/activity of the organization).

### 3. Method

#### 3.1. Methodology

This study uses a quantitative approach with a correlational design, namely the relationship between the independent variables X1, X2, X3 on the dependent variable Y. The independent variables include Work Discipline (X1), Competence (X2), Professionalism (X3). The dependent variable/dependent is performance (Y).

The research was conducted at the West Sulawesi Regional Police Special Criminal Investigation Directorate. This research place was chosen because starting from a preliminary study. The researcher found problems regarding police officers' professionalism, the potential, and discipline of members in showing members' performance. The population in this study were all members of the Special Criminal Research Directorate. West Sulawesi Regional Police, amounting to 35 people. Considering that the people can be reached, the sampling technique used is a census or saturated sample (non-probability sampling). All respondents are used as samples, amounting to 35 respondents, and because the population is relatively small. Data collection techniques in this study include Observation, Questionnaires, and Documentation. In collecting the data before it is processed, the validity and reliability tests were carried out. To analyze the data collected from the quantitative research results, the authors used statistical analysis using the computer application SPSS (Statistical Product & Service Solution) 16.0 for windows.

#### 3.2. Measurement Indicators

The indicators measured in this study include: professionalism (Expertise, Initiative, Creativity, Innovation); competence (knowledge, skills, attitude); discipline (punctuality, adherence to working hours, adherence to work rules, responsibilities in work; and commitment to dressing codes); performance (Quantity of work, Quality of work and Time utilization)

### 4. Results and Discussion

This study uses SPSS (Statistical Product & Service Solution) 16.0 for the window. Before processing the data, the questionnaire is tested for validity and reliability. The validity test has a significance test of 0.05 with a 2-tailed test by comparing r-count with r-table. The value of r-count is taken from Cronbach Alpha in the Correlated Item - Total Correlation column of the SPSS program. Meanwhile, the r-table is obtained using the formula  $df = n - 2$  (Sugiyono, 2012). Thus, the number of samples in this study was 35 respondents, which means  $df = 35 - 2 = 33$ , resulting in an r table value of 0.344.

From the results of questionnaire data processing, it can be seen that the validity of each question item with a valid value on all variables (discipline, competence, professionalism, and performance). Reliability testing of all question items from each research variable using Cronbach Alpha (coefficient alpha), where In general, it is considered reliable if the Cronbach Alpha value is  $> 0.6$  (Nunnally in (Ghozali, 2011)). Based on the table below, it can be seen that the Cronbach Alpha value of all tested variables has a value above 0.60. As shown in the following table:

**Table 1.** Reliability test results

Variable	Number Of Items	Cronbach Alpha	Information
Discipline	10 Items	0,789	Reliable
Competence	10 Items	0,684	Reliable
Employee professionalism	10 Items	0,618	Reliable
Employee Performance	12 Items	0,659	Reliable

From the table above, it can be seen that the Cronbach Alpha value of all tested variables has a value above 0.60.

#### 4.1. Descriptive Statistical Analysis

**Table 2.** Descriptive statistics of discipline

	N	Minimum	Maximum	Sum	Mean
No.1	35	1.00	4.00	91.00	2.6000
No.2	35	1.00	4.00	101.00	2.8857
No.3	35	2.00	4.00	117.00	3.3429
No.4	35	1.00	4.00	85.00	2.4286
No.5	35	1.00	4.00	80.00	2.2857
No.6	35	1.00	4.00	90.00	2.5714
No.7	35	3.00	4.00	123.00	3.5143
No.8	35	2.00	4.00	128.00	3.6571
No.9	35	1.00	4.00	103.00	2.9429
No.10	35	1.00	4.00	117.00	3.3429
Total	35	21.00	38.00	1035.00	29.5714
Valid N (listwise)	35				

Based on Table 2, information about the variable description of discipline enforcement employees at DITRESKRIMSUS Regional police West Sulawesi can be obtained. The variable's ideal score is  $4 \times 10 \times 35 = 1,400$ , where 4 is the highest answer score, 10 is the number of statement items, and 35 is the number of respondents. The total percentage score of the variable is  $1,035 / 1,400 \times 100\% = 73.93\%$ . Thus the employee discipline variable at DITRESKRIMSUS Regional police West Sulawesi is 73.93% of the expected (100%).

**Table 3.** Descriptive statistics of competence

Descriptive Statistics					
	N	Minimum	Maximum	Sum	Mean
No.1	35	2.00	4.00	112.00	3.2000
No.2	35	1.00	4.00	89.00	2.5429
No.3	35	2.00	4.00	115.00	3.2857
No.4	35	1.00	4.00	90.00	2.5714
No.5	35	1.00	4.00	112.00	3.2000
No.6	35	2.00	4.00	121.00	3.4571
No.7	35	2.00	4.00	127.00	3.6286
No.8	35	1.00	4.00	119.00	3.4000
No.9	35	2.00	4.00	125.00	3.5714
No.10	35	2.00	4.00	128.00	3.6571
Total	35	24.00	39.00	1138.00	32.5143
Valid N (listwise)	35				

Based on Table 3, information can be obtained about the description of employees' competency variables at the West Sulawesi Regional Police of the Criminal and Criminal Investigation Agency. The variable's ideal score is  $4 \times 10 \times 35 = 1,400$ , where 4 is the highest answer score, 10 is the number of statement items, and 35 is the number of respondents. The total percentage score of the variable is  $1,138 / 1,400 \times 100\% = 81.29\%$ . Thus, employees' competency variable at DITRESKRIMSUS Regional police West Sulawesi is 81.29% of the expected (100%).

**Table 4.** Descriptive Statistics professionalism

	N	Minimum	Maximum	Sum	Mean
No.1	35	2.00	4.00	117.00	3.3429
No.2	35	2.00	4.00	120.00	3.4286
No.3	35	2.00	4.00	123.00	3.5143
No.4	35	2.00	4.00	121.00	3.4571
No.5	35	1.00	4.00	114.00	3.2571
No.6	35	2.00	4.00	113.00	3.2286
No.7	35	1.00	4.00	99.00	2.8286
No.8	35	1.00	4.00	96.00	2.7429
No.9	35	1.00	4.00	90.00	2.5714
No.10	35	2.00	4.00	131.00	3.7429
Total	35	27.00	38.00	1124.00	32.1143
Valid N (listwise)	35				

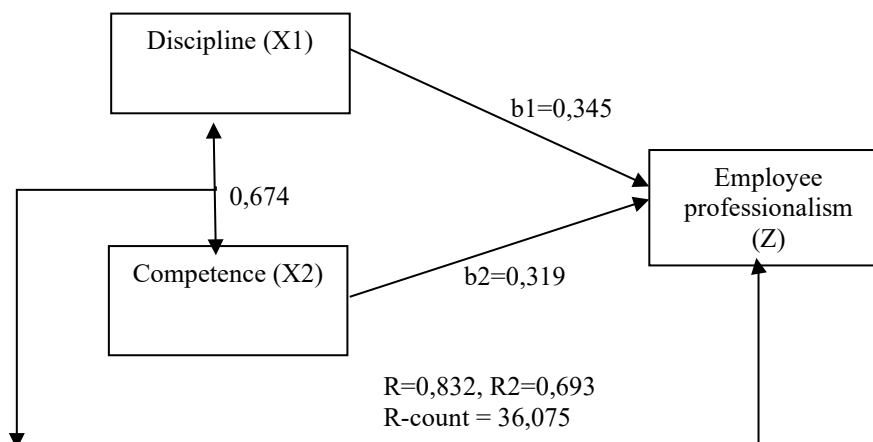
Based on Table 4, information about employees' professionalism at DITRESKRIMSUS Regional police West Sulawesi can be obtained. The variable's ideal score is  $4 \times 10 \times 35 = 1,400$ , where 4 is the highest answer score, 10 is the number of statement items, and 35 is the number of respondents. The total percentage score of the variable is  $1,124 / 1,400 \times 100\% = 80.29\%$ . Thus, the West Sulawesi Police Special Criminal Investigation Directorate employees' professionalism value is 80.29% of the expected (100%).

**Table 5.** Descriptive statistics on employee performance

Descriptive Statistics					
	N	Minimum	Maximum	Sum	Mean
No.1	35	1.00	4.00	93.00	2.6571
No.2	35	1.00	4.00	106.00	3.0286
No.3	35	2.00	4.00	119.00	3.4000
No.4	35	1.00	4.00	120.00	3.4286
No.5	35	2.00	4.00	122.00	3.4857
No.6	35	2.00	4.00	117.00	3.3429
No.7	35	2.00	4.00	115.00	3.2857
No.8	35	2.00	4.00	116.00	3.3143
No.9	35	1.00	4.00	103.00	2.9429
No.10	35	1.00	4.00	105.00	3.0000
Total	34	25.00	39.00	1084.00	31.8824
Valid N (listwise)	34				

Based on Table 5, information can be obtained about the description of employees' performance at DITRESKRIMSUS Regional police West Sulawesi. The ideal score on the variable is  $4 \times 10 \times 35 = 1,400$ , where 4 is the highest answer score, 10 is the number of statement items, and 35 is the number of respondents. The total percentage score of the variables is  $1,084 / 1,400 \times 100\% = 77.43\%$ . Thus the value of employee performance based on respondents' responses was 77.43% of the expected (100%).

#### 4.2. Path analysis for substructure I



The regression coefficient ( $b_1$ ) is = 0.345 with a significance level of 0.003 which means significant. Thus, the discipline variable has a positive and significant impact on professionalism. The magnitude of the influence of discipline on professionalism can be seen in the unstandardized coefficients beta, which is 0.345 or 34.5%, which means that every increase in the level of punishment will increase employees' professionalism by 0.345. Simultaneously, the relationship or correlation between discipline and employee professionalism can be seen in the standardized coefficients of 0.489 or 48.9%.

The regression coefficient value ( $b_2$ ) is = 0.319 with a significance level of 0.012 which means significant. Thus, the competency variable has a positive and significant effect on employee professionalism. The magnitude of the influence of competence on professionalism can be seen in the unstandardized coefficients beta of 0.319 or 31.9%, which means that every improvement and increase in employee discipline will increase employees' professionalism in work by 0.319. Meanwhile, the relationship or correlation between competence and employee professionalism can be seen in the standardized coefficients of 0.399 or 39.9%.

A simultaneous multiple linear regression test is used to determine the regression coefficient's significant or insignificant value ( $b_1$ ,  $b_2$ ) on the moderating variable (Z). The following are the regression results that have been processed using the SPSS program. Account value of 36.075 with a significance level of 0.000 smaller than alpha 0.05 (5%). Thus it can be concluded that simultaneously the discipline and competency variables have a positive and significant effect on employees' professionalism at DITRESKRIMSUS Regional police West Sulawesi.

There is a direct effect of discipline on employee performance. This proves that the better and better the application of penalty can improve employee performance and vice versa if the field's application is unfair and uneven. It can reduce employee performance. The results showed that applying good discipline, especially on the indicators studied. Such as punctuality, adherence to working hours, adherence to work rules, adherence to dress codes, and job responsibilities, was applied to the Directorate of Special Criminal Investigation Regional Police of West Sulawesi. Able to influence employee performance. The results of this study are in line with the results found by Zesbendri and Anik Andrianti (the) with the research title "The Effect of Work Discipline on Employee Performance at the Central Bureau of Statistics, Bogor Regency." The results showed that there was a positive and influential relationship (0.826) between disciplines. Work with employee performance. There is a positive and significant effect (0.682 or 68.2%) of work discipline on employee performance at the Central Bureau of Statistics, Bogor Regency.

The research results prove that there is a direct influence of competence on employee performance. This proves that the better the employee's competency level can improve performance and vice versa; if an employee has an inadequate level of competence, it can reduce the employee's account. The results showed that employees have an adequate level of competence and can be appropriately applied (80.29%) based on respondents' responses. This study's results are in line with research conducted by Rahayu (2017) with the research title Analysis of the Influence of Competence and Motivation on Employee Performance (Case Study on Employees of Supervisors and Staff at Ros-Inn Hotel Yogyakarta). The results showed that competence and motivation affect employee performance. Either simultaneously or partially. Competence relates to the knowledge, skills, and attitudes of an employee.

The results of the study prove that there is a direct influence of professionalism on employee performance. This proves that better employees' professionalism can improve employee performance and vice versa. The more professionalism of employees can reduce employee performance. The results showed that the professionalism of employees at the West Sulawesi Regional Police of Criminal Investigation was in a suitable category (80.29%) and influenced employee performance (30.4%). This study's results are in line with the results found by Gunawan Cahyasumirat (2008), who found a positive and significant influence between professionalism and employee performance.

## 5. Conclusions

Based on this study's findings, the authors found the essential things: discipline had a positive and significant effect on the professionalism of employees at DITRESKRIMSUS. This implies that the better and fairer the application of field will increase the professionalism of employees. Competence has a positive and significant effect on the professionalism of employees at DITRESKRIMSUS Regional police West Sulawesi. This implies that the better the competence, the more employee professionalism will increase. Discipline has a positive and significant effect both directly and indirectly on employee performance at DITRESKRIMSUS Regional police West Sulawesi. This implies that the better and fairer the application of discipline, the better it is understanding. Positively and significantly, both directly and indirectly, on employees' performance at the West Sulawesi Regional Police of the Criminal Investigation Unit. This implies that the better the competence, the better the understanding. Professionalism has a positive and significant effect on employees' performance at the West Sulawesi Police Special Criminal Investigation Directorate. This implies that the better the professionalism attitude, the better the employee's account. Therefore, these three variables are important and needed in improving the performance of the West Sulawesi Regional Police's Special Criminal Investigation Directorate.

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