

# **Social Competence and Compensation for Employee Performance through Public Services in the Office of Women's Empowerment, Child Protection, Population Control, and Family Planning**

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## **Abstract**

This analysis aims to define, elaborate, and evaluate the effects of social competence and pay on employee performance through public service capability in the Office of Women's Empowerment, Child Safety, Fertility Reduction, and Family Planning Soppeng Regency. Data collection techniques are focused on evaluation, interviews, questionnaires, and documentation. Analysis of data using route analysis. The findings have demonstrated that social integrity has a significant effect on increasing workers' willingness to perform public services. The same refers to public facilities' ability, workers' ability to consider diverse views properly, whether internal to the company or external to society. Indirectly, social competence impacts performance where public services' capability becomes a strong mediator for social pretense and understanding. Moreover, the indirect impact of incentives on performance is public services' willingness to serve as a successful mediator between compensation and performance. A significant contribution of this analysis is the variable of social competence, which is used as a particular variable. Assuming that social competence is a separate competence in general, social competence stresses the abilities possessed by workers based on expertise and skills and the capacity to recognize one's situation emotionally.

**Keywords:** social competence, compensation, public service capability, performance, Indonesia

## **1. Introduction**

Performance is a critical and fascinating part because it has proved to have very substantial advantages (Nurung et al., 2020; Tamsah et al., 2020; Umar et al., 2020). A government agency needs its workers to operate based on their willingness to produce successful work outcomes, without good performance on the part of employees. Then it would be impossible to achieve targets. According to Mangkunegara (2004), success results from the quality and

quantity of work performed by the employee in his duties' performance by the responsibilities delegated to him. Competence for a variety of occupations is an essential prerequisite for the accomplishment of corporate objectives (Rinantanti et al. 2019). Competence is critical since competence provides an accurate and productive operational structure for the usage of scarce resources (Gani et al., 2019; Sawitri et al., 2019; Tamsah et al., 2020). Competence has an essential meaning; it cannot be denied that competence must also be possessed and established as capital to train potential workers to become skilled employees (Spencer, 2003).

Compensation is another aspect that has significant importance in enhancing the efficiency of workers. The reward is something workers earn in exchange for their jobs. According to Siagian (2003), it is essential to consider the needs of the company and the interests of workers in the creation and execution of the compensation/remuneration scheme. The willingness of workers to perform public works is very critical, and, of course, it is the crucial duty as a state civil servant to please the people they serve. The willingness of workers to deliver reliable public services is a priority of the city and removes various grievances that may lead to the hierarchical delivery structure issues.

The Office for Women's Empowerment, Child Security and Population Management and Family Planning (DP3APPKB) of Soppeng Regency involves human empowerment that needs to be handled professionally to ensure continuity between workers' needs and the demands and organizational capacities. In the sector, based on interviews with the director of the HR Growth Department at the DP3APPKB Organisation. Some various other items or trends can create problems in employees' performance, including when the supervisor provides orders on the job of employees, the lack of accuracy of the reporting of employees. This study aims to show how much social skill and pay affect employee efficiency through the capacity of public services in the Office of Women's Empowerment, Child Security, Fertility Management, and Family Planning in Soppeng Regency.

## 2. Literature review

Social integrity is a crucial element in shaping the efficiency of human capital to achieve the best for society. Nowadays, a lot of qualifications are required to find the right kind of work. When the employee's expertise is established, it will be able to help improve the employees of the employee by coaching preparation or other training. The competence of the skills possessed will be a reference for organizations to recognize to what degree they can present themselves and achieve the best job outcomes for the company. Previous research findings that confirm this relationship include: (Febriarti, 2015), (Susanty, 2020), (Hendriansyah 2019), and (Setiadi, 2018), which indicate that competence influences the ability to function. Hypothesis 1 can then be rendered as follows:

H1: Social competence has a vital and robust influence on the Public Service Ability. The greater the competence, the better the Public Service's capability in the Office of Women's Empowerment, Child Security, Population Reduction, and Family Planning in Soppeng Regency.

Employees employed with an organization (public or private) certainly deserve benefits or compensation that is adequate and equitable and, if possible, very advantageous relative to other organizations. As Handoko (2014) reported, balance as a form of remuneration is all that workers earn as remuneration for their jobs. Payment is not without justification that allows the company or the leadership to offer an equal amount, which is linked to their view that fair and proportionate compensation to workers would improve their talents, especially in public services. The study findings that affirm this partnership include: (Husna, 2020), (Rahman et al., 2019), (Bachtiar, 2019), which concludes that pay has a favorable and essential impact on enhancing the willingness of workers to function. Hypothesis 2 can then be rendered as follows:

H2: Pay has a positive and vital impact on the capability of the Public Sector. The greater the compensation was given, the better the Office of Women's Empowerment, Child Safety, Population Reduction, and Family Planning in Soppeng Regency.

Competence has a vital role to play, and it requires the fundamental skill of an individual to perform a job. Competence is an essential trait of a person that shows how to think, behave and act and draw decisions that can be made and retained by a person at a given time (Bin Tahir & Rinantanti, 2016). Competence produces robust and efficient results, as reported by Tyson (in Priansa, 2017) that competence has been used to define the qualities required to achieve adequate performance. In the meantime, success as a means of accomplishing the tasks/works performed is reinforced by Hasibuan (2012)'s view that version is the product of a person's position in executing the tasks given to him based on abilities, expertise, and honesty and time. Previous research findings that affirm this relationship include: (Alam et al., 2019); (Sembe et al., 2018); (Darwis et al., 2018); (Hartati et al., 2016); (Sunarti et

al., 2017) which concluded that competence has a positive and significant influence on results. Hypothesis 3 should then be rendered as follows:

H3: Competence has a positive and significant influence on the performance of employees. The higher the competence, the better employees' performance in the Office of Women's Empowerment, Child Safety, Birth Reduction and Family Planning in Soppeng Regency.

According to Salusu (2000), because someone can do a job because it is motivated by encouragement, this incentive may be in the form of compensation. The payment of work pay is very critical. Without reimbursement for the jobs done by workers, they would be less optimistic. As a consequence, efficiency is decreased and cannot meet the targets set by organization. According to Hasibuan (2017), the pay is all revenue in money, direct or indirect goods earned by workers as compensation for the company's services. The settlement creates good results by satisfying work criteria. The findings of previous studies confirming this relationship are: (Azikin et al., 2019); (Irwan et al., 2016); (Amir et al., 2018); (Azas et al., 2019); (Syamsir et al., 2018), each of which concludes that there is a positive and essential impact between compensation and efficiency. Hypothesis 4 can then be rendered as follows:

H4: Compensation has a strong and robust impact on the performance of employees. The higher the compensation, the better employees' performance at the Office of Women's Empowerment, Child Safety, Birth Reduction and Family Planning in Soppeng Regency.

Public sector capability relates to how effectively the apparatus is understood to deliver services to the population. Service is a way of satisfying others' demands; in which situation the organization is directly concerned. As stated by Monir (in Harbani Pasolong 2013), service is a process of meeting needs through others' direct activities. Employees' willingness to deliver services to the community would significantly affect their performance (A'yun et al., 2017), as shown by employees' quality in any assistance to the community, timeliness, and simplicity of procedures offered, transparency, and so on. Previous research findings that affirm this relationship include: (Sari et al., 2019), (Takwim 2020), (Syahrudin, 2020), and (Dila, 2019), which concluded that the opportunity to deliver services has a positive and vital impact on the performance of employees. Hypothesis 5 can then be rendered as follows:

H5: The skill of public services has a positive and vital impact on the performance of employees. The greater the capability of public services, the better its performance in the Office of Women's Empowerment, Child Safety, Population Reduction and Family Planning in Soppeng Regency.

### 3. Method

This study was conducted at the Office of Women's Emancipation, Child Security, Fertility Control and Family Planning (DP3APPKB) Soppeng Regency, using a causal and quantitative method. The research population was 123 workers in the Department of Women's Empowerment, Child Security, Population Control and Family Planning in Soppeng Regency. Data collection techniques are focused on evaluation, interviews, questionnaires, and documentation. Analysis of data using route analysis.

### 4. Results

#### 4.1 Results of Data Analysis

For path analysis, in this study, structure one and structure two tests were carried out. Based on the path analysis results, the value for each trial of the influence between the independent variable and the dependent variable can be seen in tables 1 and 2.

##### 4.1.1 The Effect of Social Competence (X1) and Compensation (X2) on Public Service Capability (Y1)

**Table 1.** Effect of X1 and X2 on Y1

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,623	2,568		2,189	.030
	Social Competence (X1)	.396	.070	.447	5,646	.000
	Compensation (X2)	.440	.098	.354	4,472	.000

Dependent Variable: Public Service Capability (Y1)

Source: Processed data, 2020

The regression coefficient value ( $b_1$ ) = 0.447 with a significance level of 0.000 which means it has a positive and significant effect (Sig <0.05) or the value of t count > t table (5,646 > 1,979). Thus, it is said that the Social Competence variable (X1) has a positive and significant effect on Public Service Capability (Y1). The regression coefficient value ( $b_2$ ) = 0.354 with a significance level of 0.000 which means significant (Sig <0.05) or the value of t count > t table (4.472 > 1.979). Thus, it is said that the compensation variable (X2) has a positive and significant effect on Public Service Capability (Y1).

#### 4.1.2 The Effect of Social Competence (X1), Compensation (X2) and Public Service Capability (Y1) on Performance (Y2)

Table 2. Effect of X1, X2 and Y1 on Y2

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	3,740	2,217		1,687	.094
Social Competence (X1)	.183	.067	.219	2,733	.007
Compensation (X2)	.326	.090	.278	3,614	.000
Public Service Capability (Y1)	.377	.077	.400	4,872	.000

Dependent Variable: Performance (Y2)

Source: Processed data, 2020

The regression coefficient value ( $b_3$ ) = 0.219 with a significance level of 0.007 which means significant (Sig <0.05) or the value of t count > t table (2.733 > 1.979). Thus, it is said that the Social Competence variable (X1) has a positive and significant effect on performance (Y2).

The regression coefficient value ( $b_4$ ) = 0.278 with a significance level of 0.000 which means significant (Sig <0.05) or the value of t count > t table (3.614 > 1.979). Thus, it is said that the compensation variable (X2) has a positive and significant effect on performance (Y2).

The regression coefficient value ( $b_5$ ) = 0.400 with a significance level of 0.000 which means significant (Sig <0.05) or the value of t count > t table (4.872 > 1.979). Thus, it is said that the variable of Public Service Capability Creation (Y1) has a positive and significant effect on performance (Y2).

#### 4.2 Hypothesis Test Results

Table 3. Hypothesis testing a

Hypothesis	Score	Sig	Conclusion
Social Competence has a positive and significant effect on Public Service Capability in DP3APPKB Soppeng Regency	0.447	0.000	Positive and significant
Compensation has a positive and significant effect on Public Service Capability in DP3APPKB Soppeng Regency	0.354	0.000	Positive and significant
Social Competence has a positive and significant effect on Employee Performance in DP3APPKB Soppeng Regency	0.219	0.007	Positive and significant
Compensation has a positive and significant effect on Employee Performance in DP3APPKB Soppeng Regency	0.278	0.000	Positive and significant
Public Service Capability has a positive and significant effect on Employee Performance in DP3APPKB Soppeng Regency	0.400	0.000	Positive and significant
Social Competence has a positive and significant effect on Employee Performance through Public Service Capabilities at DP3APPKB Soppeng Regency	0.178	0.000	Positive and significant
Compensation has a positive and significant effect on Employee Performance through Public Service Capability in DP3APPKB Soppeng Regency	0.141	0.000	Positive and significant

Source: Data Processing, 2020

## **5. Discussion**

### **5.1 The effect of social competence on the capacity of public services at the Office of Women's Empowerment, Child Security, Population Reduction and Family Planning in Soppeng Regency**

Positive and essential with a regression coefficient of 0.447 and a meaning value of 0.000 (Sig. <0.05). They are strengthened by study reports (Febriarti, 2015), (Susanty, 2020), (Hendriansyah, 2019), and (Setiadi, 2018). The employee's level of expertise shall be calculated by the results of work shown at each point of the reporting of the results of the work Able to optimize the coordination of strategic planning. Their social expertise has brought society closer to the state. It reinforced by (Jumiaty Nukung et al., 2019) that workers are taught how they are encouraged to contribute and play an active role in formulating public policies that are effective in the sense that the degree of participation they have is higher to fight for the interests of society at large.

### **5.2 Impact of Payments on the Ability of Public Services at the Office of Women's Empowerment, Child Security, Population Reduction and Family Planning in Soppeng Regency**

Positive and essential with a regression coefficient of 0.354 and a meaning value of 0.000 (Sig. <0.05). Strengthened study (Husna, 2020), (Rahman et al., 2019), (Bachtiar, 2019). Compensation is provided that it is proportionate to the performance of their employment to optimize workers' ability to make a complete commitment to the needs of the company rather than to the interests of individuals. The impact of pay on public services' capacity indicates that workers who are not paid about their work would directly decrease their workability. On the opposite, the benefits or incentives granted are proportionate to the outcomes of their efforts. They would optimize their ability to make a total contribution to the company's right or the position where they work.

### **5.3 Impact of social competence on success at the Office of Women's Empowerment, Child Security, Population Reduction and Family Planning in Soppeng Regency**

Positive and essential with a regression coefficient of 0.219 and a meaning value of 0.000 (Sig. <0.05). They are strengthened by research reports (Alam et al., 2019); (Sembe et al., 2018); (Darwis et al., 2018); (Hartati et al., 2016); (Kanto et al., 2020; Umanailo, 2020) ;(Sunarti et al., 2017). Employees can prepare a variety of proposals that will be formed after the operation or program's initiation—the willingness of workers to make changes and modifications at the workplace. The willingness of workers to socially display their ability to make changes and modifications in the workplace is essential in promoting their progress inefficiency since there are clear awareness and comprehension of their environment. Different necessary steps can be taken quickly to find the best answer. Employee efficiency improves with these workers' willingness to consider the diverse situations that exist around them and discover solutions to address current issues.

### **5.4 Impact of Payments on Success at the Office of Women's Empowerment, Child Safety, Fertility Reduction, and Family Planning in Soppeng Regency**

Positive and essential with a regression coefficient of 0.278 and a meaning value of 0.000 (Sig. <0.05). It was strengthened by research reports (Azikin et al., 2019); (Irwan et al., 2016); (Amir et al., 2018); (Azas et al., 2019); (Syamsir et al., 2018). Compensation is made equally and fairly as a means of transparency. Compensation also motivated workers to be more involved in different workplace operations by giving preference to job duties. Providing equal and equitable benefits represents the company's transparency in taking critical actions concerning its members. Compensation is advantageous to people and the organization since reward will motivate someone to persuade them with the organization's purposes. Without balance, the organization can't achieve the desired outcomes on time.

### **5.5 The Success Impact of Public Service Capacity in the Office of Women's Empowerment, Child Security, Population Reduction and Family Planning in Soppeng Regency**

Positive and essential with a regression coefficient of 0.400 and a meaning value of 0.000 (Sig. <0.05). They were strengthened by the outcomes of the study (Sari et al., 2019), (Takwim, 2020), (Syahrudin, 2020), and (Dila, 2019). Employees are aware of the diverse ways of understanding the value of success in public institutions as a noble duty that must be carried out. Government employees' willingness to carry out their assigned roles and obligations can inspire them to develop their skills continually. Not only in the areas of the work projects that need to be carried out but also in other aspects, such as handling work programs to remain optimistic. Suitable for the company to be able to provide the best for the broader community.

### **5.6 The Effect of Social Competence on Success through Public Service Capacities at the Office for Women's Empowerment, Child Security, Population Management and Family Planning in Soppeng Regency**

Social maturity has a significant effect on improving public institutions' capability, which contributes to optimal efficiency. The social skill of workers makes them more sensitive to their environment. Also, it makes necessary changes so that they behave as public servants and as experts responsible for their jobs.

### **5.7 Impact of Reward on Results across Public Service Capability at the Office for Women's Empowerment, Child Safety, Population Management and Family Planning in Soppeng Regency**

Compensation plays a wide enough function to improve a person's actions and optimize their strength toward the organization's goals. Soppeng District DP3APPKB workers recognize that pay is not the only aspect that makes it possible to function in society's interest but as a guiding force. As an apparatus for carrying out activities, it can still seem to be more qualified and accountable.

## **6. Conclusion**

The conclusions of this research can be inferred that social skill has a significant effect on increasing the willingness of workers to perform public functions, as shown by employees' ability to make changes and modifications in their work environment. Besides, pay is a variable that influences the power of public programs and results. The availability of compensation has contributed to an improvement in the ability and performance of workers to operate. The same refers to the power of public facilities, workers' ability to properly consider diverse views, whether internal to the company or external to society. Indirectly, social competence impacts performance where public services' capability becomes a strong mediator for social competence and performance. Moreover, the indirect impact of incentives on performance is public services' willingness to serve as the mediator between compensation and performance. A significant contribution of this analysis is the variable of social competence, which is used as a particular variable. Assuming that social competence is a separate competence in general, social competence stresses the abilities possessed by workers based on expertise and skills and the capacity to recognize one's situation emotionally.

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