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THE INFLUENCE OF COMPETENCY AND PERFORMANCE ON THE CIVIL SERVICE PROFESSIONALITY INDEX AT THE REGIONAL DEVELOPMENT PLANNING, RESEARCH, AND INNOVATION AGENCY IN BANDAR LAMPUNG CITY

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ABSTRACT

The professionalism of civil servants (ASN) plays a vital role in supporting government policies and national development. Enhancing the Professionalism Index of civil servants requires strengthening key factors such as competence and performance. This study aims to examine the influence of competence and performance on the Professionalism Index of civil servants at the Regional Development, Research, and Innovation Agency of Bandar Lampung City. A quantitative approach with descriptive-associative methods was applied, involving 49 civil servants as respondents. Data were collected through questionnaires measuring competence, performance, and the Professionalism Index. The analysis employed multiple linear regression. The findings reveal that competence (coefficient 0.664) and performance (coefficient 0.302) positively affect the Professionalism Index individually. Simultaneously, both factors explain 69.3% of the variation in the Professionalism Index. These results highlight that improving competence and performance significantly contributes to strengthening civil servants' professionalism.

Keywords: *Competence, Performance, Professionalism Index, Civil Servants*

Introduction

Civil Servants (ASN) hold a strategic role in ensuring the continuity of governmental functions and supporting national development. Their responsibilities extend beyond administrative tasks, encompassing the design, implementation, and evaluation of public policies that directly affect community welfare (Marlian et al., 2021). Therefore, maintaining and enhancing civil servants' professionalism is essential. The Ministry of Administrative and Bureaucratic Reform has established the Professionalism Index of Civil Servants (IP ASN) as a standardized measurement, which consists of four dimensions: qualification, competence, performance, and discipline. This index serves both as an evaluation tool and as a reference for human resource development in the public sector.

Competence and performance are key determinants of professionalism (Soares et al., 2019). Competence reflects the technical, managerial, and socio-cultural capabilities required to execute governmental duties effectively, while performance indicates the extent to which civil servants achieve organizational goals (Škrinjarić, 2022). Data from the Regional Development Planning, Research, and Innovation Agency of Bandar Lampung City reveal that the average IP ASN remains within the moderate category. This finding highlights the urgent need for more relevant training programs and systematic performance evaluations to elevate professionalism to the national standard.

Based on these conditions, three core problems are identified: first, the relatively low competence level of civil servants, indicating the need for more relevant and intensive training; second, the suboptimal performance outcomes due to less effective development programs; and third, the average IP ASN score, which remains moderate and requires strategies to achieve the higher national benchmark.

This study formulates three research questions: (1) does competence influence the Professionalism Index of civil servants at the Regional Development Planning, Research, and Innovation Agency of Bandar Lampung City; (2) does performance influence the Professionalism Index of civil servants at the same institution; and (3) do competence and performance simultaneously affect the Professionalism Index of civil servants.

The objectives of this research are to test and analyze the effect of competence and performance on the Professionalism Index of civil servants in the institution under study. The expected contributions are fivefold. Theoretically, this research enriches the literature on the relationship between competence, performance, and professionalism in public sector human resource management. Practically, the findings may serve as a guideline for local governments to design more effective civil servant development programs (Asno & Sary, 2023). From a policy perspective, the results can assist decision-makers in formulating strategies to improve the quality of public sector human resources. For civil servants, the study provides an understanding of the significance of competence and performance in enhancing professionalism. Finally, for the academic community, the research offers reference material and teaching resources in human resource management, public administration, and public policy studies.

Literature Review

a. *Competence of Civil Servants*

Competence is defined as a fundamental characteristic of an individual that encompasses knowledge, skills, attitudes, and motivation required to perform tasks effectively. (Hakim, 2015). describe competence as consisting of five dimensions: motivation, traits, self-concept, knowledge, and skills. Motivation refers to internal drives to achieve, traits relate to personal characteristics, self-concept reflects values and beliefs, while knowledge and skills involve technical and practical expertise. In the context of civil servants, competence includes technical, managerial, social, and interpersonal abilities necessary to carry out government functions (Rakatama & Chaerudin, 2021). Civil servants are expected to adapt to organizational changes, work collaboratively, and deliver excellent public services (Yurosma et al., 2021). Therefore, developing competence through education, training, and continuous development programs is essential. Strong competence not only enhances individual performance but also strengthens organizational effectiveness. Indicators of civil servant competence include: (1) ability to complete tasks according to standards, (2) technical and managerial skills, (3) adaptability to changes, (4) communication and teamwork skills, and (5) mastery of job-related knowledge.

b. *Civil Servants' Performance*

Performance refers to the outcomes achieved by individuals or groups in accordance with organizational standards, objectives, and responsibilities. According to Rakatama & Chaerudin (2021), performance includes aspects of quantity, quality, effectiveness, and timeliness. Civil servants' performance is evaluated not only from final results but also from the processes undertaken to achieve those results (Fahmi & Suryadi, 2024). Factors influencing performance include individual factors (abilities, skills, attitudes, motivation), job-related factors (task characteristics, workload, resources), organizational factors (structure, culture, leadership, reward systems), and environmental factors (physical, social, and policy-related). Thus, performance is the result of interaction among personal, structural, and situational elements. The objectives of performance measurement are to ensure accountability, provide evaluation, and encourage continuous improvement. Performance indicators typically include: (1) quality of work, (2) quantity of tasks completed, (3) timeliness, (4) efficiency in resource utilization, and (5) discipline, initiative, teamwork, and leadership. Through this evaluation, organizations can identify employee development needs and implement appropriate rewards or sanctions

c. *Professionalism Index of Civil Servants*

The Professionalism Index of Civil Servants (IP ASN) is an instrument designed to assess the extent to which civil servants perform their duties according to professional standards set by the government(Agung, 2018a). Referring to the Regulation of the Minister of Administrative and Bureaucratic Reform (PANRB) No. 38 of 2018, the index is measured through four dimensions:

1. Qualifications: level of formal education relevant to the position.
2. Competence: skills, knowledge, and attitudes acquired through education, training, and work experience.
3. Performance: work results assessed by quality, productivity, and target achievement.
4. Discipline: compliance with regulations, attendance, and adherence to the civil service code of ethics.

The IP ASN plays a vital role in assessing the effectiveness of public organizations. Highly professional civil servants are expected to deliver quality public services, strengthen accountability, and support bureaucratic reform. The measurement of IP ASN is conducted through an integrated personnel information system, making it a reliable basis for formulating human resource development policies in the public secto(Agung, 2018b)r.

Indicators of the IP ASN include educational attainment, participation in training, performance evaluations, and disciplinary records. Therefore, the IP ASN provides a comprehensive overview of the quality of civil servants in terms of competence, performance, and integrity(Selvanathan et al., 2017).
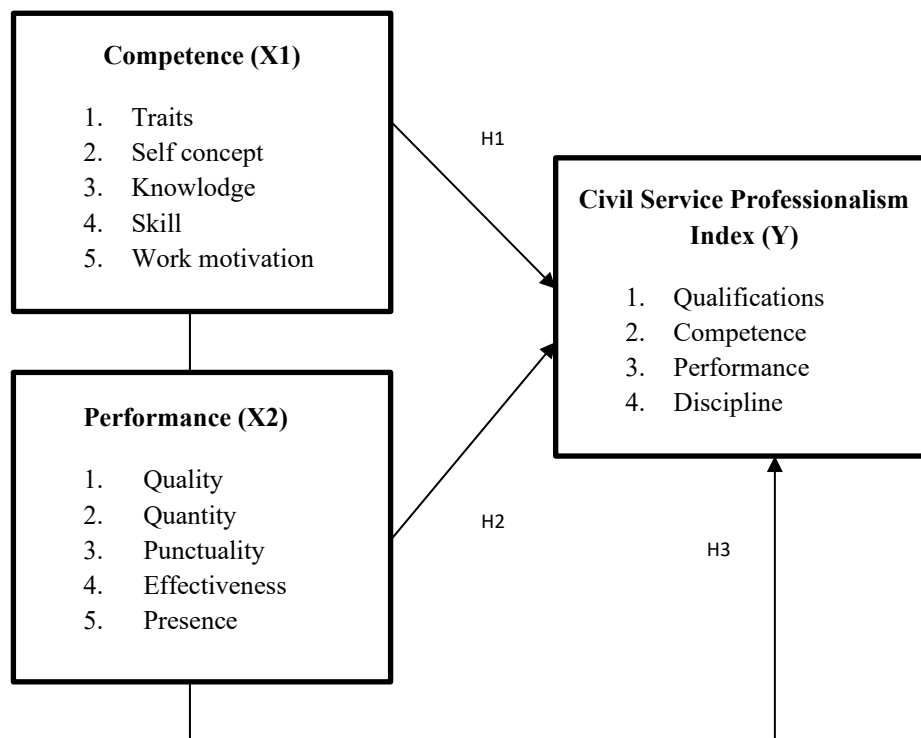
d. *Conceptual Framework*

Figure 1. Conceptual Framework

Methodology

This study employed a quantitative approach with a descriptive-verificative design (Dhall, 2019). This method was selected because the research not only aims to describe the conditions of the studied variables but also to test the causal relationships among them. The variables consist of independent variables, namely competence (X1) and performance (X2), and a dependent variable, namely the Professionalism Index of Civil Servants (Y). The operational definitions were established to enable quantitative measurement. Competence refers to the knowledge, skills, and attitudes possessed by civil servants in carrying out their duties, assessed using a Likert scale. Performance is defined as the outcome of tasks performed by civil servants, measured through indicators such as quality, quantity, timeliness, effectiveness, and attendance. Meanwhile, the Professionalism Index of Civil Servants includes qualifications, competence, performance, and discipline, evaluated using a composite scoring system. The population of this study consisted of all 49 civil servants at the Regional Planning, Research, and Innovation Agency of Bandar Lampung City. Given the limited number, the research adopted a census method, involving all members of the population as respondents. Data collection techniques included observation, questionnaires, and documentation. The research instrument was tested for validity and reliability. Validity ensured the accuracy of the measurement, while reliability assessed its consistency, with the Cronbach's Alpha threshold set at greater than 0.6. Data analysis was conducted through two stages. First, descriptive analysis was applied to present a general overview of respondents' perceptions of the research variables. Second, quantitative analysis using multiple linear regression was employed to examine the effect of competence and performance on the Professionalism Index of Civil Servants. Hypothesis testing included the t-test to assess partial effects, the F-test for simultaneous effects, and the coefficient of determination (R^2) to determine the contribution of the independent variables to the dependent variable.

Result and Discussion

a.   Validity Test

Table 1. Results of the Competency Validity Test (X1)

Statement	r-Count	r-Table	Condition	Description
Statement 1	0, 581	0, 282	r count > r table	Valid
Statement 2	0, 541	0, 282	r count > r table	Valid
Statement 3	0, 852	0, 282	r count > r table	Valid
Statement 4	0, 819	0, 282	r count > r table	Valid
Statement 5	0, 754	0, 282	r count > r table	Valid
Statement 6	0, 840	0, 282	r count > r table	Valid
Statement 7	0, 790	0, 282	r count > r table	Valid
Statement 8	0, 773	0, 282	r count > r table	Valid
Statement 9	0, 818	0, 282	r count > r table	Valid
Statement 10	0, 780	0, 282	r count > r table	Valid

Source: Processed Data, 2024

Based on the Pearson correlation analysis of 49 respondents as presented in Table 1. all items on the competency scale (statements 1 to 10) showed a significant correlation with the total score. The correlation values ranged from 0.541 to 0.852, which exceeded the critical value of 0.282 at the 5% significance level ($\alpha = 0.05$) with 47 degrees of freedom, calculated using the formula df = n – 2 with n = 49. Therefore, all items in the instrument were considered valid and significant, indicating that the research instrument is reliable and appropriate for measuring the intended competencies.

Table 2. Results of the Perfomance Validity Test (X2)

Statement	r-Count	r-Table	Condition	Description
Statement 1	0, 676	0, 282	r count > r table	Valid
Statement 2	0, 756	0, 282	r count > r table	Valid

Statement 3	0, 908	0, 282	r count > r table	Valid
Statement 4	0, 742	0, 282	r count > r table	Valid
Statement 5	0, 878	0, 282	r count > r table	Valid
Statement 6	0, 875	0, 282	r count > r table	Valid
Statement 7	0, 692	0, 282	r count > r table	Valid
Statement 8	0, 831	0, 282	r count > r table	Valid
Statement 9	0, 773	0, 282	r count > r table	Valid
Statement 10	0, 708	0, 282	r count > r table	Valid

Source: Processed Data, 2024

The correlation analysis presented in Table 2. indicates that each statement item has a significant positive relationship with the total score. The calculated r-values range from 0.676 to 0.908, all exceeding the r-table value of 0.282 at a 0.05 significance level with 47 degrees of freedom, derived from the formula df = n – 2 (n = 49, hence df = 47). Therefore, all items in this instrument are confirmed to be valid and significant, demonstrating a strong correlation with the total score, which implies that the instrument used in this study is reliable and appropriate for measuring the intended performance.

Table 3. Results of the ASN professionalism Test (Y)

Statement	r-Count	r-Table	Condition	Description
Statement 1	0, 732	0, 282	r count > r table	Valid
Statement 2	0, 775	0, 282	r count > r table	Valid
Statement 3	0, 751	0, 282	r count > r table	Valid
Statement 4	0, 755	0, 282	r count > r table	Valid
Statement 5	0, 673	0, 282	r count > r table	Valid
Statement 6	0, 707	0, 282	r count > r table	Valid
Statement 7	0, 695	0, 282	r count > r table	Valid
Statement 8	0, 563	0, 282	r count > r table	Valid
Statement 9	0, 714	0, 282	r count > r table	Valid
Statement 10	0, 601	0, 282	r count > r table	Valid

Source: Processed Data, 2024

Based on the correlation analysis presented in Table 4.4, all statement items show a significant positive relationship with the total score. The calculated r-values range from 0.601 to 0.775, all of which exceed the r-table value of 0.282 at a 0.05 significance level with 47 degrees of freedom, obtained from the formula df = n − 2 with n = 49. Therefore, all items in this research instrument are considered valid and significant, indicating a strong correlation with the total score. This confirms that the instrument used is reliable for measuring the Professionalism Index of Civil Servants.

b. *Reliability test*

Table 4. Reliability Test Results

Variable	Alpha	Cronbach Alpha	Description
Competency	0, 918	0,60	Reliable
Perfomance	0, 929	0,60	Reliable
ASN professionalism	0,879	0,60	Reliable

Source: Processed Data, 2024

Based on the reliability test of the variables of competence, performance, and ASN professionalism, the Cronbach's Alpha value was found to be greater than 0.60. Therefore, the questionnaire items for each variable can be considered reliable.

Table 5. normality test results

		Unstandardized Residual
N		49
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	2.54023200
Most Extreme Differences	Absolute	.106
	Positive	.106
	Negative	-.101
Test Statistic		.106
Asymp. Sig. (2-tailed)		.200[c,d]

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.

Source: Processed Data, 2024

The Kolmogorov-Smirnov test results presented in Table 5. indicate a significance value of 0.200, which is greater than 0.05. This finding suggests that the residuals are normally distributed.

c. Multiple Linear Analysis

Table 6. Multiple Linear Analysis Results

Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.116	4.475		.026	.979
Kompetensi (X_1)	.664	.160	.551	4.156	.000
Kinerja (X_2)	.302	.123	.326	2.455	.018

Source: Processed Data, 2024

Y+ 0,116 + 0,664X1 + 0,302X2 + €

Based on the multiple linear regression equation above, the interpretation can be described as follows:
a. The constant value of 0.116 indicates that if competence (X1) and performance (X2) do not increase, the ASN Performance Index (IP ASN) will still have a baseline value of 0.116. In other words, the dependent variable retains a value even when the independent variables are zero.
b. The regression coefficient for competence, which is 0.664, shows a positive relationship with the ASN Performance Index. This means that an increase in competence (X1) will enhance the IP ASN. Each 1-unit increase in competence is expected to raise the IP ASN by 0.664 units, assuming other variables remain constant.

c. The regression coefficient for performance, which is 0.302, also has a positive effect on the ASN Performance Index. This implies that an increase in performance (X2) will improve the IP ASN. Each 1-unit increase in performance is estimated to raise the IP ASN by 0.302 units, under the condition that other variables remain unchanged.

d. Since the regression coefficient of X1 is greater than that of X2, it can be concluded that competence has a stronger influence on the ASN Performance Index compared to performance.

d. Coefficient of Determination Test

Table 7. Coefficient of Determination Results

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.832[a]	.693	.680	2.59487

Source: Processed Data, 2024

Based on Table 7. the R Square value of 0.693 indicates that competence and performance collectively explain 69.3% of the variation in the ASN Professionalism Index. The remaining 30.7% is influenced by other factors not included in this study, such as work environment, motivation, job satisfaction, or external aspects. Thus, competence and performance have a significant effect on the ASN Professionalism Index, although other variables also contribute to its variation.

e. T-Test (Partial) Statistics

a. The Influence of Competence (X1) on the ASN Professionalism Index (Y)
    The t-test result shows that the t-value of 4.156 is greater than the t-table value of 1.678, with a p-value of 0.000 < 0.05. This indicates that the null hypothesis is rejected and Competence has a positive and significant effect on the ASN Performance Index at the 0.05 significance level.

b. The Influence of Performance (X2) on the ASN Professionalism Index (Y)
    The t-test results indicate that the t-value of the performance variable (2.455) exceeds the t-table value (1.678) with a p-value of 0.018 (<0.05). Therefore, the null hypothesis is rejected, confirming that competence has a positive and significant effect on the ASN Performance Index at the 5% significance level.

f. F Test (Simultaneous)

Table 8. f-test results (simultaneous)

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	699.328	2	349.664	51.930	.000[b]
	Residual	309.733	46	6.733		
	Total	1009.061	48			

Source: Processed Data, 2024

The F-test results indicate that performance and competence variables jointly have a significant effect on the ASN Professionalism Index. Therefore, the regression model is considered valid and can be used to predict the IP ASN based on these variables.

g. Discussion

a. The Influence of Competence (X1) on the ASN Professionalism Index (Y)
The results indicate that competence (X1) has a positive and significant influence on the Professionalism Index of Civil Servants (IP ASN). The regression analysis produced a coefficient of 0.664, with a t-value of 4.156 exceeding the critical value of 1.678 at a 0.05 significance level, and a p-value of $0.000 < 0.05$. This implies that every one-unit increase in competence enhances the IP ASN by 0.664 units. These findings align with previous studies emphasizing the crucial role of competence in improving civil servants' professionalism.

b. Pengaruh Kinerja (X2) terhadap Indeks Profesionalitas ASN (Y)
Performance (X2) also significantly affects the IP ASN. The regression coefficient of 0.302 was obtained with a t-value of 2.455, exceeding the t-table value of 1.678 at a 0.05 significance level, and a p-value of $0.018 < 0.05$. This indicates that each one-unit increase in performance raises the IP ASN by 0.302 units. The results are consistent with prior research showing that improved performance contributes positively to civil servants' professionalism.

c. The Simultaneous Influence of Competence (X1) and Performance (X2) on the ASN Professionalism Index (Y)
Simultaneously, competence and performance significantly influence the IP ASN. The F-test resulted in an F-value of 51.930, higher than the critical value of 3.20 at a 0.05 significance level, with a p-value of $0.000 < 0.05$. The R^2 value of 0.693 indicates that 69.3% of the variation in IP ASN is explained by both variables, while the remaining 30.7% is influenced by other factors outside the model. The adjusted R^2 of 0.680 confirms the model's strong predictive power, with a standard error of 2.594 reflecting adequate accuracy. These findings highlight that improvements in both competence and performance directly contribute to enhancing civil servants' professionalism.

Conclusions and Suggestions

a. Conclussions

a. Competence has been proven to significantly influence the Professionalism Index of Civil Servants (IP ASN) at the Regional Development, Research, and Innovation Planning Agency of Bandar Lampung City.

b. Performance also shows a significant effect on the Professionalism Index of Civil Servants (IP ASN) within the same institution.

c. Simultaneously, competence and performance have a significant impact on enhancing the Professionalism Index of Civil Servants (IP ASN) at the Regional Development, Research, and Innovation Planning Agency of Bandar Lampung City.

b. Suggestions

1. The Regional Development Planning, Research, and Innovation Agency of Bandar Lampung City is advised to enhance civil servant training, strengthen technology-based performance evaluation, and establish a fair reward system to support organizational goals.

2. Future researchers are encouraged to develop a more comprehensive model by including variables such as work motivation and organizational environment for deeper insights.

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