The Influence of Knowledge, Skill, Attitude, and Professionalism on the Individual Performance of Bankers, Lecturers, Teachers and Nurses in Jabodetabek

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Abstract

This study aims to examine and analyze the influence of Knowledge, Skill, Attitude, and Professionalism on the Individual Performance of a banker, Lecturer, Teacher and Nurse in Jakarta, Tangerang, and Bekasi. Data collection was carried out by distributing questionnaires with a sample size of 100 respondents. and using a quantitative descriptive approach. Submission of the questionnaire is done inline via google meet. The data analysis used was statistical analysis in the form of validity test, reliability test, classical assumption test, and multiple linear regression. The results of this study indicate that the data under study are all valid and reliable. Furthermore, the multicollinearity test shows that there is no multicollinearity, this is evidenced by the VIF of each independent variable <10 with a tolerance above 10%. The data is normally distributed and there is no heteroscedasticity with the scatterplot points with a regular pattern, narrowing, widened or wavy. Partially and simultaneously the variables Knowledge, Skill, Attitude, and Professionalism affect individual performance. This is evidenced by the results of the T test and F test which also show the significant value of the two independent variables that support the hypothesis. In the determination test, the influence variable of the independent variable on the dependent variable is Knowledge contributes 35.3%. Skill contributes 34.9% influence, Attitude contributes 52.4% influence and Professionalism contributes 48.1% influence. In the autocorrelation test, it is known that autocorrelation does not occur, this can be seen from the DW of 1,651 which is in the range -2 and 2.

Keywords: Knowledge, Skill, Attitude, Professionalism, and Individual Performance

1. Introduction

Human resources are an important element in an organization. Therefore, the management must be done professionally. The goal is to achieve the vision and mission of the organization. Organizational goals consist of long-term goals and short-term goals. Long-term goals are contained in corporate planning (corplan), which is a strategic plan document for a legal entity at the organizational level with a period of 3 years to 5 years. The corplan is then used as the basis for the preparation of the organization's annual work plan and budget. Corplan is usually more about how to maintain the growth and sustainability of the organization. Meanwhile, the short-term goals (Annual Work Plan and Budget) focus on profitability so that the organization's cash flow remains healthy. To maintain cash flow, growth and organizational sustainability, management is obliged to develop its employees through increasing knowledge, increasing the quality of skills, and through spiritual activities. With activities like this, it is hoped that it can add insight and competence.

Basically, competence is an activity to do something and not only as passive knowledge. Competence is believed to be knowledge, skills, and basic attitudes as well as values that are reflected in habits of thought and action which are developing, continuous and dynamic in nature. According to the Indonesian National Work Competency Standards (SKKNI), job competence is the work ability of everyone which includes aspects of knowledge, skills and work attitudes in accordance with the set standards. R. Palan (2008; 6) says that competence refers to the characteristics that underlie behavior that describes motives, personal characteristics, self-concept, and values of knowledge / expertise brought by a person with superior performance in the workplace.

Ahmad Azmy (2015) states that there are five characteristics in competence, namely:

1. Motives are things a person continually thinks about their desires and what causes actions.
2. Traits are physical characteristics and consistent responses to situations or information.
3. Self-concept is an attitude towards values or self-image.
4. Knowledge is someone information in a particular field.
5. Skills are the ability to perform certain physical or mental tasks.

So comprehensively competence has four variables, namely (1) knowledge, (2) skills, and (3) attitude. From the definition above, it can be concluded that Knowledge, Skill, and Attitude play a very important role in supporting someone in carrying out their work professionally. A professional is skilled and reliable and is very responsible in carrying out his professional duties. Basically, what is called professional relates to someone who is competent in the field of work they are engaged in. A professional needs special competence in the form of high intellectual abilities based on the mastery of knowledge obtained from certain educational and / or training institutions. According to Sudarwan Danim (2008; 279) it is explained that professional refers to two things, namely, first, people who hold a profession. Professional people usually work autonomously and they devote themselves to service users accompanied by a sense of responsibility for their professional abilities. The commitment of professional members to create and improve the quality of work in their profession is a form of professionalism.

Professionalism becomes an intermediate variable in achieving optimal performance. Performance will be optimal if the output of work (quantity and quality are as required). According to Sudarwan Danim (2008; 281) professionalism is a process of increasing the competence or ability of members of a profession to achieve the ideal standard criteria of appearance or actions desired by the profession.

2. Literature Review

In this study, the authors tried to examine the Influence of Knowledge, Skill, Attitude, and Professionalism on Individual Performance in the profession of Bankers, Lecturers, Teachers, and Nurses in Jabodetabek. Review in theoretical detail, we present in the following theoretical basis.

Knowledge

Knowledge is the result of human sensing, or the result of someone knowing an object through their senses. Sensing occurs through the human senses, namely, the senses of hearing, sight, smell, feeling and touch. Marsam in Ati Dahniar (2019; 203) argues that knowledge is a theoretical and practical understanding of certain subjects which contains a collection of information in the form of facts, procedures, or ways of doing things. An employee's knowledge is indispensable in completing work tasks so that the results are maximum and satisfy consumers. According to him, knowledge can be further divided into three types, namely:

1. Declarative knowledge, simply placing information in the brain or memory.
2. Procedural knowledge, knowing how to do something.

3. Problem solving, the ability to solve problems based on two types of previous knowledge.

Skill

Skill is basically a person's skill or proficiency in doing a job that can only be obtained from practice, either through practical training or through work experience. Marsam said in Ati Dahniar (2019; 203) that skills are skills or expertise to use knowledge to achieve certain goals. These skills or expertise can be started from certain training but to be able to master certain skills the most important factor is continuing to practice and gaining experience in the required fields. Dunnett's in Moh. Rum Arisandy (2015: 150) defines skills as the capacity needed to carry out a series of tasks that develop from the results of training and experience. A person's expertise is reflected in how well a person is in carrying out a specific activity, such as operating a room equipment / facility (such as a computer), communicating effectively, or implementing a business strategy.

Attitude

Attitude is basically how a person behaves and will affect his actions. To produce good performance, attitude is a support for the knowledge and skills possessed by an employee in carrying out his work activities. A high level of knowledge and high skills is meaningless if it is not supported by good behavior. Marsam in Ati Dahniar (2019; 203) says that attitude is a way of thinking or what is felt about something that is reflected in the form of behavior. Whatever we do as humans can be increased or hindered by our own attitudes. Robbins (2007; 90) states that attitudes are evaluative statements, either favorable or unfavorable about objects, people, or events. The attitudes in this study are attitudes related to work. Attitudes related to the work include, among others:
1. Job satisfaction refers to the general attitude of an individual towards his job.
2. Work Involvement
3. Job involvement measures the degree to which a person takes sides psychologically on his job and considers the level of performance that is prepared as important for self-esteem.
4. Commitment to the Organization

Professionalism

Professionalism is basically an understanding that teaches that every job must be done by professional people. Professionalism is the level of behavior, expertise, or quality of a professional person. A professional committed and responsible for work in his field. Employees are said to be professional if they are competent in their field of work. Professionalism is essentially a basic characteristic such as the knowledge, skills, and behavior that a person or team must possess in order to complete work tasks in order to obtain the best results. In the Teacher and Lecturer Law No. 14 of 2005 explained that professional is a job or activity carried out by a person and becomes a source of income that requires expertise, proficiency or skills that meet certain quality standards or norms and require professional education. Furthermore, Hadari Nawawi (2006; 172) said that professionalism in a job / position must fulfill three factors, namely:
1. Mastering a set of skills prepared through an education program or skills training as a specialization.
2. Having the ability to improve skills and / or special expertise mastered in accordance with the development and advancement of science and technology in the field, so that the expertise or specialization is always up to date.
3. Appreciated with an adequate income as a reward for the profession based on the special expertise possessed.

Haeruddin Hafid and Nur Fajariani (2019; 60) stated that the term professionalism refers to a series of expertise in carrying out a job to get optimal results. Sitorus and Wijaya (2016: 103) in Haeruddin Hafid and Nur Fajariani (2019; 60) state that professionalism is an important individual attribute regardless of a job and is a profession or not. Fujianti (2012: 818) in Haeruddin Hafid and Nur Fajariani (2019; 60) states that professionalism from the understanding of the language has several meanings:

1. Professionalism means an expertise, has certain qualifications, experience in accordance with the field of expertise.
2. Professionalism refers to a standard of work, namely the moral principles and professional ethics.
3. Professional means moral.

Therefore, Bankers, Lecturers, Teachers, and Nurses as professionals must have expertise in their fields in carrying out tasks with standard standards according to their profession and comply with applicable professional ethics.

Someone said to be professional should:

1. Mastering knowledge in depth in the field
2. Able to convert knowledge into skills
3. Always uphold the ethics and integrity of the profession
4. Have an attitude of high commitment, honesty, responsibility, systematic thinking, and mastering the material.

Performance

Performance is essentially the result of work achieved by a person based on the job requirements set by management. The suitability of job requirements is not limited to the quantity of work output, but also includes the quality. Schermerson, Hunt, and Osborn stated in Hadari Nawawi (2006; 62) that performance is the strength and quality of the achievement of tasks, whether carried out by individuals, groups, or organizations. Depdiknas (2003) defines performance as something that is achieved, an achievement shown in work ability. So it can be concluded that performance is closely related to work results. Hasibuan (2008: 94) states that performance or work performance is a result of work achieved by a person in carrying out the tasks assigned to him based on skills, experience, and seriousness and time.

To find out how much the performance of an organization / individual is, valid measurements are needed. Hadari Nawawi (2006; 66) says that performance is defined as what an employee does or does not do in carrying out his main tasks. It is said that the performance indicators in carrying out work within the organization / company include the following elements:

1. The quantity of work achieved
2. Quality of work achieved
3. The period to achieve the work results
4. Attendance and activities during attendance at work
5. The ability to work together

From the elements in the performance measurement, it will be seen the results of the work of the organization / individual. Lidia Lusri and Hotlan Siagian (2017) stated that performance can be assessed through: Accuracy in completing work, namely accuracy in completing work, attention to quality in completing work, ability to meet company targets and ability to complete work on time. The level of initiative in work, including the ability to anticipate problems that may occur and the ability to make alternative solutions to these problems. Mental agility, mental agility is measured by the ability of employees to understand directions given by the leader and the ability of employees to

cooperate with other colleagues. Time and attendance discipline is the level of timeliness and the level of attendance of employees in the workplace.
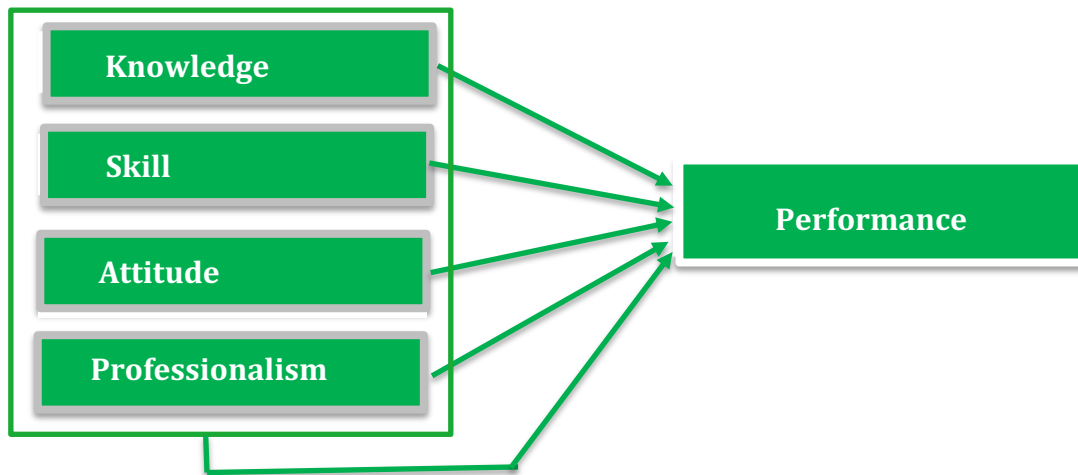
Research Framework

Figure 1. Framework

Hypothesis
H1: Knowledge has a positive effect on individual performance
H2: Skills Have a Positive Effect on Individual Performance
H3: Attitude has a positive effect on individual performance
H4: Professionalism Has a Positive Effect on Performance.
H5: Competence and Professionalism Together Have a Positive Effect on Individual Performance

3. Methods

This study uses quantitative methods using the Statistical Package for the Social Sciences (SPSS) application. The writing team of SPSS 17 Practical Handbook stated that SPSS is a software for managing statistical data. Through this application, it will be known the validity and reliability of the data that has been collected. In addition, the results of the classical assumption test will also be known which includes the multicollinearity test, heterosecedasticity test, normality test, determination test, autocorrelation test, R2 determination test, and the F test.

Data Collection

Data is a collection of documents and facts. Suliyanto (2018; 153) says that data is something that is given or a statement that is in fact or fact. Data is a collection of facts. Facts are obtained from the results of variable measurements in the form of text, numbers, images, audio, and video. Data of good quality is data that is accurate, relevant, representative, and up to date. To obtain data with good quality and up to date, researchers used primary data by distributing questionnaires (questionnaires) online to selected populations. The population chosen by the researchers was bankers, lecturers, teachers, and nurses who represented individuals in their respective professions. Cooper said in Sudaryono (2018; 165) that population is related to all groups of people, events, or objects that are the center of research attention to be researched.

Data, seen from the data, how to get it, is divided into primary data and secondary data. Suliyanto (2018; 156) defines primary data as data that researchers collect directly from the first source. Secondary data is data that has been collected and presented by other parties.

In this study, researchers used primary data, the samples were taken by asking respondents through online media. The number of respondents representing the population in this study was obtained by drawing samples. Delivered by Sudaryono (2018; 167) that sampling is a process of selecting several elements from the population so that by studying the sample an understanding of the characteristics of the sample subject, it is possible to generalize the characteristics of the population elements. The sampling technique used by researchers is random sampling, which is a technique that provides equal opportunities for everyone to become the subject of research. The number of samples is taken using the formula n = 0.25 (Z / E) 2 where n is the number of samples, Z is the standard normal number and E is the error rate.

Number of Respondents

The unit of analysis of this research was carried out on several professionals (teachers, lecturers, bankers, and nurses) by making a sample quota system. Sudaryono (2018175) stated that sampling based on quotas is in principle the same as judgment sampling, in which the method is carried out by considering the criteria to be sampled. By using the formula n = 0.25 (Z / E) 2 with confidence estimating 90% and an error rate of 10%, the number of respondents in this study are:

$$n = 0.25 \ (Z \ / \ E) \ 2$$
$$= 0.25 \ (1.96 \ / \ 0.1) \ 2$$
$$= 96.04$$
$$= \textbf{98 people round to 100 people}$$

Out of the 100 respondents clustered based on profession, they are as follows:
- Bankers: 25 people
- Lecturers: 25 people
- Teachers: 25 people
- Nurses: 25 people

4. Results and Discussion

Validity Test

The validity test is done by calculating the correlation of each score of the question or statement. Testing to find out whether the questions are positively correlated or not is done by comparing the calculated r value with the r table value for degree of freedom (df) in this case 30 - 2 = 28. The validity test is carried out using the help of the Statical Product and Service Solution program (SPSS). If the correlation coefficient is above 0.3, then an instrument is said to be valid (Sugiyono, 2012: 455). The provisions in seeing whether a structure is valid or not is done by comparing r count for each statement item with r table, if the result is positive and is greater than 0.3 then the statement is said to be valid. The results of testing the validity of 30 samples are:

Table 1. Validity Test

Item	r table	r statistics	Information
1	0,300	0,316	Valid
2	0,300	0,310	Valid
3	0,300	0,413	Valid
4	0,300	0.424	Valid
5	0,300	0,349	Valid

Item	r table	r statistics	Information
6	0,300	0,356	Valid
7	0,300	0,390	Valid
8	0,300	0,494	Valid
9	0,300	0,485	Valid
10	0,300	0,438	Valid
11	0,300	0,482	Valid
12	0,300	0,351	Valid
13	0,300	0,371	Valid
14	0,300	0,322	Valid
15	0,300	0,301	Valid
16	0,300	0,482	Valid
17	0,300	0,331	Valid
18	0,300	0,306	Valid
19	0,300	0,341	Valid
20	0,300	0,600	Valid
21	0,300	0,476	Valid
22	0,300	0,592	Valid
23	0,300	0,648	Valid

Reliability Test

The form of testing the quality of primary data with the aim of measuring the level of consistency of all questions submitted by researchers to respondents. Questions are considered consistent if the questions receive almost the same answers from different respondents. Priyatno, Duwi (2013: 30) states that the reliability test uses Cronbach's alpha. A data is said to be reliable if Cronbach's alpha> 0.600. The results of reliability testing for 30 samples are:

Table 2. Reliability Test

Variables	*Reliability Standard*	Alpha Cronbach	Keterangan
Knowledge	3,600	0,705	Reliable
Skill	3,600	0,638	Reliable
Attitude	3,600	0,791	Reliable
Professionalism	3,600	0,805	Reliable
Performance	3,600	0,883	Reliable

Classical Assumption Test for Multiple Regression Model

In the classical assumption test of the multiple regression model, there are several research constructs tests. Among them: Multicollinearity Test, Heteroscedasticity Test, Normality Test, Autocorrelation Test, and Determination Coefficient Test (R^2).

Multicollinearity Test

Multicollinearity is a condition where there is a strong correlation between the independent variables (Knowledge, Skill, Attitude, and Professionalism) involved in the formation of the linear regression model. Danang Sunyoto (2008; 79) states that a construct is said to have multicollinearity if the Variant Inflation Factor (VIF) <10 and all tolerance of the independent variables> 10%, then

the variance is declared not to have multicollinearity. The test results using SPSS 20 show that there is no multicollinearity, this is evidenced by the VIF of each independent variable <10 with a tolerance above 10%.

Table 3. Multicollinearity Test

Model		Collinearity Statistics	
		Tolerance	VIF
1	Knowledge	.439	2.280
	Skill	.463	2.158
	Attitude	.393	2.541
	Professionalism	.364	2.744
a. Dependent Variable: Performance			

Heteroskedasticity Test

This test is done to find out whether the residual variance from one observation is the same. Danang Sunyoto (2008; 82) stated that there is homoscedasticity if the residual has the same variance, on the other hand there is heteroscedasticity if the variance is not the same / different. To find out whether the results of the variants are the same or different, it can be seen from the results of the SPSS processing with the results of the scatterplot image. Danang Sunyoto (2008; 79) said that the variant in the regression equation where the scatterplot points have a regular pattern, either narrowing, widened or wavy, there is homoscedasticity. The results of data processing show that heteroscedasticity does not occur, as evidenced by the test results using the SPSS application as in the picture below.
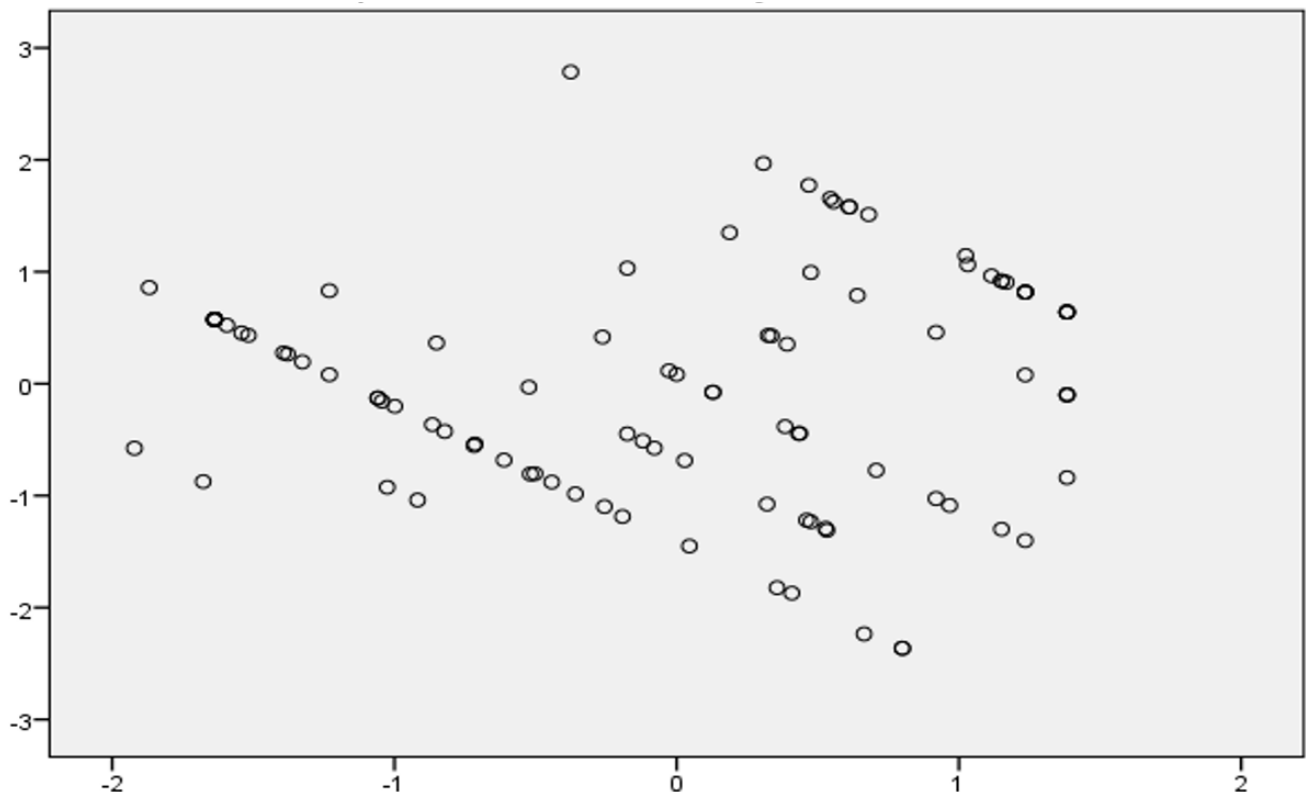

Figure 2. Scatterplot

Normality Test

This test is intended to test the independent variable data and dependent variable data whether normally distributed or not. The multiple regression equation is said to be good if the data is distributed close to normal. It is said by Danang Sunyoto (2008; 89) that a data is said to be normally distributed if the real data line follows the diagonal line.
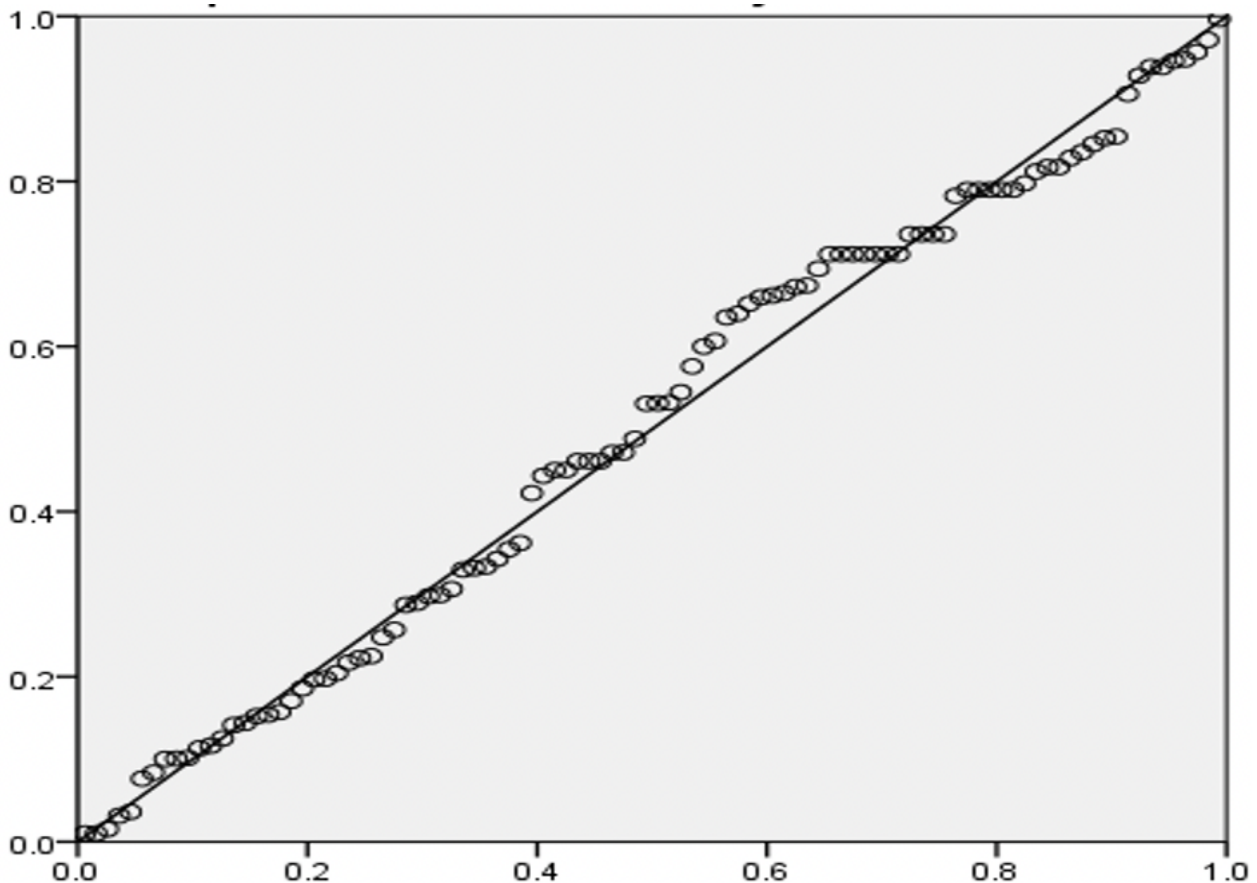

Figure 3. P-Plot

Autocorrelation Test

This test is intended to test multiple regression equations, whether the equation is good or not good (not suitable to be used as a prediction. The method used to determine whether there is an autocorrelation problem in the regression equation is to test Durbin Watson (DW) with the following conditions:

a. Positive autocorrelation occurs when the DW value <-2

b. There is no autocorrelation if the DW value is between -2 and 2

c. Negative autocorrelation occurs when the DW value> 2

The results of data processing through the SPSS application are as follows:

Table 4. Autocorrelation Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.770[a]	.593	.576	1.373	1.651

From the results of data processing, it is known that the multiple regression equation does not occur autocorrelation, this can be seen from the DW of 1,651 which is in the range -2 and 2.

Determination Coefficient Test (R^2)

This analysis is used to determine the amount of influence contributed by the independent variables Knowledge, Skill, Attitude, and Professionalism to the dependent variable Individual Performance which is expressed as a percentage. In this study the coefficient of determination (R2) was calculated using the SPSS for Windows version 20 program.

Table 5. R Square

Variable	R^2	Sig
Knowledge	0,353	0,000
Skill	0,349	0,000
Attitude	0,524	0,000
Professionalism	0,481	0,000
Knowledge, Skill, Attitude, dan Professionalism	0,593	0,000

From the data processing, the contribution of influence is obtained:
1. Knowledge variable with an R square value of 0.353 or 35.3% with a significance of 0.000, much less than 0.05. This means that the Knowledge variable has a significant effect on individual performance with a contribution of influence of 35.3%, and the remaining 64.7% is influenced by other variables not included in the model.
2. Skill variable with an R square value of 0.349 or 34.9% with a significance of 0.000, much less than 0.05. This means that the Skill variable has a significant effect on individual performance with a contribution of influence of 34.9%, and the remaining 65.1% is influenced by other variables not included in the model.
3. The Attitude variable with an R square value of 0.524 or 52.4% with a significance of 0.000 is much smaller than 0.05. This means that the Attitude variable has a significant effect on individual performance with a contribution of influence of 52.4%, and the remaining 47.6% is influenced by other variables not included in the model.
4. Professionalism variable with an R square value of 0.481 or 48.1% with a significance of 0.000 which is much smaller than 0.05. This means that the professionalism variable has a significant effect on individual performance with a contribution of influence of 48.1%, and the remaining 51.9% is influenced by other variables not included in the model.
5. Knowledge, Skill, Attitude, and Professionalism variables with an R square value of 0.593 or 59.3% with a significance of 0.000 which is much smaller than 0.05. This means that the Knowledge, Skill, Attitude, and Professionalism variables together have a significant effect on individual performance with an influence contribution of 59.3%, and the remaining 40.7% is influenced by other variables not included in the model.

F Test

To test whether the independent variable simultaneously affects the dependent variable, the F test is used. The test criteria are as follows:
1. Ho is accepted if F count   F table
2. Ho is rejected if F count> F table
3. F table = df = n - k - 1 = 30 - 2 - 1 = 27 = 3.354

Table 6. ANOVA

	Model	Sum of Squares	df	Mean Square	F	Sig.
	Regression	260.758	4	65.189	34.591	.000[b]
1	Residual	179.032	95	1.885		
	Total	439.790	99			

From the results of the data processing above, using a confidence level of 95% and alpha 5%, the results of the model test above show an F value of 34.394 with a significance of 0.000, so Ho is rejected, meaning that the variables Knowledge, Skill, Attitude, and Professionalism simultaneously have a significant effect.

5. Conclusion

Based on the description of the research results starting from the theoretical foundation, data collection, data presentation and analysis, and discussion, it can be concluded that simultaneously the Knowledge, Skill, Attitude, and Professionalism variables have a positive and significant effect on the Individual Performance variable. The regression analysis results show that H0 is rejected and H1 is accepted. Thus, the first hypothesis is accepted. Partially work motivation variable has a positive and significant effect on performance variables. Regression analysis results: H0 is rejected and H1 is accepted. Thus, the second hypothesis is accepted. There is a strong correlation between Knowledge, Skill, Attitude, and Professionalism variables towards Individual Performance. This is evidenced by the Variant Inflation Factor (VIF) which is less than 10 and the tolerance for each variable is above 10%.

The contribution of the influence of the independent variables on the dependent variable is: Knowledge variable contributes an influence of 35.3% on Individual Performance. The remaining 64.7% is influenced by other variables not included in the model. Skill variables contributed 34.9% to individual performance. The remaining 65.1% is influenced by other variables not included in the model. Attitude variable contributes 52.4% influence to Individual Performance. The remaining 47.6% is influenced by other variables not included in the model. Professionalism variable contributed 48.1% to individual performance. The remaining 51.9% is influenced by other variables not included in the model. Knowledge, Skill, Attitude, and Professionalism variables contributed 59.3% to individual performance. The remaining 40.7% is influenced by other variables that are not included in this research model.

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