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**THE EFFECT OF JOB DESCRIPTION AND COMPETENCY ON EMPLOYEE PERFORMANCE THROUGH WORK MOTIVATION AT THE INDONESIAN MIGRANT WORKER PROTECTION SERVICES CENTER (BP3MI) BANTEN**

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**ABSTRACT**

This study aims to test and analyze the effect of 1). job description on employee performance, 2). competence on employee performance, 3). job description on work motivation, 4). competence in work motivation, 5). work motivation on employee performance, 6). job description on employee performance through work motivation, 7). competence on employee performance through work motivation. The research was conducted at BP3MI Banten, with a research sample of 80 respondents. The sampling technique used a saturated sampling technique—data analysis methods using descriptive analysis and path analysis.

The results showed that: 1) there is no positive and significant effect of job description on employee performance, 2). there is a positive and significant effect of competence on employee performance, 3). there is a positive and significant effect of job description on work motivation, 4). there is a positive and significant effect of competence on work motivation, 5). there is a positive and significant effect of work motivation on employee performance, 6). there is no positive and significant effect of job description on employee performance through work motivation, 7). there is a positive and significant effect of competence on employee performance through work motivation.

**KEYWORDS:** - Job Description, Competence, Work Motivation, Employee Performance.

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**1.INTRODUCTION**

The current era of globalization has much competition for companies. Companies must be able to develop further to compete, especially in human resources. Human resources are significant for running a company, to respond to competitiveness toward company goals. Covering human

resources, a company must have criteria that follow company procedures also organizations play an important role for each company in encouraging the creation of professional attitudes and actions according to their respective responsibilities and in the interests of an organization, employee performance must be reviewed so that it is maintained or even improved.

Regarding performance, Mangkunegara (2017) defines performance as the results of work in terms of quality and quantity achieved by an employee in carrying out his duties according to the responsibilities given to him. Performance is the result that has been achieved by employees according to the applicable standards for the work that has been completed. The success of an organization is greatly influenced by the performance of its employees. Every organization will always try to improve employee performance, with the hope of what goals will be achieved. Employee performance is the work achievement in terms of quality and quantity achieved by an employee in carrying out his duties following the responsibilities given to him.

Performance is how a person is expected to function and behave according to the tasks assigned to him/her. Every expectation regarding how a person should behave in carrying out a task means showing a role in the organization. An organization, both a government organization and a private organization, in achieving its stated goals must go through means in the form of an organization driven by a group of people who play an active role as actors to achieve the goals of the relevant institution or organization.

The organization that is the focus of this study is the Banten Indonesian Migrant Workers Protection Service Center (BP3MI Banten), namely a technical implementing unit within the Indonesian Migrant Workers Protection Service Center (BP3MI) which is under and responsible to the Head of the Indonesian Migrant Workers Protection Agency as regulated in BP2MI Regulation Number 6 of 2022 concerning the Organization and Work Procedures of the Indonesian Migrant Workers Protection Service Center (BP2MI Regulation No. 6 of 2022).

In achieving employee performance, it is determined by many factors. According to Kasmir (2016), the factors that influence performance, both work results and behavior, are ability and expertise; knowledge; work design; personality; work motivation; leadership; leadership style; organizational culture; job satisfaction; work environment; loyalty; commitment; and motivation. Performance is the achievement of results that a person can achieve according to the planned time limit (Wibowo 2016). Optimal performance is good performance; employees who are always optimal in completing their work will be able to make a major contribution to the success of the company. The variables that influence performance are competence and motivation.

This is in line with the theory of Wibowo (2016) "variables that influence employee performance are work competence and work motivation, high competence will be able to produce good performance accompanied by motivation from leaders directly to employees can improve performance". This is supported by the results of an empirical study by Syaifuddin (2016) which revealed that performance is greatly influenced by competence and work motivation. Individuals, who know, and skills and have a good attitude will be able to complete their work responsibilities is the definition of competence (Wibowo 2016). In other words, one of the factors that influence

employee performance is the job description. According to As'ad (2015), "With optimal performance and good competence, there will be a desire to work and give the best for their work." Job description is one of the factors that support the success of an institution in achieving the goals of the organization. Job description and job specification are important parts that need to be prepared ideally and continuously so that they can ensure the smooth running of employee work activities. Job description emphasizes the tasks that must be done. The clearer the job description given, the easier it will be to do a job. A job description is a statement in written form regarding a description of what must be done in the task. A job description is like a guideline where an employee must carry out what is given to the company to determine the steps, goals, and others to carry out their work properly and correctly.

The job description is the result of a job analysis as a series of activities or processes of collecting and processing information about the job, if the job description is not clear enough, it will result in an employee not knowing their duties and responsibilities in the job, resulting in the job not being achieved properly. Collectively, a job description is an explanation of the employee's profile itself, such as skills, experience, education, and others including his/her data for adjustments in his/her duties and responsibilities that must be carried out by employees in an organization or company to determine their true identity or also provide an overview of the job in terms of title, position, role, responsibility, education, experience, workplace, and others.

According to Bangun (2018) "explains that job descriptions and specifications are implemented as guidelines in carrying out work. At this stage, job descriptions and job specifications at BP3MI Banten need to be researched, because as a work unit of BP2MI in the region, it only has a legal basis for its duties and functions in 2022 through BP2MI Regulation No. 6 of 2022, previously still referring to the Regulation of the Head of BNP2TKI No. 10 of 2016 which is a derivative of the Law on BNP2TKI.

In short, it can be said that the changes in the legal basis regarding the duties and functions of BP3MI (formerly BP3TKI) in the regions, in addition to changing the nomenclature of the organization, of course, it is also necessary to know the impact on employees within it as resources that perform to achieve organizational goals, especially regarding the conformity between the job descriptions of employees at BP3MI Banten with the tasks they are currently doing, as well as its impact on employee work discipline. Competence is the basis of work that must be carried out following the demands of the work that is their duty. Thus, employees are expected to be able to adapt themselves to have abilities that meet the competency standards applied by the company. Motivation is something that can support a person's behavior, to be able to work with enthusiasm so that they can achieve optimal results (Hasibuan, 2019).

## **2. LITERATURE REVIEW**

### ***Employee Performance***

For people involved in human resource management, they generally agree that employees are an important part of the entire employee process. The importance of rational and objective performance includes at least two interests, namely: the interests of the employees concerned and the interests of the organization. Every activity carried out to improve the development of the

company's business is a form of performance. Employees have a very important role in the success and development of the company. In this case, the company must be able to monitor the performance of each employee and whether they can carry out their duties and obligations properly according to expectations or not.

Moehariono (2012) in a book entitled "competency-based performance measurement" explains that employee performance can be achieved by groups or individuals in a company qualitatively or quantitatively. This is adjusted to the authority, duties, and responsibilities of each employee in achieving company goals legally, not violating the law, and following applicable ethics or morals.

Mangkunegara (2017) argues that employee performance is the result of a person's work in terms of quality and quantity that has been achieved by employees in carrying out tasks according to the responsibilities given. Robbins (2016) defines performance as a result achieved by employees in their work according to certain criteria that apply to a job. To find out employee performance, an organization needs to conduct an employee performance assessment, based on previously determined employee performance indicators. This is important to do in achieving organizational goals. According to Robbins (2016), employee performance has 6 (six) indicators, namely:

- 1) Work quality. Work quality is measured by employee perceptions of the quality of work produced and the perfection of tasks against employee skills and abilities.
- 2) Work quantity. Is the amount produced expressed in terms such as the number of units, and the number of activity cycles completed?
- 3) Timeliness. i. Is the level of activity completed at the beginning of the time previously stated, seen from the perspective of the coordination carried out and the output results achieved and maximizing the time available?
- 4) Effectiveness. Is the level of utilization of organizational resources (labor, money, technology, raw materials) maximized to increase the results of each unit in the use of resources?
- 5) Cooperation. Is the level of an employee working together with coworkers in carrying out their work duties?
- 6) Independence. Is the level of an employee who will later be able to carry out their work duties.

### ***Job Description***

According to Hasibuan (2019), a job description is written information that describes the duties and responsibilities, work conditions, work relationships, and aspects of work in a particular position in an organization. What is meant is that a job description is a job description that explains the duties and responsibilities, work conditions, work relationships, and aspects of work.

According to Mondy (2008), a job description is a document that states the duties, obligations, and responsibilities of a job, while the minimum acceptable qualifications that a person must have to carry out a particular job are contained in the job specification. What is meant is that a document contains the duties, obligations, and responsibilities of a job that adjusts between the description and its specifications so that the work does not deviate.

According to Dessler (2011), a job description is a written statement about the scope of work, how to do it, and what the conditions are. What is meant is that from the data or job description

document, the tasks and responsibilities can be seen and shown. Job description indicators, with sub-dimensions according to Pattisahusiwa. (2013) as follows:

- 1) *Authority*. Authority has 3 (three) elements, namely:
  - Clearly defined authority. This means formalized power over a certain group of people, as well as power over a field,
  - Not overlapping with other positions, meaning that the situation shows that the same job is done by several people or groups so that it produces twin or double work,
- 2) *Responsibility*. Employee responsibility explains 3 (three) elements, namely:
  - Obtaining clarity regarding overall responsibility, meaning getting a role and task in responsibility clearly to carry out their work properly,
  - Clear direction of accountability, meaning providing knowledge and accountability for each action, decision, and policy, as well as implementation within the scope of the role or work position which includes having an obligation to report, explain, and be questioned for each consequence that has been produced,
  - Compensation is given following job responsibilities, meaning providing welfare according to the position and also the appropriateness that should be given to be in line with the work.
- 3) *Working conditions*. Working conditions are explained by 2 (two) elements, namely:
  - Company regulations or policies following the description of employees or workers are also not too complicated, clarity in the company's SOP and can be understood by employees or workers,
  - There is clarity of coordination in carrying out work, meaning the authority to move, align, harmonize, and balance specific or different activities so that later all are directed at achieving certain goals at the time that has been determined.
- 4) *Work facilities*. Work facilities explain 2 (two) elements, namely:
  - Completeness of facilities to support smooth work, meaning that facilities must be equipped so that the comfort of employees or workers affects the smoothness of work, also following the role and position providing more facilities,
  - Suitability of facilities with work needs, meaning that the proportion of facilities with work must be appropriate and that each field or each role or position will have different facilities needed for work needs.
- 5) *Work result standards*. Work result standards explain 2 (two) elements, namely:
  - Clarity regarding the expected target, meaning that you already have a vision to run the company optimistically and consistently on the goal, for that the company must be detailed in looking for employees or jobs that match the specifications and also create a performance assessment system for each period,
  - Suitability of targets with the field of work, meaning that the target or goal of the company is to adjust the skills and expertise as well as the audience in the field of work so that it can run smoothly

### **Competence**

The basic understanding of competence is ability or skill. The word competence which comes from English has quite a lot of meanings and is more relevant to the discussion this time is the word

proficiency and ability which means ability. In other words, competence is a combination of mastery of knowledge, skills, values, and attitudes that are reflected in the habits of thinking and acting in carrying out tasks/work.

According to Wibowo (2016), competence is an ability to carry out or do a job or task that is based on knowledge and skills and supported by the work attitude required by the job. Competence shows skills or knowledge that are characterized by professionalism in a particular field as something that is most important and superior in that field.

According to Spencer quoted by Prihadi (2004) states that: "Competence is a part of an individual's personality that is relatively deep and stable, and can be seen and measured from the behavior of the individual concerned, in the workplace or in various situations. For that reason, a person's competence indicates a person's ability to behave in various situations that are quite consistent for a fairly long period of time, and not just a momentary coincidence. Competence has requirements that can be used to predict what is empirically proven to be the cause of success".

According to Mulyasa (2008) states that competence is defined as knowledge, skills, and abilities mastered by someone who has become part of himself so that he can carry out cognitive, affective, and psychomotor behaviors as well as possible. Some aspects contained in the concept of competence according to Gordon in Sutrisno (2009) are as follows:

- 1) *Knowledge*. Awareness in the cognitive field. For example, an employee knows how to identify learning and how to carry out good learning according to existing needs effectively and efficiently in the company.
- 2) *Understanding*. Into the cognitive and affective depths possessed by the individual. For example, an employee in carrying out learning must have a good understanding of the characteristics and conditions effectively and efficiently.
- 3) *Ability/Skills*. Something possessed by an individual who carries out the tasks or work assigned to him. For example, the ability of employees to choose work methods that are considered more effective and efficient.
- 4) *Values*. A standard of behavior that has been believed and psychologically integrated into a person. For example, the standard of behavior of employees in carrying out their duties (honesty, openness, democracy, etc.).
- 5) *Attitude*. Feelings (happy-unhappy, like-dislike) or reactions to external stimuli. For example, reactions to economic crises, feelings about salary increases, etc.
- 6) *Interest*. A person's tendency to do something. For example, doing a task activity.

### **Work Motivation**

According to Sedarmayanti (2017), motivation is a force that drives someone to do an action or not which is essentially internal and external, positive and negative. Robbins (Irviani & Fauzi, 2018) state that motivation is a process that causes something (intensity), direction, and continuous effort (persistence) of individuals to achieve goals. Ivanko (2012) defines motivation as a person's desire that is directed toward achieving goals.



Hasibuan (2019) states that motivation is a drive, driving force, and willingness to work for someone in every motive that they want to achieve. From the understanding of motivation by several experts above, it can be concluded that the elements of motivation are drive, direction, effort, and goals. In the context of an organization, motivation is needed and must exist within every member of the organization because only with high motivation will employees voluntarily commit to involving themselves in efforts to achieve organizational goals. High employee motivation accompanied by high effort and good direction, can be an accelerator for achieving organizational goals. It should be underlined that only high-intensity effort followed by high quality and correct direction will result in high employee performance or productivity.

According to Robbins (2006), the indicators used to measure work motivation are as follows:

- 1) Appreciation
- 2) Social relations
- 3) Life needs
- 4) Success in work

### Framework

The conceptual framework is a derivative of the theoretical framework that has been previously compiled in the literature review and is a visualization of the relationship between various variables, formulated by the researcher after reading various existing theories and then compiling his theory which he uses as a basis for his research. Based on the background of the problem and the theoretical basis put forward, the framework of thought in this study is:

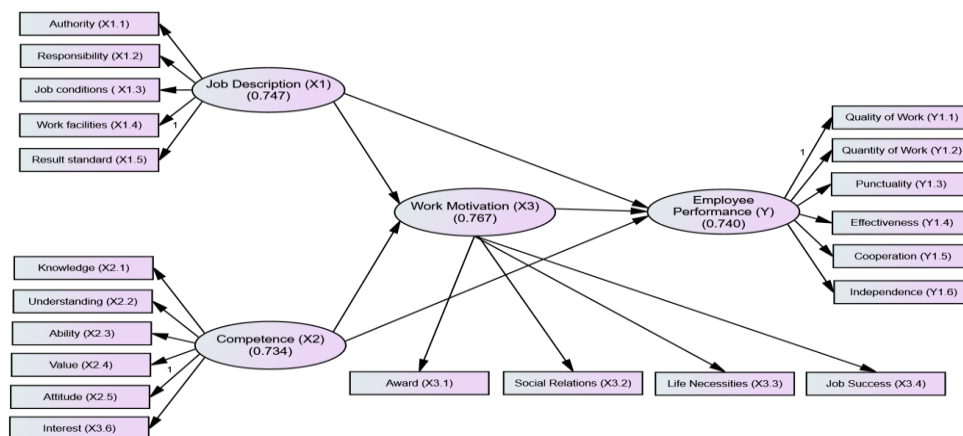


Figure 1. Framework

## 3. RESEARCH METHODS

### *Time and Location of Research*

According to Sugiyono (2019), there is no easy way to determine how long the research will be carried out. However, the length of the research will depend on the availability of data sources and research objectives. In addition, it will also depend on the scope of the research, and how the research manages the time used.

The time allocation used for this research was carried out 6 months with the following stages: the first 2 (two) months began with the preparation of proposals and proposal seminars; the next 2

(two) months observation of current conditions and preparation of supporting research materials such as questionnaires and in-depth use of software as research support tools, 2 (two) months to carry out the research stages which include data mining and data analysis; finally carrying out the stages of research result reports and research consultations and scientific papers.

Sujarweni (2014) argues that the research location is the place where the research is carried out. According to Darmadi (2011), the research location is the place where the study process used to obtain solutions to research problems takes place. In conducting the research, the location chosen was the place that was the object of the research, namely BP3MI Banten, Jl. Ciwaru Raya Depag Complex No. 2, Serang, Banten, along with its service offices First, at P4MI Tangerang, Ruko Sentra Bisnis Palem Complex No. 26 & 27, Taman Royal 3, Jl. Benteng Betawi, Poris Tangerang, Banten. Second, at Aeroland Residence Complex Block R3 No. 05, Jurumudi, Tangerang, Banten.

### ***Population and Sample***

According to Sugiyono (2019), a sample is part of the number and characteristics of a population. The population in this study was employees working at the BP3MI Banten office, a total of 80 employees. A sample is part of the number and characteristics of a population. The sampling method used in this study is saturated sampling, which is a sampling technique in which all members of the population are used as samples (Sugiyono, 2019). The number of samples in this study was 80 from the employee population at BP3MI Banten. Saturated sampling technique.

### ***Analysis Model***

Descriptive analysis provides an overview seen from the average (mean), standard deviation, variance, maximum, minimum, sum, range, kurtosis, and skewness (Zane, 2020). Descriptive statistics are statistics used to analyze data by describing or depicting the data that has been collected as it is without intending to make conclusions that apply to the public or generalization (Sugiyono, 2019). Descriptive statistics of the collected data are analyzed by calculating the average and percentage so that they can describe the variables of job description, competence, and work motivation as well as employee performance both directly and indirectly.

Path analysis is an extension of multiple linear analysis, or path analysis is the use of regression analysis to estimate the causal relationship between variables (causal models) that have been previously determined based on theory (Bahçekapılı & Karaman, 2020). In path analysis, before the researcher analyzes a study, the researcher first makes a path diagram which is used to present the problem in the form of a picture and determines the structural equation that states the relationship between the variables in the path diagram. Path diagrams can be used to calculate the direct and indirect influence of independent variables on a dependent variable (Noor, 2016).



#### 4. RESULT

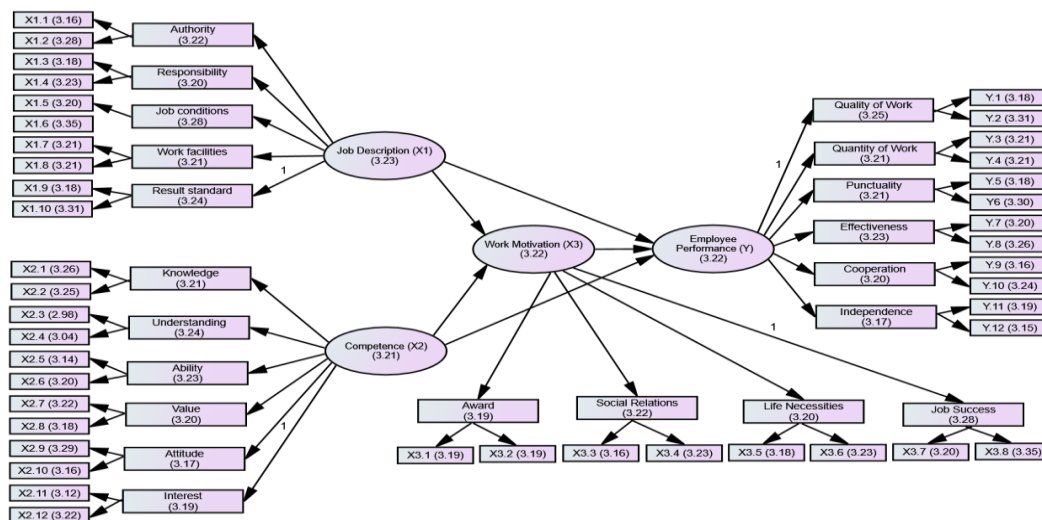


Figure 2. The result of a descriptive and path analysis

#### 1. The Effect of Job Description on Employee Performance

To test the influence of job description on employee performance, a t-test is conducted. The following are the results of the t-test:

Table 1. Results of the t-Test on the Influence of Job Description and Competence in Employee Performance Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-.314	1.751		-.179	.858
X1	.014	.050	.013	.291	.772
X2	.999	.048	.933	20.731	.000

a. Dependent Variable: Y

Source: Data Processing, 2024

The t-test results for the job description variable on employee performance obtained a calculated t-value = 0.291 and a t-table of 1.664 with a significance value of 0.000. This means that the calculated  $t < t\text{-table}$  ( $0.291 < 1.664$ ), and the sig value ( $0.772 > 0.05$ ) which means that  $H_0$  is accepted and  $H_1$  is rejected. This provides the conclusion that job description does not have a positive and insignificant effect on employee performance. Thus, the first hypothesis is not tested and not proven.

#### 2. The Effect of Competence on Employee Performance

Based on Table 1, the t-test results for the competency variable on employee performance obtained a calculated t-value = 20.731 and a t-table of 1.664 with a significance value of 0.000. This means

that  $t\text{-count} > t\text{-table}$  ( $20,731 > 1,664$ ), and the sig value ( $0.000 < 0.05$ ) which means that  $H_0$  is accepted and  $H_1$  is rejected. This provides the conclusion that competence has a positive and significant effect on employee performance. Thus, the second hypothesis is tested and proven.

### 3. The Effect of Work Motivation on Employee Performance

**Table 2. Results of the t-Test on the Influence t of Work Motivation On Employee Performance Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	25.344	3.465		7.315	.000
X3	.514	.133	.401	3.863	.000

a. Dependent Variable: Y

Source: Data Processing, 2024

Based on Table 2, the results of the t-test for the work motivation variable on employee performance obtained a calculated t-value = 3.863 and a t-table of 1.664 with a significance value of 0.000. This means that the calculated  $t > t\text{-table}$  ( $3.863 > 1.664$ ), and the sig value ( $0.000 < 0.05$ ) means that  $H_0$  is accepted and  $H_1$  is rejected. This provides the conclusion that work motivation has a positive and significant effect on employee performance. Thus, the third hypothesis is tested and proven.

### 4. The Effect of Job Description on Work Motivation

To find out this, it is necessary to use the t-test. The following is a test of each variable:

**Table 3. Results of the t-Test on the Influence of Job Description And Competence in Work Motivation Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-1.560	1.788		-.873	.386
X1	.696	.051	.809	13.720	.000
X2	.126	.049	.151	2.562	.012

a. Dependent Variable: X3

Source: Data Processing, 2024

The t-test results for the job description variable on work motivation obtained a calculated t-value = 13,720 and a t-table of 1,664 with a significance value of 0.000. This means that the calculated  $t >$

t-table (13,720 > 1,664), and the sig value (0.000 < 0.05) which means that H0 is rejected and H1 is accepted. This provides the conclusion that job description has a positive and significant effect on work motivation. Thus, the fourth hypothesis is tested and proven.

### **5. The Effect of Competence on Work Motivation**

Based on Table 1, the t-test results for the competency variable on work motivation obtained a calculated t-value = 2,562 and a t-table of 1,664 with a significance value of 0.012. This means that t-count > t-table (2.562 > 1.664), and the sig value (0.012 < 0.05) which means that H0 is rejected and H1 is accepted. This provides the conclusion that competence has a positive and significant effect on work motivation. Thus, the fifth hypothesis is tested and proven.

### **6. The Effect of Job Description on Employee Performance through Work Motivation**

$$X1 \rightarrow X3 \rightarrow Y = (\rho_{x3x1}) \times (\rho_{yx3}) = 0.809 \times 0.401 = 0.324$$

In the job description variable, the indirect effect value is obtained from the path coefficient value  $\rho_{x3x1}$  multiplied by the path coefficient value  $\rho_{yx3}$ . The multiplication results show that the indirect effect coefficient value (0.324) is greater than the direct effect coefficient value (0.013), which means that H0 is rejected and H1 is accepted. This shows that work motivation has a positive and significant effect on mediating job descriptions in influencing employee performance. Thus the sixth hypothesis is proven and tested.

### **7. The Effect of Competence on Employee Performance through Work Motivation**

$$X2 \rightarrow X3 \rightarrow Y = (\rho_{x3x2}) \times (\rho_{yx3}) = 0.151 \times 0.401 = 0.061$$

In the competency variable, the indirect influence value is obtained from the path coefficient value  $\rho_{x3x1}$  multiplied by the path coefficient value  $\rho_{yx3}$ . The multiplication results show that the indirect influence coefficient value (0.061) is smaller than the direct influence coefficient value (0.933), which means that H0 is accepted and H1 is rejected. This shows that work motivation does not have a positive effect and does not significantly mediate competence in influencing employee performance. Thus the seventh hypothesis is not proven and not tested.

## **5. DISCUSSION**

### **1. The Effect of Job Description on Employee Performance at the Indonesian Migrant Workers Protection Service Center (BP3MI)**

Based on the results of the description analysis on the job description variable, the indicator that dominates the formation of the job description variable is the working conditions, that the BP3MI Banten Leadership dares to change the organization for the progress of the organization and can lead the organization. The average value of the job description variable shows that BP3MI Banten employees tend to agree that the indicators of authority, responsibility, working conditions, work facilities, and work result standards form the job description variable.

In the employee performance variable, the indicator that gives the greatest value to the formation of the employee performance variable is work quality, that BP3MI Banten Employees in working produce good work quality, and the work completed by BP3MI Banten employees following the direction of the leadership. The average value of the employee performance variable shows that

BP3MI Banten employees tend to agree that the indicators of work quality, work quantity, punctuality, effectiveness, cooperation, and independence form the employee performance variable.

Based on the regression analysis, it shows that the job description does not provide an increase in the performance of employees of the Indonesian Migrant Workers Protection Service Center (BP3MI). The results of this study are not in line with the results of research conducted by Rahmi Nurhaliza; Cece Rakhmat; Arga Sutrisna (2022); Benedictus Kristo Wijayanto, and Asri Laksmi Riani (2021); Astrio Tritama, Khomsahrial, Habbiburahman (2017); and Ningrum Widya Putri, Porman Lumban Gaol (2021).

## **2. The Effect of Competence on Employee Performance at the Indonesian Migrant Workers Protection Service Center (BP3MI)**

Based on the results of the descriptive analysis of the competency variable, the indicator that dominates the formation of the competency variable is the working condition, that the BP3MI Banten Leadership dares to change the organization for the progress of the organization and can lead the organization. The average value of the competency variable shows that BP3MI Banten employees tend to agree with the indicators of knowledge, understanding, ability/skills, values, attitudes, and interests. form the competency variable.

In the employee performance variable, the indicator that gives the greatest value to the formation of the employee performance variable is work quality, that BP3MI Banten Employees in working produce good work quality, and the work completed by BP3MI Banten employees following the direction of the leadership. The average value of the employee performance variable shows that BP3MI Banten employees tend to agree with the indicators of work quality, work quantity, punctuality, effectiveness, cooperation, and independence. form the employee performance variable.

Based on the regression analysis, it shows that competence provides an increase in the performance of employees of the Indonesian Migrant Workers Protection Service Center (BP3MI). The results of this study are in line with the results of research conducted by Rahmi Nurhaliza; Cece Rakhmat; Arga Sutrisna (2022); Benedictus Kristo Wijayanto, and Asri Laksmi Riani (2021); Astrio Tritama, Khomsahrial, Habbiburahman (2017); Wahyu Anugrah Manippi, Nur Aisyah Qadri Saiful (2022); Kartika Juanita Nurwin, Agus Frianto (2021); Danti Namirah, Hastuti, Abdul Razak Yusuf, H. Muhammad Taufik, Yusuf Montundu (2021); M. Rafieq Adi Pradana, Agung Rachmad (2020); Ni Kadek Ayu Dwiyanti, Komang Krisna Heryanda, Gede Putu Agus Jana Susila (2019); and Ningrum Widya Putri, Porman Lumban Gaol (2021).

## **3. The Effect of Job Description on Work Motivation at the Indonesian Migrant Workers Protection Service Center (BP3MI)**

Based on the results of the descriptive analysis of the job description variable, the indicator that dominates the formation of the job description variable is the working conditions, that the BP3MI Banten Leadership dares to change the organization for the progress of the organization and can lead the organization. The average value of the job description variable shows that BP3MI Banten

employees tend to agree that the indicators of authority, responsibility, working conditions, work facilities, and work result standards form the job description variable.

In the work motivation variable, the indicator that gives the greatest value to the formation of the work motivation variable is success in working, that BP3MI Banten employees are consistent in working and have a hardworking nature. The average value of the work motivation variable shows that BP3MI employees tend to agree that the indicators of appreciation, social relationships, living needs, and success in working form the work motivation variable.

Based on the regression analysis, it shows that the job description provides an increase in the work motivation of the Indonesian Migrant Workers Protection Service Center (BP3MI). The results of this study are in line with the results of research conducted by Rahmi Nurhaliza; Cece Rakhmat; Arga Sutrisna (2022); Untung Sriwidodo, Agus Budhi Haryanto (2020); Benedictus Kristo Wijayanto, and Asri Laksmi Riani (2021); Astrio Tritama, Khomsahrial, Habbiburahman (2017); Wahyu Anugrah Manippi, Nur Aisyah Qadri Saiful (2022); Kartika Juanita Nurwin, Agus Frianto (2021); Danti Namirah, Hastuti, Abdul Razak Yusuf, H. Muhammad Taufik, Yusuf Montundu (2021); M. Rafieq Adi Pradana, Agung Rachmad (2020); Ni Kadek Ayu Dwiyantri, Komang Krisna Heryanda, Gede Putu Agus Jana Susila (2019); and Ningrum Widya Putri, Porman Lumban Gaol (2021).

#### **4. The Effect of Competence on Work Motivation at the Indonesian Migrant Workers Protection Service Center (BP3MI)**

Based on the results of the descriptive analysis of the competency variable, the indicator that dominates the formation of the competency variable is the working conditions, that the BP3MI Banten Leadership dares to change the organization for the progress of the organization and can lead the organization. The average value of the competency variable shows that BP3MI Banten employees tend to agree with the indicators of knowledge, understanding, ability/skills, values, attitudes, and interests. form the competency variable.

In the work motivation variable, the indicator that gives the greatest value to the formation of the work motivation variable is success in work, that BP3MI Banten Employees are consistent in working and have a hardworking nature. The average value of the work motivation variable shows that BP3MI employees tend to agree that the indicators of appreciation, social relationships, living needs, and success in work form the work motivation variable.

Based on the regression analysis, it shows that competence provides an increase in the work motivation of the Indonesian Migrant Workers Protection Service Center (BP3MI). The results of this study are in line with the results of research conducted by Rahmi Nurhaliza; Cece Rakhmat; Arga Sutrisna (2022); Untung Sriwidodo, Agus Budhi Haryanto (2020); Benedictus Kristo Wijayanto, and Asri Laksmi Riani (2021); Astrio Tritama, Khomsahrial, Habbiburahman (2017); Wahyu Anugrah Manippi, Nur Aisyah Qadri Saiful (2022); Kartika Juanita Nurwin, Agus Frianto (2021); Danti Namirah, Hastuti, Abdul Razak Yusuf, H. Muhammad Taufik, Yusuf Montundu (2021); M. Rafieq Adi Pradana, Agung Rachmad (2020); Ni Kadek Ayu Dwiyantri, Komang Krisna

Heryanda, Gede Putu Agus Jana Susila (2019); and Ningrum Widya Putri, Porman Lumban Gaol (2021).

### **5. The Effect of Work Motivation on Employee Performance at the Indonesian Migrant Workers Protection Service Center (BP3MI)**

In the work motivation variable, the indicator that gives the greatest value to the formation of the work motivation variable is success in working, that BP3MI Banten Employees are consistent in working and have a hardworking nature. The average value of the work motivation variable shows that BP3MI employees tend to agree that the indicators of appreciation, social relations, living needs, and success in working form the work motivation variable.

In the employee performance variable, the indicator that gives the greatest value to the formation of the employee performance variable is work quality, that BP3MI Banten Employees in working produce good work quality, and the work completed by BP3MI Banten employees following the direction of the leadership. The average value of the employee performance variable shows that BP3MI Banten employees tend to agree that the indicators of work quality work quantity, punctuality, effectiveness, cooperation, and independence from the employee performance variable. Based on the regression analysis, shows that work motivation provides an increase in the performance of employees at the Indonesian Migrant Workers Protection Service Center (BP3MI). The results of this study are in line with the results of research conducted by Subagja, I. K. (2020); Rahmi Nurhaliza; Cece Rakhmat; Arga Sutrisna (2022); Benedictus Kristo Wijayanto, and Asri Laksmi Riani (2021); Astrio Tritama, Sulastri, S., Suharto, S., & Subagja, I. K. (2023); Khomsahrial, Habbiburahman (2017); Ni Kadek Ayu Dwiyanti, Komang Krisna Heryanda, Gede Putu Agus Jana Susila (2019); and Ningrum Widya Putri, Portman Lumban Gaol (2021); Rumanda, Y., Indratjahyo, H., & Subagja, I. K. (2023).

### **6. The Effect of Job Description on Employee Performance at the Indonesian Migrant Workers Protection Service Center (BP3MI) Through Work Motivation**

Based on the results of the description analysis on the job description variable, the indicator that dominates the formation of the job description variable is the working conditions, that the BP3MI Banten Leadership dares to change the organization for the progress of the organization and can lead the organization. The average value of the job description variable shows that BP3MI Banten employees tend to agree that the indicators of authority, responsibility, working conditions, work facilities, and work result standards form the job description variable.

In the work motivation variable, the indicator that gives the greatest value to the formation of the work motivation variable is success in working, that BP3MI Banten Employees are consistent in working and have a hardworking nature. The average value of the work motivation variable shows that BP3MI employees tend to agree that indicators of appreciation, social relationships, life needs, and success in work formwork motivation variables.

In the employee performance variable, the indicator that gives the greatest value to the formation of employee performance variables is work quality, that BP3MI Banten employees in working produce good work quality, and the work completed by BP3MI Banten employees following the



direction of the leadership. The average value of the employee performance variable shows that BP3MI Banten employees tend to agree that indicators of work quality, work quantity, punctuality, effectiveness, cooperation, and independence form employee performance variables.

Based on path analysis, it shows that work motivation provides an increase in job descriptions on the performance of employees of the Indonesian Migrant Workers Protection Service Center (BP3MI). The results of this study are in line with the results of research conducted by Rahmi Nurhaliza; Cece Rakhmat; Arga Sutrisna (2022); Untung Sriwidodo, Agus Budhi Haryanto (2020); Benedictus Kristo Wijayanto, and Asri Laksmi Riani (2021); Astrio Tritama, Aziz, I. N., Widodo, D. S., & Subagja, I. K. (2021); Khomsahrial, Habbiburahman (2017); and Ningrum Widya Putri, Portman Lumban Gaol (2021).

### **7. The Effect of Competence on Employee Performance at the Indonesian Migrant Workers Protection Service Center (BP3MI) Through Work Motivation**

Based on the results of the descriptive analysis of the competency variable, the indicator that dominates the formation of the competency variable is the working condition, that the BP3MI Banten Leadership dares to change the organization for the progress of the organization and can lead the organization. The average value of the competency variable shows that BP3MI Banten employees tend to agree that the indicators of knowledge, understanding, ability/skills, values, attitudes, and interests form the competency variable.

In the work motivation variable, the indicator that gives the greatest value to the formation of the work motivation variable is success in working, that BP3MI Banten Employees are consistent in working and have a hardworking nature. The average value of the work motivation variable shows that BP3MI employees tend to agree that the indicators of appreciation, social relationships, living needs, and success in working form the work motivation variable.

In the employee performance variable, the indicator that gives the greatest value to the formation of the employee performance variable is work quality, that BP3MI Banten Employees in working produce good work quality, and the work completed by BP3MI Banten employees following the direction of the leadership. The average value of employee performance variables shows that BP3MI Banten employees tend to agree that indicators of work quality, work quantity, punctuality, effectiveness, cooperation, and independence form employee performance variables.

Based on path analysis, it shows that work motivation does not provide an increase in competence towards the performance of employees of the Indonesian Migrant Workers Protection Service Center (BP3MI). The results of this study are not in line with the results of research conducted by Rahmi Nurhaliza; Cece Rakhmat; Benedictus Kristo Wijayanto, and Asri Laksmi Riani (2021); Astrio Tritama, Khomsahrial, Habbiburahman (2017); Wahyu Anugrah Manippi, Nur Aisyah Qadri Saiful (2022); Kartika Juanita Nurwin, Agus Frianto (2021); Danti Namirah, Hastuti, Abdul Razak Yusuf, H. Muhammad Taufik, Yusuf Montundu (2021); M. Rafieq Adi Pradana, Agung Rachmad (2020); Ni Kadek Ayu Dwiyaniti, Komang Krisna Heryanda, Gede Putu Agus Jana Susila (2019); and Ningrum Widya Putri, Porman Lumban Gaol (2021).

## 6. CONCLUSION AND RECOMMENDATION

### *Conclusion*

Based on the results of the study on the Influence of Job Description and Competence on Employee Performance Through Work Motivation at the Indonesian Migrant Workers Protection Service Center (BP3MI) Banten, the following conclusions can be drawn:

1. Based on the results of the descriptive analysis of the job description variable, the indicator that dominates the formation of the job description variable is the working conditions, that the BP3MI Banten Leadership dares to change the organization for the progress of the organization and can lead the organization. The average value of the job description variable shows that BP3MI Banten employees tend to agree that the indicators of authority, responsibility, working conditions, work facilities, and work result standards form the job description variable.
2. Based on the results of the descriptive analysis of the competency variable, the indicator that dominates the formation of the competency variable is the working conditions, that the BP3MI Banten Leadership dares to change the organization for the progress of the organization and can lead the organization. The average value of the competency variable shows that BP3MI Banten employees tend to agree with the indicators of knowledge, understanding, ability/skills, values, attitudes, and interests. form the competency variable.
3. In the work motivation variable, the indicator that gives the greatest value to the formation of the work motivation variable is success in working, that BP3MI Banten employees are consistent in working and have a hard-working nature. The average value of the work motivation variable shows that BP3MI employees tend to agree that the indicators of appreciation, social relationships, living needs, and success in working form the work motivation variable.
4. In the employee performance variable, the indicator that gives the greatest value to the formation of the employee performance variable is work quality, that BP3MI Banten employees in working produce good work quality and the work completed by BP3MI Banten employees follows the direction of the leadership. The average value of the employee performance variable shows that BP3MI Banten employees tend to agree that the indicators of work quality, work quantity, punctuality, effectiveness, cooperation, and independence form the employee performance variable.

Based on the regression analysis and path analysis, it shows that:

- a. Based on the regression analysis, it shows that the job description does not provide an increase in the performance of employees of the Indonesian Migrant Workers Protection Service Center (BP3MI).
- b. Based on the regression analysis, it shows that competence provides an increase in the performance of employees of the Indonesian Migrant Workers Protection Service Center (BP3MI).
- c. Based on the regression analysis, shows that job descriptions provide an increase in work motivation at the Indonesian Migrant Workers Protection Service Center (BP3MI).
- d. Based on the regression analysis, shows that competence provides an increase in work motivation at the Indonesian Migrant Workers Protection Service Center (BP3MI).
- e. Based on the regression analysis, it shows that work motivation provides an increase in job descriptions on the performance of employees at the Indonesian Migrant Workers Protection Service Center (BP3MI).

- f. Based on the path analysis, it shows that work motivation does not provide an increase in competence in the performance of employees at the Indonesian Migrant Workers Protection Service Centre (BP3MI).

## 7. RECOMMENDATION

Based on the results of the study on the Influence of Job Description and Competence on Employee Performance Through Work Motivation at the Indonesian Migrant Workers Protection Service Center (BP3MI) Banten, several suggestions can be submitted as follows:

1. The results of this study are expected to contribute to the development of knowledge, insight, and experience of researchers in the field of human resource management, especially related to the theory of job descriptions, competence, work motivation, and employee performance.
2. The results of this study are expected to provide input and references for BP3MI in improving employee competence through motivation, so that organizational performance can increase, especially for the BP3MI Banten Office so that it can consider, design, and implement effective and efficient human resource management in achieving organizational goals and objectives, to improve by considering the following:
  - a. Job Description  
To be of concern to the Head of BP3MI Banten, to pay attention to the responsibility indicator that gives the lowest value to the formation of the Job Description variable, namely the Head of BP3MI must pay attention to the number of tasks given to employees, according to the capacity of the ability of BP3MI Banten employees. The work results achieved by BP3MI Banten employees must follow their responsibilities.
  - b. Competence  
To be of concern to the Head of BP3MI Banten, to pay attention to the attitude indicator that gives the lowest value to the formation of the competency variable, namely by the Head of BP3MI must provide an understanding of the work in BP3MI Banten employees according to the job description and job specifications by providing education and training so that BP3MI Banten employees understand their work.
  - c. Work Motivation  
To be of concern to the Head of BP3MI Banten, to pay attention to the award indicator that gives the lowest value to the formation of the work motivation variable, namely by the Head of BP3MI must pay attention to BP3MI Banten employees by appreciating employee ideas in advancing the organization by giving awards to their employees.
  - d. Employee Performance  
To be a concern for the BP3MI Banten Leadership, to pay attention to the independence indicators that provide the lowest value for the formation of employee performance variables, namely the leadership must Employees always have ideas for overcoming problems in their work and must be able to maintain a good name for themselves and the organization.

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