

Competency Human Resources of Micro Small and Medium Enterprises (MSME) Actors and Business Performance in the Pandemic Covid 19 In Bandung City West Java-Indonesia

Deden Sutisna*, Handy Mochamad Nurramdhani, Mutiara Murni Lestari, Frizkia Nugraha,
Pany Amelya

Widyatama University, Bandung, Indonesia

*Deden.sutisna@widyatama.ac.id

Abstract

The purpose study was to determine the condition of the competency level of human resources and the performance of small and medium enterprises in the city of Bandung. This research is a series of studies conducted by researchers during the COVID-19 pandemic in city of Bandung. Our hope is that the results of this research can be used as scientific information for decision making for both the government and the private sector. The research method used is descriptive and associative, the data is tested for validity, reliability, classical assumptions and data normality. To confirm the condition of competence and performance, multiple linear regression statistical tools were used, correlation coefficients and terminated with a sample of 38 micro, small and medium enterprises or MSMEs by distributing questionnaires using google form. The results showed that the condition of the competence and performance of the economic actors of MSMEs in Bandung City was very good. The direction of the relationship or correlation between competence and performance is directional, meaning that any increase in competence is followed by an increase in performance. The level of correlation between the competencies possessed by MSME actors and their performance shows a very large contribution. Based on the research results, it can be concluded that the contribution between competence to the performance of MSME players in the city of Bandung at the time of the COVID 19 pandemic was positive and the contribution was enormous. Both competence and performance are in excellent condition.

Keywords: HR Competencies, MSMEs, HR Performance, statistical tools.

INTRODUCTION

When research was carried out, the conditions of COVID 19 in Indonesia were reported by CNN Indonesia as follows: The accumulation of positive cases of the corona virus (COVID-19) in Indonesia as of Thursday (10/9) has increased so that the total is now 207,203 The number of positive cases rose 3,861 compared to the previous day. For information, the number of additional positives today has become a record since the first cases in Indonesia were revealed on March 2. The last highest daily addition occurred on September 3, namely 3,622 positive for Covid-19. From the accumulated amount per day, 147,510 recovered and 8,456 died. Based on data seen from the official website of the Indonesian Ministry of Health

this evening, there are 95,501 suspects in Indonesia today, and 34,909 specimens were examined.

Meanwhile, for the city level, COVID 19 data. From the information collected by detik.com from the website of the Bandung City COVID-19 Information Center (Pusicov), cumulative positives reached 861, positive active 101, recovered 709 and 51 people died. From this data, it can be seen that there is an increase in reproduction rates due to the second wave of COVID-19 (<https://news.detik.com/berita-jawa-barat/d-5165704/kasus-covid-19-naik-pemkot-bandung-kaji-psbb-re-application>).

Based on these data and developments, it is deemed necessary to find out more about the conditions of the competency of MSME players as well as their performance during the Covid 19 period in Bandung. Why is this competency important for MSME players? So the answer is because this competence is a study seen from the three bases of the theoretical cluster, namely 1) knowledge, 2) skills and 3) the attitude of every human being, including MSME actors. Then why should UMKM? Because these MSME actors are business actors who have institutions that are very potential during the covid 19 disaster. This business institution is very flexible to be used by various business activities, with unlimited markets, prices and actors in any condition. This business institution is able and willing to accept business actors in any condition, regulation and any place, therefore it is adaptive.

Regarding competence, HR experts Spencer and Spencer (1993), said that competence is "an underlying characteristic of an individual that is causally related to criterion-referenced effective and / or superior performance in a job or situation", namely the characteristics that underlie a person. workers who are generally associated with the criteria for effectiveness and / or superior performance in a job. This is from competence to have 5 competency characteristics that affect employee performance, namely, motives (motives), traits (characteristics), self-concept (self-concept), knowledge (knowledge), and skills (skills). The five characteristics will color the competence possessed by each individual in behaving productively, which will determine whether or not it is good.

As explained above, the MSME sector has a high level of flexibility in all respects, including the human resources involved. At a glance it can be imagined, because this sector is multi-entry, the heterogeneity of actors is inevitable and this will certainly have an impact on performance. Especially for MSME players in the City of Bandung, the performance conditions before the occurrence of COVID 19 had a very important role and had a very large contribution to the city's GDP or gross domestic income.

Based on the above background, the formulation of this research can be determined, namely 1) what is the condition of the competence of MSME business actors in Bandung City, 2) how is the direction of the relationship, relationship and contribution of competence to the performance of MSME business actors in Bandung City.

The performance conditions of MSME entrepreneurs in Bandung, it is expected that the contribution of this research is 1) can be used to measure the condition of competence and performance of MSME business actors in Bandung City, 2) serve as a basis for strategic decision making by stakeholders such as both central and central government as well as other independent parties such as non-governmental organizations and micro, small and medium enterprises.

THEORETICAL FOUNDATION

According to Spencer and Spencer (1993), competence is "an underlying characteristic of an individual that is causally related to criterion-referenced effective and / or superior performance in a job or situation", namely characteristics that underlie an individual that is causally related to the criteria. -effective and / or superior performance in a job or situation.

There are five competency characteristics that affect employee performance, namely, motives (motives), traits (traits), self-concept (self-concept), knowledge (knowledge), and skills (skills).

Motives are something where someone consistently thinks so he takes action. Spencer and Spencer (1993) add that motives are "drive, direct and select behavior toward certain actions or goals and away from others". For example, someone who has achievement motivation consistently develops goals that give a challenge to himself and takes full responsibility for achieving these goals and expects some kind of "feedback" to improve himself.

Traits are traits that make people behave or how someone responds to something in a certain way. For example, such as self-confidence, self-control, fortitude or endurance.

Self-concept is the attitude and values that a person has. Attitudes and values are measured through tests to respondents to find out what value a person has and what attracts someone to do something.

Knowledge is information that a person has for a particular field. Knowledge is a complex competency. The knowledge of employees also determines the success or failure of the implementation of the tasks assigned to them. Employees who have sufficient knowledge will increase the efficiency of the company. However, employees who do not have sufficient knowledge will work intermittently. Waste of materials, time and energy as well as other production factors will be done by employees with less knowledge. This waste will increase the cost of achieving organizational goals.

Performance is a function of motivation and ability. To complete one's assignments and work, it is fitting to have a certain degree of willingness and level of ability. A person's willingness and skills are not effective enough to do something without a clear understanding of what to do and how to do it. Employee performance is very important in the company's efforts to achieve its goals. The performance of an employee is an individual matter, because each employee has different levels of ability in doing their job. Management can measure employees for their performance based on the performance of each employee. Performance is an action, not an event. The performance action itself is made up of many components and is not an immediate visible result. Basically, performance is something that is individual, because every employee has a different level of ability to do their job. Performance depends on the combination of abilities, efforts and opportunities obtained (Dede Sutisna et al., 2020). Edison (2016) states that:

"Performance is the result of a process that is referenced and measured over a certain period of time based on the provisions or agreements that have been predetermined."

According to Sutrisno (2016),

"Performance is a person's success in carrying out a task, the work results that can be achieved by a person or group of people in an organization in accordance with their respective authority and responsibility or how someone is expected to function and behave in accordance with the tasks that have been assigned to him and the quantity, quality and time spent." In addition, Mangkunegara (2014) states that: "Employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties."

Factors that affect performance according to Sutrisno (2016) are:

- Effectiveness and efficiency

In relation to organizational performance, the measure of good or bad performance is measured by effectiveness and efficiency. The problem is how the process of organizational efficiency and effectiveness occurs. It is said to be effective when it reaches the goal, it is said to be efficient if it is satisfying as a driving force to achieve the goal.

- Authority and Responsibility.

In a good organization, authority and responsibility are well delegated, without overlapping tasks. Each employee in the organization knows what their rights and responsibilities are in order to achieve their goals.

- **Discipline**

In general, discipline shows a condition or attitude of respect that exists in employees towards company rules and regulations.

- **Initiative**

Someone's initiative is related to thinking power, creativity in the form of ideas to plan something related to organizational goals.

In the company it is very necessary to hold a job evaluation where the goal is to improve or improve organizational performance through increasing the performance of the organization's HR. More specifically, the objectives of performance evaluation as stated by Sunyoto in Mangkunegara (2014) are: 1) Increasing mutual understanding between employees regarding performance requirements. 2) Recording and acknowledging the work results of an employee, so that they are motivated to do better, or at least have the same achievement as previous achievements.

According to Mangkunegara (2014), the factors that influence performance are:

- **Work quality**

Quality of work is that some employees do what they can do.

- **Quantity of work**

Work quantity is the number of hours the employee worked on a day. The quantity of work can be seen from the speed at which each employee works.

- **Implementation of duties**

The implementation of tasks, namely how far the employee can carry out the job accurately, is not wrong.

- **Responsible**

Responsibility for work, namely awareness of the obligation to carry out the work given.

METHODOLOGY

This research was carried out in the city of Bandung with the research subjects being Micro, Small and Medium Enterprises or often referred to as MSMEs. The number of selected samples is 40 business actors from various types of business which are grouped into two types, namely non-services and services. The research method used in this research is descriptive and verification, with a causal associative approach. Data were tested with validity and reliability as well as classical assumption tests and data normality. To measure the level of contribution used the correlation coefficient, determination and the direction of the relationship tested by multiple regression coefficients.

RESULTS AND DISCUSSION

Test Data

Based on the questionnaire distributed using Google Form, data was obtained, and all of the 40 data were processed and none were rejected or excluded. This shows that all of the processed data indicate an approach to scientific research results.

Table 1: Case Processing Summary

a	%
40	100.0
0	.0
40	100.0

- a. Listwise deletion based on all variables in the procedure.

Table 2 shows the overall test data for the variables studied and the results show reliable because $0.97 > 0.70$.

Table 2: Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.972	.975	42

Table 3 shows that all of the data studied were based on Corrected Item-Total Correlation > 0.30 , thus the data was valid. Meanwhile, the values of Cronbach's Alpha if Item Deleted all have values above 0.70. thus on a per item basis all data also show reliability.

Table 3: Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
VAR00001	180.5750	389.276	.475	.	.972
VAR00002	180.5000	392.718	.325	.	.973
VAR00003	180.3750	392.292	.442	.	.972
VAR00004	180.7750	380.076	.702	.	.971
VAR00005	180.7500	376.808	.744	.	.971
VAR00006	180.6250	382.035	.655	.	.972
VAR00007	180.6250	382.702	.778	.	.971
VAR00008	181.0750	369.097	.738	.	.972
VAR00009	180.6000	382.246	.740	.	.971
VAR00010	180.5000	387.231	.589	.	.972
VAR00011	180.6000	385.785	.699	.	.972
VAR00012	180.5500	383.844	.812	.	.971
VAR00013	180.5750	385.994	.693	.	.972
VAR00014	180.7750	380.743	.677	.	.972
VAR00015	180.7000	382.933	.622	.	.972
VAR00016	181.0000	372.872	.672	.	.972
VAR00017	180.7750	378.846	.678	.	.972
VAR00018	180.9250	376.892	.751	.	.971
VAR00019	180.6500	379.874	.785	.	.971
VAR00020	181.1750	376.558	.519	.	.973
VAR00021	180.7500	377.526	.839	.	.971
VAR00022	180.8000	379.087	.842	.	.971
VAR00023	180.9500	374.100	.860	.	.971
VAR00024	180.9000	375.887	.744	.	.971
VAR00025	181.3000	370.215	.658	.	.972
VAR00026	180.5750	386.148	.685	.	.972
VAR00027	180.6500	384.387	.644	.	.972
VAR00028	180.7000	386.113	.532	.	.972
VAR00029	180.5750	386.302	.677	.	.972
VAR00030	180.6000	383.169	.699	.	.972

VAR00031	180.6500	386.285	.609	.	.972
VAR00032	180.8500	379.362	.795	.	.971
VAR00033	181.1000	376.246	.673	.	.972
VAR00034	180.8500	376.746	.767	.	.971
VAR00035	181.0250	374.589	.717	.	.971
VAR00036	180.5750	383.635	.682	.	.972
VAR00037	180.8500	379.977	.687	.	.972
VAR00038	180.7500	382.808	.786	.	.971
VAR00039	180.6000	383.990	.720	.	.972
VAR00040	180.7500	380.346	.688	.	.972
VAR00041	180.7500	381.577	.680	.	.972
VAR00042	180.4750	387.999	.623	.	.972

Henceforth, what is the condition of the competence and performance of MSME players in the city of Bandung at this time can be explained as follows:

1) Competency conditions of MSME Business Actors in Bandung City

Table 4: Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	4.408	3.850	4.775	.925	1.240	.041	42

Based on the table above, it shows that the mean score of the questionnaire data shows the result of 4.41, meaning that the condition of the competence of MSME actors in the city of Bandung is at a very good grade, because it is at 4-5 intervals.

2) Performance Conditions of MSME Business Actors in Bandung City

Table 5 shows that the performance conditions of MSME players in Bandung are in a very good grade because the average maximum value is 4.67 and the average minimum value is 4.05 with a mean of 4.42 and is in the 4-5 interval.

Table 5: Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	4.416	4.050	4.675	.625	1.154	.029	16

3) Linear Regression Coefficient

The direction of the relationship between SME HR competencies and their performance in the City of Bandung can be explained in Table 6:

Table 6: Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
		B	Std. Error	Beta			Zero-order	Partial	Part
1	(Constant)	10.370	8.039		1.290	.206			
	Motives	3.204	.523	.159	6.129	.000	.704	.724	.122
	Traits	2.478	.323	.269	7.669	.000	.874	.796	.152

	Selfconcept	1.773	.358	.204	4.956	.000	.894	.648	.098
	knowledge	2.669	.419	.254	6.365	.000	.909	.737	.126
	skill	3.072	.503	.251	6.109	.000	.901	.723	.121

a. Dependent Variable: Performance

$$Y = 10.370 + 3.204 X_1 + 2.478 X_2 + 1.773 X_3 + 2.669 X_4 + 3.072 X_5$$

Based on the above equation shows that the direction of the relationship between the performance of the HR of MSME actors in Bandung is in line with the performance, and this direction shows positive.

4. Correlation Coefficient

The degree of relationship between competency variables and the performance of Bandung City MSME actors can be explained as follows. Overall competency correlation to the performance of MSME actors is 0.99%, which means that this relationship is very close.

Table 7: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.993 ^a	.987	.985	4.06880	.987	500.850	5	34	.000

a. Predictors: (Constant), skill, Motives, Traits, knowledge, Selfconcept

5. The coefficient of determination

The influence caused by the competency variable on performance is 98.70%, the remaining 1.30% is influenced by other variables which are not examined. This influence has a very large degree of coefficient.

CONCLUSION

Conclusion

This research can be concluded as follows:

1. The condition of the competence of MSME actors in the city of Bandung is in a very good grade, because it is located at 4-5 intervals
2. The performance conditions of MSME players in Bandung are in very good grade because the average maximum value is 4.67 and the average minimum value is 4.05 with a mean of 4.42 and is in 4-5 intervals.
3. Based on the above equation shows that the direction of the relationship between the performance of human resources of MSME actors in Bandung is in line with performance, and this direction shows positive.
4. The degree of relationship between competency variables and the performance of Bandung City MSMEs actors can be explained as follows. Overall competency correlation to the performance of MSME actors is 0.99%, which means that this relationship is very close.
5. The effect of the competency variable on performance is 98.70%, the remaining 1.30% is influenced by other variables that are not examined. This influence has a very large degree of coefficient.

Suggestions

The performance conditions of MSME players in the City of Bandung are very good, as a result of excellent competency support also when COVID 19 is running. Therefore, it is the

best opportunity for each stakeholder to take current policies in Bandung City regarding MSMEs.

REFERENCES

1. Deden Sutisna et al. 2020. Perspective of Human Resources Small and Medium Micro Enterprises Based on Employee Engagement in the Bandung City-West Java-Indonesia. International Journal.
2. Edison, Emron, Anwar, Yohny and Komariyah, Imas. 2016. Manajemen Sumber Daya Manusia. Bandung: Alfabeta.
3. Edy, Sutrisno, (2016), Manajemen Sumber Daya Manusia. Jakarta: Kencana Prenada Media Group.
4. Ghozali, Imam. 2012. Aplikasi Analisis Multivariate dengan Program IBM SPSS. Yogyakarta: Universitas Diponegoro.
5. Macey, Schneider, Barbera, Young, 2011, Employee Engagement: Tools for Analysis, Practice, and Competitive Advantage, John Wiley & Sons.
6. Mangkunegara, A.A.A. (2014), Manajemen Sumber Daya Manusia Perusahaan. Bandung: Remaja Rosdakarya.
7. Sutrisno, Edy. 2016. Manajemen Sumber Daya Manusia. Jakarta: Prenadamedia Group.
8. Sunyoto D, 2004, Tabel Dimensi Tingkat Kompetensi. <http://www.hrcentro.com>.
9. Sugiyono. 2017. Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung: CV. Alfabeta.
10. Spencer, Lyle M and Signe M. Spencer. 1993. Competence at Work. New York: John Wiley & Sons, Inc.