
THE INFLUENCE OF PROFESSIONAL COMPETENCE AND AFFECTIVE COMMITMENT ON JOB SATISFACTION (Study at the Government Agencies in West Bandung Regency)

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ABSTRACT

This research was conducted to determine the effect of professional competence and affective commitment on employee job satisfaction. This research was conducted at one of the official offices in West Bandung Regency, where the method used was descriptive and verification methods, with 71 respondents. The data analysis technique used was the path analysis technique to determine the effect of both direct and indirect independent variables. Based on the results of the study shows that professional competence is in the relatively good category. Affective commitment is in the good enough category. Moreover, employee job satisfaction is in the reasonably good category. Based on statistical data processing, it appears that the total professional competence variable has an effect of 24.7%. The total effect of the affective commitment variable is 40.1%. The variables of professional competence and affective commitment to job satisfaction were 64.8%. Meanwhile, other factors that were not studied and contributed to job satisfaction shown by the value of $P_{y\epsilon} = 0, 35.2, \text{ or } 35.2\%$. Professional competence and affective commitment affect job satisfaction. This result shows that the higher the professional competence of employees and the increase in employee affective commitment, the higher the employee job satisfaction. Other variables affect employee satisfaction, such as motivation, compensation, organizational culture, and other factors not included in this study.

Keywords: professional competence, affective commitment, job satisfaction.

INTRODUCTION

From the perspective of organization and management, humans are always perceived as a determinant factor. The success of development in many developed countries proves that humans determine success or failure. That is why developed countries never hesitate to invest whatever funds are needed to improve human resources quality in various fields. The funds' results are astonishing; the experience of several countries such as Japan, Singapore, South Korea, and Taiwan proves that their incredible attention to the quality of human resources has finally put them as a developed country that is counted in Asia but the world.

Human resources in an organization are fundamental determinants for the effectiveness of the running of an organization. The success and performance in a field of work largely determine competence, professionalism, and commitment to the field of work in which they are engaged. In a company organization, human resources need to be developed competencies, abilities, and expertise,

ASN, on various occasions and various media, often gets sharp attention about their performance and services. The classic reason that uses as a scapegoat for civil servants' poor performance is the low salary they receive each month. This condition may be accurate, but who can guarantee that their performance will also increase by increasing ASN salaries. People are increasingly discussing job satisfaction, both in academic circles and industry and business practitioners, because it turns out that job satisfaction has a considerable influence on organizational productivity, both directly and indirectly. Alegre, Mas-Machuca & Berbegal-Mirabent (2016) show that dissatisfaction is the starting point of organizations' problems, such as absenteeism, worker-manager conflicts, turnover, and many other problems that disrupt the process of achieving organizational goals. The lower level of absenteeism by employees indicates that employee job satisfaction not achieve. This condition is contrary to the results of research conducted by Schüler, Sheldon & Fröhlich (2010) that adequate employee competence will assist these employees by carrying out tasks that can then have a positive impact on job satisfaction. The provision of formal and non-formal education hopes that they will have high competence and commit to the organization. However, in reality, job satisfaction has not been achieved, with the high absenteeism committed by employees at work.

According to Fayyazi & Aslani (2015), the indicators used to measure job satisfaction are satisfaction with salaries, satisfaction with promotions, satisfaction with colleagues, satisfaction with investigations, and satisfaction with the job itself. satisfaction with promotions, namely opportunities to increase career/position, promotion, opportunities for self-development and increase in skills/competencies.

In addition to observing employees' competence, the author also observes that the work commitment of employees in one local government agency is still lacking; there are regulations for determining the discipline component and employee affective commitment.

Field empirical data shows that employees' attendance rate to enter the office is still above the 80% level. However, many employees come to the office not on time, leave work earlier than the specified time, and during working hours are not in the workplace, is if left unchecked, there will be a drastic drop in attendance rates. To achieve a competitive advantage, an organization requires various supporting factors. One of the supporters is in building the commitment of its employees. Lutans (2005) states that if employees have a desire or desire to realize high performance, the organization needs to develop employee commitment in the organization so that Organizational goals can achieve optimally. Also, the work commitment of employees in completing their main tasks is still low. This condition will, of course, be detrimental to the institution itself, where this will hinder the goals of the organization.

Based on empirical data, it indicates that for job satisfaction indicators alone, such as responsibility for work, the percentage reduced by 4.81%, cooperation between employees

is 9.68%, and leadership is 10.84%. This phenomenon shows that the job satisfaction of employees is not optimal. This condition can be caused by low employee competence and sub-optimal employee commitment; as stated by Akram, Malik, Sarwar, Anwer & Ahmad (2015), job satisfaction is an expression of employee job satisfaction their work can benefit the organization. This situation means that what gains in work fulfills what is considered necessary. Therefore, job satisfaction is considered a result of employees' competence, commitment, and experience concerning their values as desired and expected. This statement is in line with Chordiya, Sabharwal & Goodman (2017), which states that the importance of commitment in influencing job satisfaction, which three things can mark, namely acceptance of the values and goals of the organization, willingness to work seriously on behalf of the organization, and job satisfaction become part of the organization.

Based on the problem background and problem identification described above, a research problem can formulate how much influence professional competence and affective commitment simultaneously or partially have on job satisfaction. This study aims to determine and analyze the significance of professional competence and affective commitment simultaneously or partially on job satisfaction.

METHOD

The research method used in this research is the descriptive analysis method because, in addition to wanting to get a picture of professional competence, affective commitment, and job satisfaction, it also wants to get a picture of the influence of the determining research variables.

Another objective of the research is to obtain a study that explains the causal relationship between professional competence, affective commitment, and job satisfaction. For this purpose, the explanatory verification approach is used. Explanatory verification research seeks to test the results of (rational) thought whose truth is temporary by analyzing the status of a group of people, an object, a condition, or an event in the present by recognizing the problem and getting justification for its significant influence.

It can see the effect of cause and effect between variables, both the causal variable, the effect variable, and the moderator variable, through explanatory research. Moreover, they are correlations so that the relationship between the causal and effect variables and the moderator variable is known based on the causal relationship. The study consisted of a variable of professional competence, which functions as an independent variable. Affective commitment functions as an independent variable. Job satisfaction functions as a dependent variable. The definition of this concept is needed to facilitate the meaning of the variables used in this study. Conceptually each is defined as follows:

Professional competence is a characteristic of the essential abilities that underlie an individual that causally linked to the effectiveness of standard criteria and performance in a job or situation.

Affective commitment is a psychological construct that is a characteristic of the relationship between organizational members and the organization and has implications for individual decisions to continue completing the assigned tasks.

Job satisfaction is a positive emotional state of a person arising from an appreciation for something he has done.

Respondents in this study were 71 employees at one of the agencies in West Bandung Regency. The data that has to collect is then processed. All data collected is then presented in proper and neat order.

Furthermore, using path analysis techniques by paying attention to the steps to describe the path analysis. In a path diagram so that a paradigm see represents the research hypothesis and calculating and compiling a correlation coefficient matrix to determine the correlation between variables Calculating the path coefficient and calculating the coefficient of determination and calculating the path coefficient of epsilon that was not studied.

RESULTS AND DISCUSSION

In conducting this research, the writer used an instrument in the form of a questionnaire. To ensure the data quality was tested using the validity test and the reliability test. The results of testing the reliability and validity questionnaire for each variable presented in the table below:

Table 1. Validity and Reliability Test Results

Variables	Validity	Reliability	Decision
Professional competence (X ₁)	0,580 – 0,822	0,931	valid and reliable
Affective commitment (X ₂)	0,427 – 0,889	0,954	valid and reliable
Job satisfaction (Y)	0,328 – 0,737	0,886	valid and reliable

From the data above, the professional competence variable with a value of 0.580 - 0.822, thus it can be said to be valid, the affective commitment variable is 0.427 - 0.889 thus it can be said to be valid, the job satisfaction variable is 0.328 - 0.737 thus it can be said to be valid. Meanwhile, professional competence is 0.931 with high-reliability criteria, and affective commitment variable is 0.954 with high-reliability criteria, job satisfaction variable is 0.886.

After testing the validity and reliability, then a correlation analysis is carried out to determine the magnitude of the relationship between variables; it knows that: the relationship between the variables of professional competence and affective commitment has a value of 0.502 so that if it consulted with the interpretation table the value of r

(correlation) has a level of relationship that is moderate and unidirectional because the value is positive. The correlation of X1 and X2 is significant because the significance number (0.00) is smaller than 0.05

Furthermore, the x1 and x2 path analysis on y simultaneously is carried out, namely the coefficient of determination (real influence) of professional competence (X1), affective commitment (X2) on job satisfaction (Y) as seen from R Square of 0.648. While the remaining 0.352 is the epsilon variable, which is a variable that affects job satisfaction but not examined in this study.

Meanwhile, the partial calculation shows that the path coefficient of data processing results shows that the path coefficient for professional competence is 0.379, and the path coefficient for affective commitment is 0.545.

By considering the table above, a structural equation can obtain, namely:

$$Y = 0.379X1 + 0.545X2 + \epsilon_1, R^2 = 0.648$$

The path test results can describe as follows:

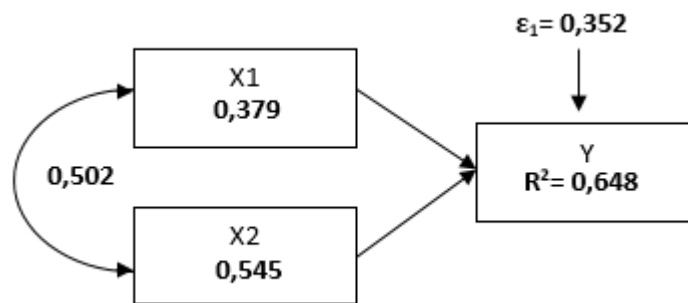


Fig. 1 Path Analysis

Direct effect with path analysis can be calculated through the effect of regression calculations (X1, X2) and then squared. In contrast, the indirect effect on Y can be calculated as professional competence (X1) on job satisfaction (Y) through affective commitment (X2).

From the data above, it can seem that the direct effect and indirect effect by analyzing the path of the independent variable on Y can see in the following table 2:

Variables	direct effect	indirect effect		direct effect and indirect effect	Total
		X1	X2		
X1	0,144		0,104	0,104	0,247
X2	0,297	0,104		0,104	0,401
Total					0,648

Based on the table 2 above, it can see that the professional competence variable has a direct effect of 14.4%, the indirect effect through the relationship between affective commitment and the amount of 10.4% so that the total effect is 24.7%.

Affective commitment has a direct effect of 29.7%, the indirect effect through its relationship with professional competence is 10.4% so that the total effect is 40.1%. Moreover, the total effect of professional competence and affective commitment to job satisfaction is 64.8%.

The variable of professional competence has a direct effect of 14.4%, the indirect effect through its relationship with affective commitment is 10.4% so that the total effect is 24.7%. The results of this study indicate that the higher the professional competence, the higher the employee satisfaction. This result is in line with the opinion According to Čulibrk, Delić, Mitrović & Čulibrk (2018), the indicators used to measure job satisfaction is satisfaction with salaries, satisfaction with promotions, satisfaction with colleagues, satisfaction with investigations, and satisfaction with the job itself. By assuming that employees' professional competence is one of the essential factors in an organization, causally, the influence of professional competence can increase job satisfaction. This result means that high professional competence will provide a level of employee satisfaction that causes encouragement or direction according to what is directed by the leadership following the stated organizational goals.

Based on data processing results, affective commitment has a direct effect of 29.7%, the indirect effect through its relationship with professional competence is 10.4%, so the total effect is 40.1%. This result means that affective commitment contributes positively to increasing employee satisfaction. In reality, in the field, affective commitment gives the highest contribution compared to employees' professional competence, which increases employee satisfaction at work.

The study results are in line with Chordiya, Sabharwal & Goodman (2017), suggesting that effective organizational commitment is a relative strength of individuals identifying their organizational parts' involvement. Three things can characterize this, namely acceptance of the values and goals of the organization, readiness, and willingness to work seriously on behalf of the organization, the desire to maintain membership in the organization, and job satisfaction to be part of the organization. From this explanation, it suspects that there is an effect of affective commitment on job satisfaction. From the statement above, job satisfaction will increase if it supports by affective commitment. This result shows how crucial affective commitment is in the formation of employee job satisfaction. Someone who has a high affective commitment tends to work well and have an optimal job satisfaction level.

The simultaneous effect of professional competence and affective commitment to job satisfaction is 64.8%. Affective commitment has the most dominant influence on job satisfaction. Employees' professional competence is satisfied with their work, but there are still many undiscovered variables that affect job satisfaction. Based on the field's phenomena, many factors affect job satisfaction but not examined in this study, such as the

work environment conditions are not yet conducive. The work ethic of employees needs to be improved. Training for employees needs to be improved. Employee career development is unclear; work infrastructure is not optimal, and so forth.

Mulder (2014) argues that affective commitment is the relationship between employees and the organization built and maintained based on a willingness to give and receive superior professional competence from both parties. Meanwhile, Kooij, Jansen, Dijkers & De Lange (2010) said that there is a causal relationship between affective commitment attitudes and employee performance; so far, it considers poorly understood, resulting in low employee/employee performance. This result is in line with Fayyazi & Aslani (2015), which states that an employee with a high level of job satisfaction will show a positive attitude towards his job; on the contrary, if he gets dissatisfied, he will show a negative attitude towards his job. Furthermore, Allen & Meyer (1991) stated that job satisfaction is essential in work attendance and initiating work lethargy. Job dissatisfaction is the cause of decreased performance and someone leaving their job.

CONCLUSION

Based on the discussion results, it can conclude that professional competence positively affects employee job satisfaction. This result means that professional competence can increase employee satisfaction. Thus, if professional competence increases, employee job satisfaction will increase as well. Affective commitment affects job satisfaction. This result means that affective commitment has a positive impact and affects job satisfaction. Thus increasing the affective commitment of employees will be able to increase employee job satisfaction. Professional competence and affective commitment have shows to affect employee job satisfaction. This result shows that high professional competence and strong affective commitment from employees will increase employee job satisfaction. Apart from these two variables, based on the field's phenomena, many factors influence job satisfaction but not examined in this study, including motivation, compensation, organizational culture, work environment, work climate, and other variables.

Based on the research results, professional competence needs to improve with leaders' efforts to provide training in increasing employee knowledge regarding administrative skills and regarding service standards regarding the duties and authorities they carry. Affective commitment needs to increase by providing incentives to provide high loyalty and participate in developing the organization where they work. Employee job satisfaction needs to increase by creating work variations to provide challenges to employees and not be boring.

This study tries to reveal the state of professional competence, affective commitment, and job satisfaction. Furthermore, explaining the variables of professional competence and affective commitment affect employee job satisfaction. The results of this study expected to contribute data to make further improvements. Furthermore, for the next researchers, it is proven that job satisfaction influence by professional competence and affective

commitment. Of course, this research is not perfect because many other factors can affect employee job satisfaction.

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