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Development of Self Competence and Supervision to Achieve Professionalism

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Abstract

Professionalism is the main requirement of every company because the skills possessed by employees will make a meaningful contribution the realization of company goals. Employees who have an attitude of professionalism have the ability to understand duties and responsibilities, maintain relationships and social interaction in the workplace and focus on work matters. Work professionalism is one of the most important aspects of achieving success at work. This study aims (a) to analyze and determine the effect of competence on employee professionalism; (b) to analyze and determine the effect of work supervision on employee professionalism; and (c) to analyze and determine the effect of competency and work supervision simultaneously on employee professionalism. This research was conducted by involving 91 respondents and using multiple linear regression analysis with the help of the SPSS Ver program. 25. The population involved in this research is the production employees of PT Unicharm Indonesia. The results showed that work competency and supervision had a significant positive effect partially and simultaneously on employee professionalism.

Keywords: competence, supervision, professionalism

Abstrak

Profesionalisme menjadi kebutuhan utama dari setiap perusahaan karena keahlian-keahlian yang dimiliki karyawan akan memberikan kontribusi yang berarti bagi terwujudnya tujuan perusahaan. Karyawan yang memiliki sikap profesionalisme memiliki kemampuan untuk memahami tugas dan tanggung jawab, menjaga hubungan dan interaksi sosial di tempat kerja dan fokus terhadap urusan pekerjaannya. Profesionalisme kerja merupakan salah satu aspek terpenting untuk mencapai kesuksesan dalam pekerjaan. Penelitian ini bertujuan (a) untuk menganalisis dan mengetahui pengaruh kompetensi terhadap profesionalisme karyawan; (b) untuk menganalisis dan mengetahui pengaruh pengawasan kerja terhadap profesionalisme karyawan; dan (c) untuk menganalisis dan mengetahui pengaruh kompetensi dan pengawasan kerja secara simultan terhadap profesionalisme karyawan. Penellitian ini dilakukan dengan melibatkan 91 responden dan menggunakan analisis regresi linear berganda dengan bantuan program SPSS Ver. 25. Populasi yang terlibat di penelitian ini adalah karyawan produksi PT Unicharm Indonesia. Hasil penelitian menunjukkan bahwa kompetensi dan pengawasan kerja memiliki pengaruh positif secara signifikan secara parsial dan simultan terhadap profesionalisme karyawan.

Kata-kata Kunci: *kompetensi, pengawasan kerja, profesionalisme*

INTRODUCTION

The corporation always has a vision and mission to be achieved with every member involved in it. To achieve this, short, medium and long-term plans are needed that adhere to the basic values of the corporation. Guidelines for actions for employees are needed to act and make decisions in their daily work. This was also observed in one of the leading corporations, namely PT Uni-Charm Indonesia.

PT Uni-Charm Indonesia is a producer of baby diapers (MamyPoko), sanitary napkins (Charm), adult diapers (Charm) and wet wipes (MamyPoko). This Japanese corporation is trying to expand its market in Japan and international markets. One form of these efforts is to open a factory in Mojokerto district. With its hundreds of employees, PT Uni-Charm Indonesia strives to advance true corporate management that unites the achievement of social responsibility and employee happiness and the growth of the company. Increased employee professionalism is a form of corporate responsibility to produce quality products that are socially responsible. Hampton and Dorothee (2004) state that professionalism is a motivating element to contribute to performance. This statement is supported by Kalbers and Timothy (1995) from the results of their research which states that professionalism has a positive effect on employee performance. However employee professionalism requires a process to be formed correctly and evenly in the work behavior of everyone involved in the corporate production process.

Efforts to shape employee professionalism require the acquisition and application of knowledge, skills and behaviors that are often conceptualized as competencies. Skills, work behavior and job knowledge requirements are competency packages that are required to achieve successful job performance (Baczyriska *et al.*, 2016). Competency practice must lead to clearer articulation to achieve employee professionalism that is in line with corporate expectations. Khaleghi (2008) states that attitudes that show competent behavior as competent behavior include honesty, professional responsibility, courage, dealing with social needs, truth seeking, tolerance to accept criticism, motivation and excitement, understanding the rules and responding to incompetent behavior that conflicts with them. According to Khalegi, work behavior that contains an element of competence indicates an attitude of individual professionalism.

Work behavior that occurs in the task area should always be under supervision. Supervision as the most basic management function must always be done to control the work behavior of various employee characteristics. Barak *et al.* (2009) states that effective supervision will have a significant influence on useful work outcomes and limit adverse outcomes for employees. Effective supervision can include work support, social and emotional support and interpersonal interaction supervision. Thus supervision is needed in corporations so that operational activities run according to plans and expectations and are in line with standards.

The authors set the title in this study is the Development of Self Competence and Supervision to Achieve professionalism. Based on the research background that has been described previously, the objectives of this study are as follows (1) to determine the effect of competence on professionalism; (2) to determine the effect of supervision on professionalism; (3) to determine the effect of simultaneous competence and supervision on professionalism.

A. Literature Review
Competence
According to Spencer and Spencer (1993), the most dominant characteristic of a worker can be judged by his competence. Competency tested from work behavior and decision making process in all situations within a certain time. Thus competence leads to individual performance on a job that includes the mindset, attitudes and behavior of employees while working. According to Guy *et al.* (2002) competence is a characteristic of an employee which is demonstrated by mastery of knowledge and expertise that are very necessary to be able to complete and contribute to the success of a job so that competence can be understood as a combination of an employee's personal attributes and skills. According to Arifin *et al.* (2019), corporations need competent employees because they will not experience significant difficulties to carry out their work and are easier to develop because they already have good skills. This can help the corporation achieve the targets and goals set and can improve the performance of high quality employees. According to Spencer and Spencer (1993), competency dimensions are (1) knowledge; (2) skills; (3) self-concept and values; (4) personal characteristics; and (5) motives.
Supervision

According to Darmawan (2019), supervision as part of the management function that carries out the process of monitoring activities in the workplace with the aim of observing and gathering information about the implementation of work plans in accordance with standards along with barriers to be addressed as material for development considerations. The task of the supervisor must ensure that the workers carry out their duties, are responsible for the tools and materials of production and identify deficiencies in the work processes of each worker. According to Putra *et al.* (2017), effective supervision will foster a great sense of responsibility in employees so they are able to control their work behavior and results. Good and cohesive supervision will influence employees to work more productively by carefully processing the raw materials entrusted to them. Objectivity and knowledge are needed for supervisor competency. The consequences must be applied deviations that occur is one of the functions of supervision for those who violate policies or fail to meet corporate standards or objectives (Baron and Byrne, 2003). The purpose of supervision is to supervise work behavior and make employees become enthusiastic and earnest in working and can complete tasks on time. Pearce *et al.* (2013) developed five dimensions for measuring effectiveness of supervision, namely safe base, supervisor commitment, trainee contribution, external influences, and supervisor investment. These dimensions can be adjusted to the conditions in the empirical field in the corporation that are observed to be determining the size; assessing duties; standard comparison; directing and corrective action against all irregularities that occur.

Professionalism

According to Charnegie and Napier (2010), professionalism is a dynamic process aimed at education, ethics, and expertise. Maister (2000) states that professionalism is more directed towards attitude problems. Professionalism is not about a set of competencies. Someone who has a professional attitude is a technician who cares. Professionalism can be used to measure how an employee's profession reflected himself in employee attitudes and behavior (Hall, 1968). To measure professionalism requires a comprehensive set of competencies, effectiveness and efficiency of an employee.

According to Korten and Alfonso (1981), professionalism is the suitability between the capabilities of employees in accordance with the needs of the task and reflects the profession that they do. To measure the professionalism of employees can also be done by seeing the employee can understand the material, understand the competency standards so that they can develop professionalism in a sustainable manner and can take advantage of existing and developing information technology today. According to Kalbers and Forgarty (1995), the forming dimensions of professionalism are four, (1) dedication to the profession; (2) social obligations; (3) independence; and (4) relationships with colleagues. According to Mat and Zaharul (2010), the dimensions of professionalism are (1) dedication to the profession; (2) social obligations; (3) independence (4) confidence in professional regulation; (5) relationships with fellow professions. According to Brock (2012) typology consists of seven dimensions of professionalism are (1) knowledge; (2) qualifications, training and professional development; (3) skills; (4) autonomy; (5) value; (6) ethics and 7) prizes.

CONCEPTUAL FRAMEWORK AND RESEARCH HYPOTHESIS

This study aims to determine the effect of competence and supervision on professionalism. Khalghi (2008) states that competence has an influence on professionalism so the first hypothesis in this study is competence has a significant effect on professionalism. Barak *et al.* (2009) states that supervision has an influence on work results and behavior. Accordingly, the second hypothesis in this study is that supervision has a significant effect on professionalism. The third hypothesis is the involvement of the two independent variables on the dependent variable, namely competence and supervision simultaneously have a significant effect on professionalism. Figure 1 is a conceptual framework of this research.
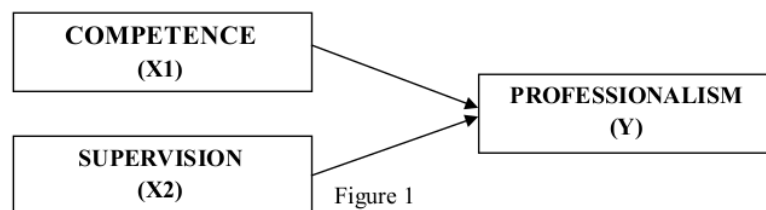
Figure 1
Conceptual Framework
Source: Processed by researchers, 2020

Figure 1 which shows the conceptual framework is the basis for determining the following research hypotheses: (1) competence has a significant effect on professionalism; (2) supervision has a significant effect on professionalism; (3) competence and supervision have a significant simultaneous effect on professionalism.

RESEARCH METHODS

The population in this study were all production employees of PT Uni-Charm. The sampling technique uses simple random technique. The sample in the study was 91 respondents using the Slovin formula to determine the sample based on the total production employees of PT Uni-Charm Indonesia. Sources and methods of data collection in this study used primary data from questionnaires distributed to employees of PT Uni-Charm Indonesia. The questionnaire uses a Likert scale with eight alternative answers. The analytical tool for processing data is multiple linear analysis with validity and reliability test stages, classic assumption test and hypothesis test using t test and F test. Software to process data is SPSS 25.

RESULTS AND DISCUSSION

Data collection successfully obtained 91 respondents. Profile of respondents collected was grouped into two categories namely by gender and age of the respondent as shown in Table 1 below.

Table 1
Profile of Respondents

		Frequency	Percent
Gender	Male	14	15,4
	Female	77	84,6
	Total	91	100,0
Age	18-20	33	36,3
	21-23	47	51,6
	24-26	11	12,1
	Total	91	100,0

Source: SPSS Output

Based on Table 1 shows that the number of respondents was dominated by women as many as 77 people. This is due to the fact that most of the workers of PT Unicharm Indonesia are in the after process section which are only done by female employees. Management has certain considerations in placing female figures to do tasks that women feel are better done. For the age category, respondents are dominated by ages 21-23 years. This is due to the fact that most of PT Uni-Charm Indonesia's workers are female employees who have graduated directly from school and work within a 1-2 year contract period.

Table 2
Validity Test

No	Variables	Principal Thoughts Item Statement	Corrected item total correlation	Status
1.	Competence (X1)	Understanding working procedures	0.837	valid
		Knowledge as the basis for completing work	0.879	valid
		Understanding the work done	0.847	valid
		Understanding instructions from superiors	0.818	valid
		Able to work on target	0.735	Valid
		Able to solve problems according to responsibility.	0.846	Valid
		Response to assessment from superiors	0.675	Valid
		Response on how to evaluate performance	0.548	Valid
		Compliance with corporate rules	0.809	Valid
		Maintain work attitude among other coworkers	0.807	Valid
2.	Supervision (X2)	Direct supervision	0.675	Valid
		Guided by corporate rules	0.727	Valid
		Rebuke based on error	0.737	valid
		Focus on employee work results	0.796	valid
		Correction of employee work	0.739	valid
		Increased work discipline	0.803	valid
		Inspection of work reports	0.758	valid
3.	Professionalism (Y)	Mastery of the field of work	0.835	valid
		Accuracy in doing work	0.845	valid
		Satisfaction of completing the work given	0.749	valid
		Ability to apply work outside the workplace	0.589	valid
		Prioritizing work interests	0.744	valid
		The ability to solve problems yourself without pressure	0.797	valid
		Able to complete work without burdening others	0.815	valid
		Appraisal superior according to performance	0.728	valid
		Confidence can work well	0.715	valid
		Protect each individual's rights	0.719	valid
		Able to maintain a family atmosphere when working	0.697	valid
		Able to work with colleagues	0.765	valid
		Maintain attitude towards coworkers	0.826	valid

Source: SPSS Output

After the respondent profile has been carried out, the next process is the validity test. According to Ghozali (2018) an item statement observed corrected item-total correlation values to be declared valid. The threshold is greater than 0.30. The validity test results stated that all statements declared valid as in Table 2 below.

Next is the reliability test to measure the stability of a measuring instrument. Testing by observing the value of Cronbach's alpha which must be greater than 0.60 (Ghozali, 2018). Table 3 shows that each variable was declared reliable.'

Table 3
Reliability Test

No.	Variables	Cronbach's Alpha	N of Items	Status
1	Competence (X1)	0.944	10	Reliable
2	Supervision (X2)	0.918	7	Reliable
3	Professionalism (Y)	0.950	13	Reliable

Source: SPSS Output

Then the classic assumption test is performed. Normality test is done by observing the data distribution diagram. Normal data is shown from the distribution of data that is around the diagonal line as shown in Figure 2, which means the data meets the assumption of normality.
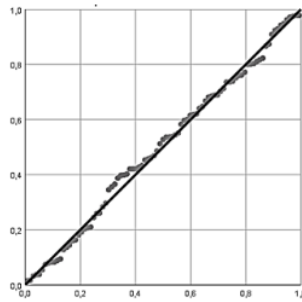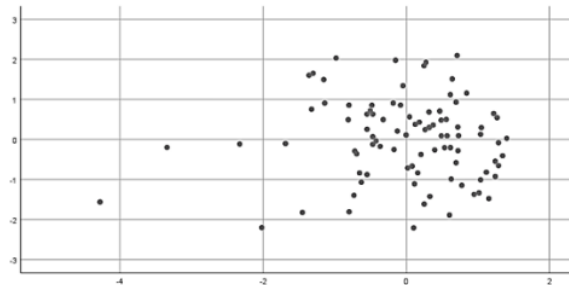

Figure 3 shows the heteroscedasticity test where the points are scattered and are in each part on the Y axis. Thus it can be stated that heteroscedasticity does not occur.

Autocorrelation test is done by observing the Durbin Watson value. In this study, a value of 1.979 was obtained. This value is in the ideal range to avoid autocorrelation, which is between 1.55 to 2.46. Thus there is no autocorrelation problem. After three attributes of the classical assumption test are considered fulfilling, the next process is the hypothesis test. The t test is shown in Table 4 below.

Table 4
t Test

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7,521	3,565		2,087	,040
	X1	,983	,091	,777	10,827	,000
	X2	,286	,122	,168	2,340	,022

Source: SPSS Output

Based on Table 4, the regression equation is obtained: $Y = 7.521 + 0.983 (X1) + 0.286 (X2)$. The hypothesis which states that competence (X1) has a significant effect on professionalism (Y) is proven to be true because the Sig P value < 0.05 is 0.000. The hypothesis which states that supervision (X2) has a significant effect on professionalism (Y) is proven to be true because the Sig P value <0.05 is 0.022.

Table 5
F Test

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13501,215	2	6750,607	235,119	,000[b]
	Residual	2526,609	88	28,711		
	Total	16027,824	90			

Source: SPSS Output

F test results as in Table 5 obtained Fcount value of 235.119 with a probability of 0.000. This value means that at the real level $\alpha = 0.05$ it can be stated that the independent variables of competence and supervision have a significant effect on professionalism. Thus the hypothesis in this study proved to be true that competence and supervision have a significant effect on professionalism.

Table 6
Coefficient Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,918[a]	,842	,839	5,358	1,979

Source: SPSS Output

The coefficient R value of 0.918 indicates a strong relationship between the independent variable and the dependent variable. R Square value of 0.842 or 84.2% means the contribution of all independent variables to the formation of the dependent variable is 84.2% and the remaining 15.8% is influenced by other variables.

From the results of the analysis of the data that has been explained previously will be explained proof of the research hypothesis that has been set. The first hypothesis states that competence has a significant effect on professionalism. This result is in accordance with the results of previous research from Khaleghi (2008) which states that competence has an influence on professionalism. Competence is an embodiment of the application of the ability of employees to perform a task that is their responsibility in accordance with the duties and working conditions. Competence can be applied after employees have the authority to perform tasks and make decisions in accordance with their roles in the company that are relevant to their expertise, abilities and knowledge (Darmawan *et al.*, 2018). Competence has a role to support the implementation of the strategy. Every employee

who has the right competencies will find it easier to do his work and can also be easily developed even better (Arifin *et al.*, 2019). Employees must always improve their professionalism or competence through various activities for example: training, seminars, courses, improving the quality of education (Arifin *et al.*, 2017). Competencies that are continuously developed will have an influence on increasing their professionalism (Khaleghi, 2008). The implication is that companies can create training programs for the development of basic and applied competencies (soft skills) to help improve employee performance and improve employee professionalism so as to achieve better work results and be able to understand new developments that support their work.

The second hypothesis states that supervision has a significant effect on professionalism. This result is in accordance with the statement from Barak *et al.* (2009) which states that supervision has an influence on work results and behavior. According to Putra *et al.* (2017) embedded supervision (built in control) is a managerial activity carried out with the aim of not occurring deviations to carry out the work. A deviation or error occurs or not during the course of work depends on the level of ability and skills of the employees. The managerial implication is that there must be an effort from the corporation to improve the quality of supervision by selecting to appoint supervisors who have the knowledge and competence in accordance with the subjects and objects to be monitored. Supervisory rationale is needed to produce quality results of supervision that can be accounted for as part of strategic decision making information.

CONCLUSION

From the discussion previously mentioned, the conclusions from this study can be stated as follows: (1) competence has a significant effect on professionalism; (2) supervision has a significant effect on professionalism; (3) competence and supervision have a significant simultaneous effect on professionalism.

Efforts to develop employee competency can be done by providing regular training every certain period. Training is given to increase work knowledge and skills. Periodically the appointment of employees is prioritized for employees who have the best job performance to set an example to other employees. Work competency development program that takes into account performance appraisal is one of the determining factors for directing the target of developing the quality of human resources.

Supervision must be carried out continuously as one form of managerial activity that must be realized effectively and efficiently. Supervision must be planned properly as one of the contributions to produce job performance as expected by the corporation. Deviations that occur during the production process must be followed up immediately to realize an effective supervisory function. For corporations, monitoring activities need to continue to be developed in a method so that a more humanistic approach can be realized and support the effectiveness of its implementation.

Professionalism needs to be considered its development to develop the work expected by the corporation. Professionalism as a form of dedication to the profession must be given real feedback by the corporation in the form of fulfilling employee rights. In addition, an accurate and objective performance evaluation will strengthen employee confidence that the assessment has been carried out by parties who have competence in the field of knowledge and work.

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