



ANALYSIS OF COMPETENCY AND JOB SATISFACTION ON THE PERFORMANCE OF WAREHOUSE STAFF IN LOGISTICS COMPANIES IN JAKARTA

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Abstract

The aim of this research is to see whether there is an influence between competency and job satisfaction and warehouse staff performance, an influence between competency and warehouse staff performance, and an influence between job satisfaction and warehouse staff performance. This research uses quantitative research methods with respondents from logistics companies providing storage for imported goods in North Jakarta, with 48 warehouse staff respondents from five companies who are considered representative as the research population. Data analysis to find the influence of the independent variable on the dependent variable using SPSS data analysis software using linear regression with appropriate interpretation results from the processed questionnaire data. The findings from this research are that all statements in the research indicators are declared valid and the results of this research are that there is a relationship between the independent variables and the dependent variable. Paper results This prove that No There is influence significant and positive between variable Competence with Job Performance Variables Warehouse Staff, besides neither does that There is influence positive and significant between Satisfaction Work with Work Performance Warehouse Staff. But other results show that in a way simultaneous There is influence positive and significant between third variable .

Recommendation This for the company created object in paper This that need increase competence and prove that necessity improve and show satisfaction Work to party third or consumer .

Keywords: *Competency, Job Satisfaction, Performance, Logistics Companies*

A. INTRODUCTION

In the midst of the busy metropolis of Jakarta, where the logistics backbone of various businesses is developing rapidly, the performance of warehouse staff is a critical factor in ensuring the smooth flow of goods and services. In addition, as a busy center for logistics activities, it marks the important role of warehouse staff in maintaining the continuity of logistics company operations¹. The success of goods distribution, storage, and supply chain management is highly dependent on the level of competence of warehouse staff and their level of satisfaction with their work².

The paper explores the complex dynamics of this operational aspect, focusing on the influence of competence and job satisfaction on the overall performance of warehouse staff in the logistics sector. The logistics industry in Jakarta has experienced exponential growth, driven by rapidly evolving market demands. Warehouse staff play a central role in the efficient handling, storage, and distribution of goods³. The complexity inherent in modern logistics operations requires a workforce that not only has the necessary competencies but is also satisfied with its role and work environment⁴.

Despite the importance of warehouse staff in the logistics framework, there is a real gap in understanding the precise interactions between their competencies, job satisfaction and overall performance impact⁵. This lack of knowledge hinders companies' ability to optimize their workforce and can contribute to subperformance optimality, delays, or errors in the supply chain⁶. Previous papers in this domain have mostly focused on single aspects such as competence or job satisfaction, oftentimes ignoring the synergistic effect of these

¹ Mariusz Wozniakowski, Wiktor Krasa, and Lukasz Nowakowski, 'Designing Driver-Employee Relationships in Logistics Centres as Part of the Development of Modern Distribution Channels', *EUROPEAN RESEARCH STUDIES JOURNAL*, 2023 <<https://api.semanticscholar.org/CorpusID:266255806>>.

² Marek Cisek and Agata Marcysiak, 'IT Systems Supporting Warehouse Management in the Supply Chain', 2020 <<https://api.semanticscholar.org/CorpusID:226211913>>.

³ Mohammed Alnahhal, Bashir Salah, and Mohammed Ruzayqat, 'An Efficient Approach to Investigate the Tradeoff between Double Handling and Needed Capacity in Automated Distribution Centers', *Sustainability*, 2022 <<https://api.semanticscholar.org/CorpusID:250034174>>.

⁴ Alan C McKinnon and others, 'Logistics Competencies, Skills, and Training', *World Bank Publications*, 2017 <<https://api.semanticscholar.org/CorpusID:158999641>>.

⁵ Milan Andrejić, Milorad Kilibarda, and Vuka\vsin Pajić, 'Job Satisfaction and Labor Fluctuation: A Case Study in the Logistics Sector in Serbia', *Logistics*, 2022 <<https://api.semanticscholar.org/CorpusID:250657153>>.

⁶ Kaique Doratiotto, Lucas Pelegrin da Silva, and José Geraldo Vidal Vieira, 'OUTSOURCING OR INSOURCING LOGISTICS ACTIVITIES: A BRAZILIAN CASE STUDY', *International Journal of Integrated Supply Management*, 12 (2018), 167-92 <<https://api.semanticscholar.org/CorpusID:169059591>>.

two factors on warehouse staff performance⁷. Existing literature fails to provide a thorough understanding of how these elements interact and contribute to the overall efficiency and effectiveness of warehouse operations in the unique context of logistics companies in Jakarta.

Despite the importance of staff warehouse in framework logistics, there is a real gap in understanding proper interaction between competence, satisfaction work, and impact performance in a way whole. Lack of knowledge This hinders the ability company to optimize power Work them and can contribute to suboptimal performance, delays, or errors in chain supply.

This paper fills the existing gap by offering a holistic examination of the joint influence of competency and job satisfaction on warehouse staff performance. By exploring these relationships in the specific context of logistics companies in Jakarta, this paper seeks to provide insights that are not only academically important but also directly applicable to the challenges facing businesses in this dynamic environment. The aim of this research is to see whether there is an influence between competency and job satisfaction and warehouse staff performance, an influence between competency and warehouse staff performance, and an influence between job satisfaction and warehouse staff performance.

Competence

Competence in context logistics and sourcing Power man refers to a group of skills, knowledge, and abilities special requirements For effective performance _ in a certain role or industry. In the field of logistics, competence becomes very important thing For various positions, incl position managerial, administrative, and direct like driver truck, or storage. Industry logistics depend on the number of competence specific, and quality power Work in a way significantly influences performance logistics from business, industry, up to level national. Source less power adequate from power competent and trained workers with good in-the-field logistics can impact negatively on quality service, reduce productivity in sectors dependent on logistics, and ultimately reduce Power competitive trading⁸.

⁷ Young-min Kim and Won Dong Lee, 'Relationship between the Necessity for Logistics 4.0 Technology, Job Satisfaction, and Logistics Performance', *Korean Academy Of International Commerce*, 2021 <<https://api.semanticscholar.org/CorpusID:239574862>>.

⁸ Graham Heaslip and others, 'Supply Chain and Logistics Competencies in Humanitarian Aid', *Disasters*, 43.3 (2019), 686–708.

In more context wide from source Power human, competence is factor crucial in various industry. For example, in industry flight, influence competence Work staff land to satisfaction work and orientation customer has studied, highlighted importance competence in influence results related work⁹.

Hypothesis in paper This depicted like statement under this is H 1 : Allegedly There is influence significant and positive between variable competence with performance employee warehouse .

Satisfaction Work

Satisfaction Work is aspect important from performance organization and welfare employee . This refers to satisfaction in a way whole individual to environment work, relationships, and tasks they. A number of factors have identified as the decider main satisfaction in work, including the balance between life and work, identifying the organization, and factors special work like pay, recognition, and empowerment¹⁰.

A study about factors of satisfaction work and performance of employees at a company logistics found that salary, guarantee social, environmental work, relationships work, and supervision are factors that significantly influence the performance of employees¹¹.

From the two explanations above so hypothesis formed as follows: H₂: Allegedly There is influence significant and positive between variable satisfaction Work with performance employee warehouse.

Employee performance

Employee performance refers to the level of productivity, efficiency, and effectiveness of an individual in a role it works. This is an aspect crucial for successful organizations and is influenced by various factors, including satisfaction work, competence, environment work, and motivation. Several studies have researched influencing factors performance employees in industry

⁹ Yoona Lee and Aeun Jeon, 'The Influence of Airline Ground Staff's Job Competencies on Job Satisfaction and Customer Orientation', *Journal of Tourism and Leisure Research*, 2019 <<https://api.semanticscholar.org/CorpusID:211765928>>.

¹⁰ Yu Qing Guo, 'A Literature Review: Antecedents of Job Satisfaction', *2022 2nd International Conference on Management Science and Industrial Economy Development (MSIED 2022)*, 2022 <<https://api.semanticscholar.org/CorpusID:250125222>>.

¹¹ Agung Kwartama, 'THE FACTORS OF JOB SATISFACTION AND EMPLOYEE PERFORMANCE(CASE STUDY PT YICHENG LOGISTICS JAKARTA).', *International Journal of Advanced Research*, 2019 <<https://api.semanticscholar.org/CorpusID:209978962>>.

logistics, including salary, guarantee social, environmental work, relationships work, and supervision¹².

Influence discipline work, compensation finance, and development staff to performance employees have studied in various industries, including transportation and logistics¹³. From the two explanations above so hypotheses formed are :

H 3: Allegedly There is influence significant and positive in a way together between variable competence, variable satisfaction Work with performance employee.

The framework in paper is as follows

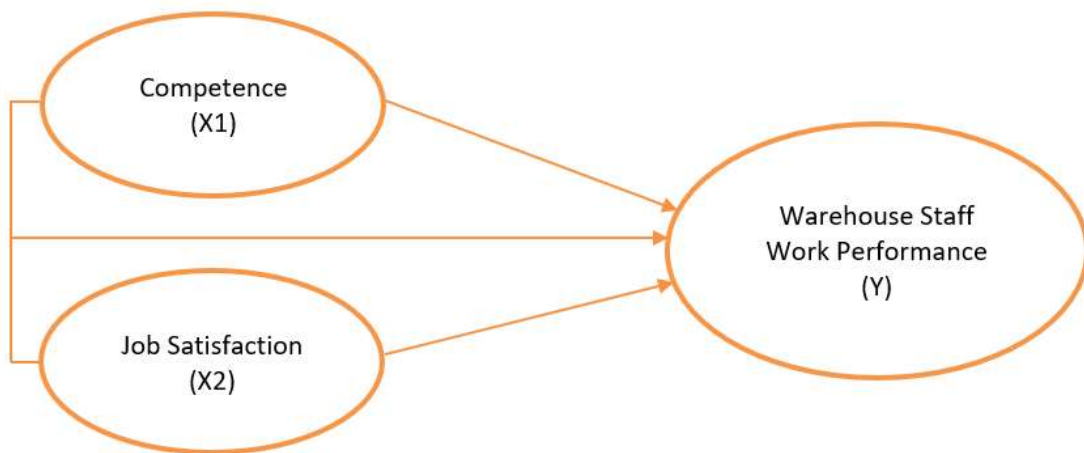


Figure 1. Framework Research

B. Research methods

This research uses quantitative research methods with respondents from logistics companies providing storage for imported goods in North Jakarta, with 48 warehouse staff respondents from five companies who are considered representative as the research population.

¹² Adek a, 'THE FACTORS OF JOB SATISFACTION AND EMPLOYEE PERFORMANCE(CASE STUDY PT YICHENG LOGISTICS JAKARTA).', *International Journal of Advanced Research*, 2019 <<https://api.semanticscholar.org/CorpusID:204204912>>.

¹³ Prety Diawati and others, 'The Influence Of Work Discipline And Financial Compensation On Performance Of Employees In National Private Shipping And Logistics Industry', *JEMSI (Jurnal Ekonomi, Manajemen, Dan Akuntansi)*, 2023 <<https://api.semanticscholar.org/CorpusID:266327490>>.

Data analysis to find the influence of the independent variable on the dependent variable using SPSS data analysis *software* using linear regression with appropriate interpretation results from the processed questionnaire data. The findings from this research are that all statements in the research indicators are declared valid and the results of this research are that there is a relationship between the independent variables and the dependent variable.

C. Results and Discussion

This paper with amount respondents was 48 staff warehouses at five companies logistics in North Jakarta, distribution questionnaire during One month with all statement targets met, where type sex staff warehouse 40 men and eight women. After receiving so questionnaire in the form tabulation processed and made something analysis to look forward to making some answers to the above problems and objectives.

1. Validity Test

Table 1. Validity Test Results Variable Competence

Competence					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	34.00	1	2.1	2.1	2.1
	38.00	2	4.2	4.2	6.3
	40.00	7	14.6	14.6	20.8
	42.00	5	10.4	10.4	31.3
	44.00	7	14.6	14.6	45.8
	46.00	8	16.7	16.7	62.5
	48.00	3	6.3	6.3	68.8
	50.00	15	31.3	31.3	100.0
	Total	48	100.0	100.0	

Source : Data processing, SPSS 25, 2023

Question questionnaire tested and declared valid and used in stages then continue with the next test. Likewise in table 2. Validity test results satisfaction Work Where The questions tested were also declared valid with the results are below This :

Table 2. Validity Test Results in Job satisfaction

Job Satisfaction					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	34.00	1	2.1	2.1	2.1
	36.00	2	4.2	4.2	6.3
	38.00	8	16.7	16.7	22.9
	40.00	9	18.8	18.8	41.7
	42.00	7	14.6	14.6	56.3
	44.00	1	2.1	2.1	58.3
	46.00	4	8.3	8.3	66.7
	48.00	3	6.3	6.3	72.9
	50.00	13	27.1	27.1	100.0
Total		48	100.0	100.0	

Source : Data processing, SPSS 25, 2023

Furthermore validity test results variable performance employee with testing statement questionnaire with valid results in table 3, below This :

Table 3. Employee Performance Validity Test Results

Employee Performance					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	32.00	1	2.1	2.1	2.1
	36.00	2	4.2	4.2	6.3
	38.00	6	12.5	12.5	18.8
	40.00	12	25.0	25.0	43.8
	42.00	6	12.5	12.5	56.3
	44.00	8	16.7	16.7	72.9
	46.00	3	6.3	6.3	79.2
	48.00	2	4.2	4.2	83.3
	50.00	8	16.7	16.7	100.0
Total		48	100.0	100.0	

Source : Data processing, SPSS 25, 2023

Coefficient Test

Table 4. Model Summary

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.251 ^a	.063	.021	4.46143

a. Predictors: (Constant), Job Satisfaction, Competence

Sumber :Olah data, SPSS 25, 2023

Table 4 results . Model Summary states that testing in a way together between three variables are obtained the R Square result is 0.063, this show that of 6.3%, Variable Competence (X₁), Satisfaction Work (X₂) by simultaneous influential positive on Warehouse Staff Performance (Y) meanwhile the rest influenced other factors do not researched .

Table 5. Coefficient Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	29.420	8.350		3.523	.001
	Competence	.254	.154	.240	1.648	.106
	Job Satisfaction	.041	.130	.047	.319	.751

a. Dependent Variable: Employee Performance

Source : Data processing, SPSS 25, 2023

From the coefficient data above will explained analysis test results regression multiple as following :

$$Y = 29.420 + 0.254 X_1 + 0.041 X_2$$

Explanation :

- a. Constant value a = 29,420, can be interpreted that If variable Competence , Satisfaction Work , if worth zero then Work Performance Warehouse Staff is valuable negative amounting to 29,420.

- b. Coefficient regression Comtension $b_1 = 0.254$, can interpreted that If mark Competence decrease as big as One so Warehouse Staff Performance scores will also decrease of 0.254.
- c. Coefficient regression Satisfaction Work $b_2 = 0.041$, get interpreted that If mark Satisfaction Work increase as big as One so Work Performance value Warehouse Staff will too increase of 0.041.

t test

From the results table 5. above can explained t test results as following :

- a. Influence Competency (X 1) on Work Performance Staff (Y), then mark t count For variable Competency (X 1) is 1,648, meanwhile mark t table for N = 48 it is 2,682. So $1,648 < 2,682$, then , you can stated that Competence (X 1) no influential significant on Work Performance Staff (Y).
- b. Influence Satisfaction Work (X 2) on Work Performance Warehouse Staff (Y), then mark t count For variable Satisfaction Work (X 2) is 0.318, whereas mark t table for N = 48 it is 2,682. So $0.318 < 2.682$, then , you can stated that Satisfaction Work (X 2) no influential significant on Work Performance Warehouse Staff (Y).

Uji F

Table 6. F Test Results

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	60.223	2	30.111	1.513	.231 ^b
	Residual	895.694	45	19.904		
	Total	955.917	47			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Job Satisfaction, Competence

From the results table 6. above for the ANOVA test obtained mark F count amounting to 1,531 which more bigger from F table , then can said that Competence (X 1), Satisfaction Work (X 2) by together or simultaneous influential positive on Warehouse Staff Performance (Y).

Discussion

From the results of the t test, it state that between variable Competence with Work Performance variable Warehouse Staff is not

influential in a way positive and significant, as well Satisfaction Work No influential Positive and Significant on Work Performance Staff, not yet exists study with the results stated results in paper This. But For results in a way simultaneous state that There is influence significant and simultaneous between variable Competency, Variable Satisfaction Work with Work Performance Warehouse Staff. This is appropriate with the results study from¹⁴, another study from ¹⁵that state Both job competency and job satisfaction have a significant influence on employee performance at PT Telkom Access North Jakarta, both individually and collectively.

D. Result

Paper results This proves that There is an influence significant and positive between variable Competence with Job Performance Variables Warehouse Staff, besides neither does that There is influence positive and significant between Satisfaction Work with Work Performance Warehouse Staff. But other results show that in a way simultaneous There is influence positive and significant between third variable .

Recommendation This for the company created object in paper This that need increase competence and prove that necessity improve and show satisfaction Work to party third or consumer .

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