

Work Discipline and Competency of the Democracy Volunteer of Makassar City in General Election 2019

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Abstract. *This study evaluates the impact of work discipline and competence on the performance of the Makassar City Volunteer Democracy during the 2019 General Election, focusing on both individual and combined contributions. Using a quantitative approach, multiple regression analysis was conducted to explore these relationships. Data were collected from volunteers through structured questionnaires and analyzed with SPSS.21, employing correlation coefficients, T-tests, F-tests, and R-Square. Results indicate a significant positive relationship between work discipline ($\beta=0.262 = 0.262\beta=0.262$) and competence ($\beta=0.579 = 0.579\beta= 0.579$) with performance, with a combined effect explaining 57.4% of the variance in volunteer performance.*

Keywords: *Work Discipline, Work Competence, Performance, General Elections In Makassar, Democratic Volunteers*

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INTRODUCTION

It is imperative to note that 2019 is a special year in terms of election in Indonesia, since for the first time was held simultaneous national elections. This was a huge deviation from the previous electoral model under which elections to the heads of state and to the legislative branches were conducted. The 2019 elections integrated the electoral cycle by making simultaneous the elections for president and the members of the House of Representatives, the Regional Representative Council, and the Regional People's Representative Council at the provincial and district/city levels. This unification was done under the stated law of Law Number 7 of 2017 concerning General Elections which sought to ease the functioning of democracy or governance by limiting the number of elections.

This decision of having two elections concurrently was to some extent, challenging to the electorate as well as the election organizers (Miller, 2021). This was a severe challenge of the country's electoral system since it entails organizing five different types of elections concurrently, calling for elaborate and efficient planning and efficient co coasting accompanied by good management pertinent to every stage of the electoral processes. The stakes were especially high for the election organizers and their main goal was to make sure that the process went on as it was planned, was clear and as fast as possible (Bulman & Seiffer, 2022). Some of the other formations involved in the process of the election organization were the Democracy Volunteers, which was a number of persons who participated in election awareness and promotion.

The Democracy Volunteer program was developed alongside with the general orientation towards increasing voter turnout and improving the quality of the election. This can be seen as a social movement because people of the society even participated in the electoral process of choosing the leader. Democracy Volunteers or 'Relationships' whose role was to be vanguards of democracy in their regions (Weinschenk & Dawes, 2022). This is a capacitation approach where the actual implementation was closely coordinated with the General Elections Commission (KPU) on voters education programs and interventions to enhance voters' literacy. Those volunteers were not only to cultivate the electoral process knowledge among the voters, but also to disseminate the principles of democracy and to inspire the targeted population to think and vote responsibly.

The activities of Democracy Volunteers were particularly relevant in the context of the simultaneous elections held in 2019 because of the increased level of voters' engagement. These volunteers were supposed to act as intermediaries between the voting public and the election administrators to ensure that the electorate made a prepared vote which was in the election. Especially for districts with low voters' literacy levels or where voters lacked adequate information. As the name suggests, volunteers empowered through the Democracy Volunteers project was able to ensure that they policed the election and other processes hence ensuring that culture of democracy and responsibilities was instilled.

Nonetheless, the experience obtained while implementing the Democracy Volunteer program had its shares of drawbacks. Therefore, productivity and work discipline, and competency level hugely determined these volunteers' efficiency. Work discipline in this case means that the volunteers are able to conduct themselves in a manner that is which is acceptable with regards to the rules and regulations of the KPU and also be able to perform their duties on time. Competency, as for the other hand, pertains to the skills, knowledge and understanding of the volunteers for them to deliver their tasks that were assigned to them properly. These two factors were useful in evaluating the over performance of the Democracy Volunteers and consequently the performance of the 2019 elections.

Looking at work discipline, the Democracy Volunteers were supposed to show commitment towards performance of their assignments. This involved following the KPU's timetable and schedule and attending training sessions as well as engaging with the community. The Volunteers' discipline in work was vital in the management of the voter education programs and the electoral processes, for the success of these programs. Any slip up could have led to a slowing down or complete interruption of the votes thereby jeopardizing the credibility of the elections.

Competency was equally important, as the Democracy Volunteers were required to possess a certain level of knowledge and skills to effectively carry out their duties. This included an understanding of the electoral process, the ability to communicate effectively with the community, and the capacity to manage voter education programs. The KPU provided training to the volunteers to equip them with the necessary skills and knowledge, but the success of this training depended on the volunteers' ability to absorb and apply the information. In some cases, additional support and resources were needed to ensure that the volunteers could perform their duties effectively.

The performance of the Democracy Volunteers in the 2019 elections provides valuable insights into the challenges and opportunities associated with community-based electoral programs. The simultaneous elections of 2019 were a significant test of the country's electoral system and the role of the Democracy Volunteers was a key factor in determining the success of the elections. By examining the work discipline and competency of these volunteers, this study seeks to contribute to a better understanding of the factors that influence the effectiveness of electoral programs and to identify potential areas for improvement in future elections.

The same can also be said regarding engagement of Democracy Volunteers in the 2019 elections and the necessity of community activities for the democratic process. Specifically,

through pitching an interest in the community concerning the voting process and encouraging the people to exercise their democratic right in the elections, these volunteers offered a great impact towards the creation of democracy. This research is also intended to advance this basic understanding by analyzing specific details of Democracy Volunteers' work as well as their work discipline and competency in Makassar City. The conclusion derived from this study will be tremendously significant for policy makers, election officials and indeed any stakeholders who are in one way or another involved in the electoral process as it will help them to come up with a better strategy and means to improve the success rate for future elections, citizenship polls and more importantly to encourage the community to participate in the electoral process actively.

LITERATURE REVIEW

Simultaneous Elections and General Elections

In most countries that adhere to the principle of democracy, elections are seen as manifestations, manifestations as well as benchmarks of democracy. In other words, when a country adopts the concept of democracy, elections are a logical consequence in the life of a nation and state based on democracy.

Simultaneous general elections in 2019 had political ramifications, both nationally and regionally. As Triono (2017) noted, the ultimate verdict is the Constitutional Court Decision No. 14 / PUU-XI / 2013 about the validity of Law No. 42 Year 2008 Concerning the Election of the President and Vice President. The Constitutional Court's ruling undoubtedly has significant ramifications and difficulties for the Indonesian people in terms of developing a more mature political and democratic system. The primary point that must be agreed upon collectively is that the electoral system is only an instrument inside a democratic system, and as such, it may and should be updated and changed in response to a country's circumstances and aspirations. The 2019 election will serve as a litmus test for a direct democratic system in which citizens have a say in their political choices.

According to Dewi (2019) academically the concept of simultaneous elections is only possible in a presidential government system. The core concept is to combine the implementation of legislative and executive elections in the same day, so that the possibility of creating a congruent government, meaning the election of executive officials (President and Vice President) who get legislative support so that the government is stable and effective.

Work Discipline

The Concept of Discipline

Discipline, in general, may be defined as a type of compliance with a norm, both written and unwritten. Work discipline is a critical operational function in human resource management; the stronger an employee's work discipline, the higher the quality of work generated. High work discipline aids the company in attaining its objectives, which results in a positive image for the organization.

Definition of Work Discipline

According to Davis in Sakban et al. (2019), discipline is the use of management to reinforce and enforce organizational policies. This indicates that discipline is an attitude displayed by employees inside an organization toward executing and adhering to all of the organization's rules or standards. According to Singodimedjo in Edy, (2009), discipline is an attitude of readiness and readiness to comply and obey the standards and regulations that apply in the immediate environment.

Terry (2009) asserts that punishment is a tool for staff mobilization. Meanwhile, Latainer (2009) defines discipline as a strength that develops inside workers and motivates them to freely adapt to choices, laws, and high standards of work and conduct. According to Zainal et al. (2019), "work discipline is a strategy used by managers to communicate with workers in order

to elicit their willingness to modify a behavior and to heighten one's knowledge and willingness to comply with all business standards." On the basis of the foregoing definition of work discipline, we can conclude that it is a voluntary and self-obedient attitude that is willing and self-conscious to adhere to and observe all rules or standards established or imposed in the company.

Indicators of Work Discipline

According to Sudarmanto (2015), signs of work discipline include the following: (1) Punctuality: employees report to work on time, in an orderly and orderly way, indicating a healthy work environment. (2) Appropriate use of office equipment: a careful approach toward office equipment usage demonstrates a person's professional discipline, allowing office equipment to prevent damage. (3) High accountability: individuals who consistently execute given duties in accordance with processes and take ownership of work outcomes can also be called to have strong work discipline. (4) Adherence to office rules: personnel who wear workplace uniforms, carry identification cards or identity cards, and get authorization to enter the office indicate a high level of discipline.

Concept of Performance

In a nutshell, performance may be defined as the outcomes and behaviors of work accomplished in the course of accomplishing assigned tasks and duties within a certain time period. A performance is a performance, or it can be taken as work performance, work performance, or work outcomes. Additionally, performance may be understood as the outcome of an individual's whole effort over a certain length of time in carrying out the task, such as work standards, objectives, or targets or criteria that have been predetermined and mutually agreed upon (Niswaty et al., 2015).

Hersey and Blanchard assert in Zainal et al (2019). Performance is a function of desire and ability; in order to successfully do a task or job, an individual must demonstrate a particular amount of willingness and ability. A person's willingness and abilities are insufficient to do something without a clear grasp of what will be accomplished and how it will be accomplished. According to the Oxford Dictionary (Moeheriono, 2018), performance is a method of activity or a manner of behaving or executing organizational functions. According to Robbins in (Moeheriono, 2018), performance is a result of the interplay of ability, motivation, and opportunity, specifically Performance: = f (A x M x O), which means performance is a function of ability, motivation, and opportunity.

According to The Scriber-Bantam in (Moeheriono, 2018), performance is derived from the term... "to perform" and includes the following entries: (1) Acting, carrying out, carrying out (to do or carry of a execute) (2) Comply with or follow out the terms of a purpose or vow (to discharge of fulfill a vow). (3) Fulfill or improve obligations (to execute or complete an understaking). (4) Perform an action that someone or the machine anticipates (to do what is expected of a person machine).

Employee performance, according to (Mangkunegara, 2016), is the consequence of an employee's quality and quantity of work in carrying out their duties in line with the obligations assigned to them. According to the experts, performance is the result of work accomplished by an employee or employee in carrying out or carrying out tasks and work offered by organizations that have specific standards and criteria for completing the work.

Performance Indicators

According to Riadi (2014), performance may be measured using the following indicators: (1) Accuracy in completing tasks is time management at work and also employee accuracy in completing work. (2) Suitability of working hours refers to employees' desire to adhere to corporate standards on timely entry and exit from work, as well as attendance requirements. (3) The number of employees that are absent from work within a specified time period. (4)

Employee cooperation refers to an employee's capacity to collaborate with others to complete a task efficiently and effectively.

Competence

Understanding Competence

According to Scale (1975) in Edy (2009), competency is derived from the term competence, which refers to skills, talents, and authority. On an etymological level, competence is described as the behavioral dimension of a leader's or staff's expertise or excellence in terms of skills, knowledge, and good behavior. According to Spencer and Spencer (1999) in Edy, (2009), competence is a fundamental trait of an individual that is connected with work performance. According to Boulter, Dalziel, and Hill (2003), competence is a fundamental trait of a person that enables him to operate at a high level in specific tasks, positions, or situations. Several of the notions outlined above suggest that an individual's previous skills will influence the quality of his job.

According to Edison et al. (2016), competence is a personality trait that characterizes someone who produces effective work or performs at a high level. Labor Law No. 13 2003: Work Competence is an individual's ability to meet set standards in terms of knowledge, abilities, and work attitudes. According to Government Regulation No. 101 of 2002, competence refers to a public servant's capacity and qualities in the form of knowledge, behavioral attitudes, and abilities necessary to perform his responsibilities and positions (Article 3). According to Mulyasa in Edy, (2009), competence is a collection of information, skills, values, and attitudes manifested in one's thinking and acting habits. According to MacClelland in (Sudarmanto, 2015), competence is a fundamental human trait that influences an individual's success in a certain profession or environment. Based on several expert-provided definitions of competence, we can conclude that competency is an ability or expertise possessed by someone that has been attached to and developed into the person's characteristics in the form of knowledge, skills, and positive attitudes, enabling him to produce maximum and superior work in specific situations and conditions.

Competency Indicator

The idea on which this study will be based is Romber's (2007) theory in Riyanda (2017), namely job experience, educational background, knowledge, and skills. Work experience serves as a foundation / reference for an employee to establish the proper conditions, dare to take risks, be capable of facing challenges with full responsibility, and communicate effectively with diverse parties in order to maintain productivity, performance, and produce competent individuals in their fields. Dear Edy (2009). Education is a process that aims to enhance theoretical knowledge and decision-making abilities in the context of goal-oriented actions. This effort was undertaken to increase employees' productive contributions and build human resources in order to prepare for any eventualities that may arise as a result of environmental changes Edy (2009). Knowledge is a person's expertise or information in a certain topic (Sudarmanto, 2015). The capacity to do specific physical or mental activities is referred to as a talent (skill) (Sudarmanto, 2015).

Democracy Volunteers

The volunteer democracy program is motivated by voter participation which tends to decrease. The last three national elections and the implementation of post-conflict local elections in various regions show this indication. In national elections, for example, the 1999 elections (92%), the 2004 elections (84%) and the 2009 elections (71%) became one of the challenges faced in efforts to realize the success of the 2014 election. Many factors have led to a declining participation rate, among them are saturated with the high frequency of holding elections, dissatisfaction with the performance of the political system that does not improve the quality of life, mal-administration of election administration, the existence of anti-democratic

religious understanding, and the weakening of public awareness about the importance of elections as an instrument of social transformation, etc.

Democratic volunteer initiatives arose in response to the deterioration of voting quality. Without discounting people who exercise their freedom to vote rationally, some of our voters are caught in pragmatism. Not all voters arrive to the polling station with certain principles in mind, but others are motivated by material concerns, such as obtaining money and daily requirements. This voter pragmatism is aided in part by a low degree of political literacy, the marginalization of voluntary society (voluntarism) on the democratic intelligence agenda, and the huge politics of ideas conducted by electoral contenders.

The Volunteer Democracy Program's objectives are as follows: (1) to enhance the quality of the election process; (2) to increase voter participation; (3) to boost public trust in the democratic process; and (4) to engage civil society in the electoral process.

Democratization

To improve the competencies needed to carry out their duties, democratic volunteers attended the Training of Trainers for Democratic Volunteers with the material; (1) The importance of democracy, elections and participation; (2) Understanding of the technical strategic stages of the election; (3) Code of ethics for volunteers; (4) Public communication techniques; (5) Other relevant material.

Comment

METHODS

The research on democratic volunteers' performance strategies in the run-up to the 2019 elections uses a quantitative descriptive technique. This study employed casual associative quantitative research, which is a sort of research that tries to evaluate the effect of two or more independent factors and also explains the link between variables, influence, and influence. The research variable is the effect of work discipline and competence on the performance of Makassar city volunteers during the 2019 General Election implementation. The subjects of this study are Makassar City Volunteer Volunteers (Relasi) who participated in the 2019 Election. Because there are a total of 55 relations, all of them are employed as samples in this study. Prior to evaluating the hypothesis, it is required to evaluate the classical assumptions and the inaccuracy of the regression model employed in the study to ensure that the research is not biased. Sanjaya (2016) asserts that the regression model will exhibit a substantial and representative association (BLUE = Best Linear Unlimited Estimator). The purpose of hypothesis testing is to ascertain if the independent variables have a discernible and reliable effect on the dependent variable. Multiple regression tests are used to test hypotheses.

RESULTS AND DISCUSSION

The purpose of this study is to determine (1) the influence of work discipline on performance, (2) the effect of competence on performance, and (3) the effect of work discipline and competence on the Makassar City Volunteer Democracy's performance concurrently. To evaluate previously formulated hypotheses, quantitative research methods are employed. These approaches include the use of statistical formulae and computer software that includes a Statistical Predict Standard Solution (SPSS) procedure for evaluating data or responses from respondents. The following are the findings from the data analysis and discussion:

Test Statistics

According to the rules for evaluating correlation coefficients, the correlation value of 0.672 ** determined by SPSS calculations above for the association between Work Discipline and Performance is in the middle, falling between the range of 0.41 - 0.70. As a result, it can be inferred that the Work Discipline variable has a strong correlation with performance. While the correlation between Competence and Performance is 0.765 ** at a high level with a range of

0.71 - 0.90. As a result, it is possible to conclude that the Competency variable has a strong correlation with performance.

Sujarweni (2014) states that in multiple regression, the dependent variable is impacted by two or more independent factors, such that the dependent variable, Volunteer Performance (Y), is functionally connected to the independent variables, Work Discipline (X1) and Competency (X2). The following equation is used to determine the effect:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Where:

Y = Volunteer performance

a = constant

b = Regression coefficient

X1 = Work Discipline

X2 = Competence

e = Standard error

Table 1. Coeficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.157	4.660		1.321	.190
	Working Discipline	.262	.129	.249	2.036	.045
	Competence	.579	.132	.536	4.380	.000

Dependent Variable: Volunteer Performance

According to Sujarweni (2014) if the value of T-count > T-table means that the independent variable (X) partially influences the dependent variable (Y). The F-test can be used to test whether there is a simultaneous influence between the independent variables on the dependent variable. According to Sanjaya, (2016) if the value of Sig. < 0.05, it means that the independent variable (X) influences the dependent variable (Y).

Table 2. Inova

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2005.198	2	1002.599	63.976	.000 ^b
	Residual	1488.802	95	15.672		
	Total	3494.000	97			
a. Dependent Variable: Y						
b. Predictors: (Constant), X2, X1						

Given that the value of Sig., which is 0.00 of the probability value of 0.05, is known from the SPSS.21 output above, it can be deduced that the Work Discipline (X1) and Competency (X2) variables impact the volunteer work variables concurrently or jointly (Y). Additionally, F-Test decision-making can be based on F-calculated and F-table values. According to Sujarweni (2014), if F-count > F-table, the independent variable (X) has an effect on the dependent variable concurrently (Y). Because the F-count value is 63.976 > F-table 3.09, it may be argued that the Work Discipline (X1) and Competency (X2) variables both impact the voluntary work variable concurrently or jointly (Y).

Determination Coefficient Test

According to Sanjaya (2016), the coefficient of determination (R²) is used to assess the model's capacity to explain the dependent variable's fluctuation. Between zero and one is the coefficient of determination. A low R² value indicates that independent factors are capable of explaining the fluctuation of a limited dependent variable. Because this research contains

several variables, the coefficient of determination is employed to quantify the independent variable's contribution to the dependent variable. The larger the adjusted determination coefficient or the regression model, the more accurate the model. The following are the coefficient of determination test results from SPSS.21. To determine the percentage of influence exerted by the independent variable on the dependent variable, look at the SPSS output in the Summary table, specifically the R-Square column value. Since the R-Square value is 0.574, the magnitude of the independent variable's effect on the variables bound is 57.4 percent ($0.574 \times 100 = 57.4$).

This suggests that the independent variable may explain 57.4 percent of the variance in the dependent variable, whereas the remaining 42.6 percent is explained or impacted by factors not included in this study. This section summarizes the findings of a study on the influence of work discipline and competence on the performance of Makassar city volunteers during the 2019 municipal elections. This discussion contains responses to previously formulated research topics; further details may be found in the following description.

Work Discipline

Work discipline of Makassar city volunteers in the 2019 elections is measured based on 4 indicators namely timeliness, good use of office equipment, high responsibility, and adherence to office rules. To find out the distribution of respondents' answers regarding each of these indicators, the following analysis was carried out:

Table 3. Achievement Levels of Variable Work Discipline Scores (X1)

Work Discipline	Number of Question Item	Score Achieved	Ideal Score	Achievement %	Category
Punctuality	4	891	1100	80.969	Good
Use Office Equipment Well	4	869	1100	79.795	Good
High responsibility	4	869	1100	78.673	Good
Compliance with Office Rules	4	880	1100	79.954	Good
Total	16	3509	4400	79.744	Good

Source: Results of Data for Achieving Work Discipline Variable Score (X1)

Based on table.3, above it can be seen that, the level of percentage achievement for the work discipline variable is in the good category (79.744%). This means that in general the level of employee discipline can be said to be good, this is supported by the results of achieving the score of each indicator of work discipline variables that are in the good category. The results were also strengthened by the statement given by volunteers on the questionnaire essay sheet, "I always try to follow the rules set by the KPU, by arranging work plans according to the community base that is the responsibility of my work, and completing socialization activities in Public". We can indirectly understand that the democratic volunteers of Kot Mkassar have high work discipline.

Competence

Competence is an ability or expertise possessed by an individual that has been inherent and becomes a characteristic of that person in the form of good knowledge, skills and attitudes as well as being supportive in order to be able to obtain good and maximum results at work. To measure the level of competence of the democratic volunteers in Makassar, it can be done through the distribution of respondents' answers presented in the frequency and percentage table. Measuring these variables is based on 4 indicators, namely, work experience, educational background, expertise/knowledge, and skills.

Table 4. Achievement Level of Competency Variable Score (X2)

Competence	Number of Question Items	Score Achieved	Ideal Score	Achievement %	Category
Work experience	4	880	1100	80.510	Good
Educational background	4	847	1100	76.836	Good
Having Expertise or Knowledge	4	792	1100	72.091	Good
Skills	4	825	1100	75.153	Good
Total	16	3344	4400	76.147	Good

Source: Results of Data Process Achievement of Competency Variable Scores (X2)

Based on table 4 above it can be seen that, the level of achievement of the percentage for the competency variable is in the good category (76.147%). This means that in general the level of competence of employees can be said to be good, this is supported by the results of the achievement of the score of each indicator of work discipline variables that are in the good category. This statement is also supported in the questionnaire essay sheet that has been filled out by employees, the majority have good competence because of the cooperation between employees and one of them also comes from the training that has been followed.

Volunteer Performance

Volunteer performance is a type of work in terms of quality and quantity accomplished by an employee in the course of carrying out their assigned obligations. Every business expects its workers to perform at a high level in order to accomplish corporate goals. The Volunteer Performance variable is composed of four indicators: job completion accuracy, work hours appropriateness, degree of attendance, and employee collaboration.

Table 5. Achievement Levels of Volunteer Performance Variable Scores (Y)

Volunteers Performance	Number of Question Items	Score Achieved	Ideal Score	Achievement %	Category
Accuracy in completing tasks	4	770	1100	70.765	Worth
Suitability of Working Hours	4	781	1100	71.479	Good
Attendance rate	4	792	1100	72.295	Good
Volunteer Cooperation	4	836	1100	76.173	Good
Total	16	3179	4400	72.678	Good

Source: Results of Data Processing Achievement of Variable Performance Volunteer Scores (Y)

Based on the table above it can be seen that, the level of achievement of the percentage of volunteer performance variables is in the good category (72.678%). Judging from the results of the measurement of the characteristics of volunteer performance through its indicators shows that the indicator supports the quality of the variable. This can be seen from the 3 indicators that are in the good category, namely indicators of suitability of working hours, level of attendance, cooperation between employees, while indicators for accuracy of task completion are in the quite good category.

The Effect of Work Discipline on Volunteer Performance

According to the results of the research, it has been established that work discipline variables affect employee performance variables. This is evident from the SPSS output on the correlation test results, where the value of r (correlation) equals 0.672 **, which is in the moderate range of 0.41-0.70. Thus, the Work Discipline variable exhibits a sufficient association with the employee's performance.

According to (Sudarmanto, 2015), an employee with a high level of work discipline has the following characteristics: punctuality, proper use of office equipment, a high level of responsibility, and obedience to office norms. The importance of punctuality is seen in the attitude of workers who arrive on time for work and adhere to the office's rules and regulations, indicating that an employee is disciplined (Maryani et al., 2021; Astuti & Amalah, 2020; Surajiyo et al., 2021).

Additionally, the study's findings indicated that the work discipline coefficient was 0.262, implying that if the work discipline variable (X1) increased by 1% while the competency variable (X2) remained constant at 0 (zero), the performance of the Democratic Volunteers in Makassar would increase by 26.2 percent. This demonstrates that the work discipline variable has a positive effect on volunteer performance, and therefore that the more disciplined volunteer work is, the better the performance of democracy volunteers in Makassar city.

The findings of this study corroborate those of previous research conducted by Riwukore et al. (2020). The hypothesis test analysis revealed that work discipline has a positive and significant effect on the performance of civil servants in the spatial planning department and Cianjur regency settlements, with a r^2 value of 0.407 or 40.7 percent obtained through the coefficient of determination test results. This suggests that through strengthening employee work discipline, the performance of official personnel will improve.

Effect of Competence on Volunteer Performance

According to the results of the research, it has been established that the competency variable has an effect on the volunteer performance variable. As evidenced by the SPSS output on the correlation test results, the value of r (correlation) for the relationship between Competence and Volunteer Performance, ie 0.728 **, is quite high, falling within the range of 0.71 - 0.90. Thus, the Competency variable has a strong correlation with volunteer performance.

In this study, the second component that might effect performance is competence; according to Hajiali et al. (2020), competence can help strengthen and improve job abilities. The more frequently a person performs the same task, the more skilled and proficient he becomes and the faster he completes the task. The more sorts of job a person performs, the deeper and wider his work experience becomes, allowing for increased work. According to the expert, an employee's skills might have an effect on the job outcomes or performance of other employees in the workplace. According to Salman et al. (2020), an employee possesses high competence if he or she has relevant job experience, an educational background, specialized knowledge or expertise, and abilities. Work experience is critical for an employee's performance improvement because it enables employees to put themselves in advantageous situations, have the courage to take calculated risks for the advancement of the organization, and establish effective communication between sharing parties in order to maintain the productivity of their work.

The findings of this study corroborate those of Saputra et al. (2016), who examined "The Effect of Competence, Work Discipline, Education and Training, and Career Patterns on Employee Performance at the Gunungkidul Regency Land Office." The findings indicated that competence has an effect on the performance of Gunungkidul District Land Office employees.

The Effect of Work Discipline and Competence on Volunteer Performance

Based on the results of research conducted using SPSS data processing, the output of the f -test is the value of 3.09 for the F -table. Because the value of F -count 63.976 > F -table 3.09, it can be concluded that Work Discipline (X1) and Competency (X2) both affect the Employee Performance variable concurrently or jointly (Y). The Model Summary table's findings indicate that the R-Square column has a value of 0.574, indicating that the size of the influence of the work discipline and competence variables on employee performance is 57.4 percent. This suggests that the independent variable may explain 57.4 percent of the variance in the dependent variable, whereas the remaining 42.6 percent is explained or impacted by factors not included in this study.

Employee or volunteer performance is the consequence of an employee's job or work performance in carrying out their duties in line with their assigned obligations. Improved employee performance is critical to note because it can impact the organization's ability to achieve its goals; every organization or office, without a doubt, expects each employee to perform well. In addition to assisting the organization in achieving its goals, improved employee performance can also assist individual employees in developing their abilities and obtaining a job promotion within the organization. The findings of this study corroborate those of Riyanda, (2017), entitled *The Effect of Work Competency and Discipline on Employee Performance*. The study's findings indicated that competence and work discipline had a substantial impact on employee performance.

This study has effectively addressed and filled gaps in the existing literature by providing empirical evidence on the impact of work discipline and competence on volunteer performance, specifically in the context of the 2019 municipal elections in Makassar City (Raes et al., 2020; Skivington et al., 2021; ElHaffar et al., 2020). While prior studies have established the importance of these variables in general employee performance, the current research narrows the focus to a unique demographic democratic volunteers and applies rigorous statistical analysis to quantify the relationships. By doing so, it not only confirms previous findings about the positive effects of work discipline and competence but also extends the application of these concepts to the realm of volunteerism in democratic processes, a relatively underexplored area. The study's results, which show significant correlations between the variables, offer valuable insights for policymakers and practitioners aiming to enhance volunteer performance in electoral settings, thus contributing new perspectives and practical implications to the field.

CONCLUSION

Work discipline and competence are two elements that might impact employee performance, because a strong work ethic shapes the character and attitude of workers who adhere to the office's rules and regulations. While competence enables people to grow their talents and knowledge in line with their job requirements in order to achieve superior work outputs. Every business requires workers to perform well in order to accomplish organizational goals; in order to do so, employees are required to exercise strong work discipline, demonstrate competence, and carry out given responsibilities in accordance with their profession. If these two conditions are met, it is not improbable that employee performance will improve as well, ensuring that the organization's objectives are met.

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