

The Role of Competency Certification, Motivation and Work Environment in the Performance of the Indonesian Waqf Board, South Sumatra Province



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ABSTRACT: The performance of nazhir plays an important role in optimizing waqf management, so supporting factors are needed that can improve their work quality. This study aims to analyze the role of competency certification, motivation and work environment on the performance of nazhir at the Indonesian Waqf Board in South Sumatra Province. This study uses a descriptive qualitative method to describe the phenomenon in depth and comprehensively. Data were collected through in-depth interviews, observation and documentation. Data analysis was carried out using NVivo 12 Pro software to identify relevant key themes. The results of the study indicate that competency certification provides a foundation of expertise and confidence for nazhir in carrying out their duties. Motivation, both intrinsic and extrinsic, can increase nazhir's work commitment and productivity. In addition, the work environment, both physical and non-physical, also contributes significantly to their performance. Overall, these three factors have a major role in improving nazhir performance in South Sumatra Province. This study concludes that to improve nazhir performance, it is necessary to strengthen the competency certification program, provide ongoing motivation, and manage an optimal work environment. The recommendations of this study are expected to contribute to more effective and professional waqf management.

KEYWORDS: Competency Certification, Motivation, Work Environment, Nazhir Performance, Indonesian Waqf Board of South Sumatra Province, NVivo 12 Pro

I. INTRODUCTION

Waqf is an eternal Islamic philanthropy that plays a role in various aspects of human life. In the last two decades, the practice of waqf in Indonesia has increased, in terms of quantity and diversity. The increase is in the fields of worship, preaching, education, economic empowerment, environmental conservation, improving welfare, including the existence of associations and forums for waqf development.

In accordance with the authority granted by law, the Indonesian Waqf Board can form a Provincial Indonesian Waqf Board Representative or a Regency/City Indonesian Waqf Board Representative. This formation is carried out according to needs. The Central Indonesian Waqf Board proposes to the Head of the Regional Office of the Ministry of Religion to form a representative of the Indonesian Waqf Board. The representative of the provincial Indonesian Waqf Board is located in the provincial capital and has a hierarchical relationship with the central Indonesian Waqf Board. And in Palembang in April 2014, the Indonesian Waqf Board of South Sumatra Province began to form. In each provincial representative of the Indonesian Waqf Agency, each has its own road map. The road map is a long-term plan for waqf for the next twenty years and the road map is designed by a waqf nazhir who has a competency certificate. However, research on competency certification in waqf is still lacking.

The motivation of a nazhir becomes a potential power within him which can then be developed by a number of external forces so that it can affect the results of his performance, either positively or negatively. Therefore, motivation is one of the important components that a nazhir must have to perform well in achieving the goals of waqf. One of the goals of waqf is to utilize waqf property according to its function. The problem of motivation in the performance of waqf nazhir is also still minimally studied by other researchers, just like the issue of competency certification.

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The work environment is everything around employees that can influence employees in carrying out their assigned tasks. The office of the Indonesian Waqf Agency of South Sumatra Province is a means and facility for nazhir to work. The work environment of the office of the Indonesian Waqf Agency of South Sumatra Province is still combined with the Office of the Ministry of Religious Affairs of South Sumatra Province. When the researcher conducted a pre-survey to the office of the Indonesian Waqf Agency of South Sumatra Province, the security employees were not familiar with BWI, but when the researcher mentioned the Indonesian Waqf Agency with a little explanation about the Indonesian Waqf Agency, the security staff found out. Unfortunately, the coordinates of the office of the Indonesian Waqf Agency of South Sumatra Province in Google Maps do not match, namely to the Kambang Iwak area, and the actual address is on Jalan Ade Irma Nasution (One building with the Ministry of Religious Affairs of South Sumatra Province).

Based on the existing problem background and supported by previous research, this is the basis for the researcher to take the research title on Exploration of the Role of Competency Certification, Motivation and Work Environment on the Performance of Nazhir of the Indonesian Waqf Agency, South Sumatra Province.

II. METHODS

This qualitative research focuses on field observations to understand the subject's context in pottery's natural habitat. Sugiyono (2019) notes that qualitative research, often naturalistic, is conducted in real-world settings. The data collection methods included documentation, observation, also with interviews. Pottery samples were selected purposively, and the data analysis followed the Miles & Huberman model, which involves data display, data reduction, also conclusion drawing. Researchers also use the NVivo 12 pro software tool, with coding and analytical maps.

III. LITERATURE REVIEW

1. Performance of waqf nazhir

Performance is a result in the form of input or output achieved by the work in accordance with the responsibilities that the company has given to it. According to Law Number 41 of 2004, Article 1 paragraph (4) concerning waqf, it is explained that nazhir is a party who receives waqf property from the wakif to be managed and developed according to its intended use. Nazhir Performance Dimensions, namely: Financial Aspects, and Non-Financial Aspects. There are three indicators to measure the performance of Nazhir waqf individually, namely: 1. Collection of waqf is the amount of resources used to carry out the waqf program. And management of waqf assets is goods or services produced from the waqf program. 2. Reporting is through the e-reporting of the Indonesian Waqf Agency. 3. Nazhir can distribute waqf benefits and is able to manage waqf.

2. Competency certificate

Competency certificate is an acknowledgment of learning achievement or competency to perform certain work after passing a competency test held by an accredited educational unit or certification institution. The nazhir competency certification is held by the LSP (Professional Certification Institute) of the Indonesian Waqf Agency. The LSP (Professional Certification Institute) of the Indonesian Waqf Agency has 10 certification schemes with a cluster pattern, namely 4 planning schemes, 4 implementation schemes, 1 information presentation scheme and 1 report preparation scheme. The LSP (Professional Certification Institute) of the Indonesian Waqf Agency has 113 competency assessorst. Competency Certification Dimensions, namely Knowledge, Skill, Attitude. Competency Certification Indicators, namely 1. Nazhir understands the law of waqf and knows the practice of waqf. 2. Nazhir knows the management of waqf administration and has a clear work program. 3. Nazhir understands sharia economics and sharia financial instruments and has the capacity and ability in leadership and Nazhir has a vision and mission, 4. Nazhir wants to open a business field and is able to see business opportunities and Nazhir is professional in managing assets. 5. Nazhir has the characteristics of the Prophet SAW including the characteristics of fathonah, Amanah, Shidiq and Tabligh.

3. Motivation

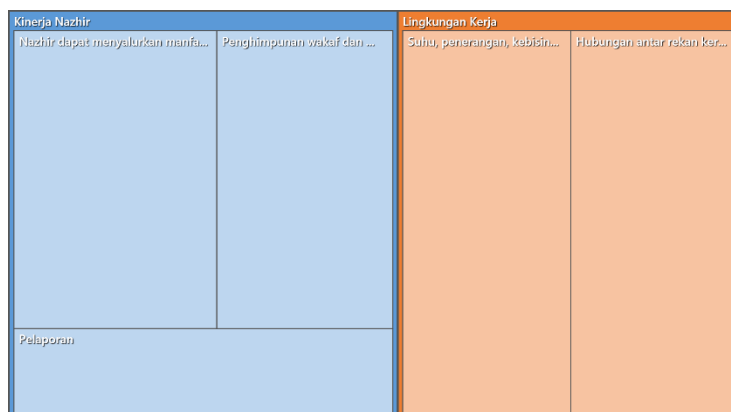
Motivation is a process of encouragement that occurs in a person consciously or unconsciously to do something with a certain goal. Motivation Dimensions are Intrinsic Motivation and Extrinsic Motivation. Motivation Indicators are 1. Work Performance, Achievement of work targets and Involvement in the Company, 2. Responsibility and Workload, 3. Motivation from leaders, 4. Job Promotion, Achievement Awards, Salary and Bonus / incentives.

4. The work environment

The work environment is a situation or atmosphere created by individuals or humans who control a particular environment. The dimensions of the work environment are Physical Work Environment and Non-Physical Work Environment. The indicators of the work environment are 1. Temperature, Lighting, Noise and Air Quality, 2. Work atmosphere, Relationships between co-workers and Security.

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The image above illustrates that the bigger the bubble, the bigger its role. While the smaller the bubble means indicating that its role is getting smaller or weaker.



In the Hierarchy chart image in Nvivo 12 Pro, it means that the work environment in the physical work environment dimension with indicators of Temperature, Lighting, Noise and Air Quality produces 16 aggregates and in the non-physical work environment dimension with indicators of Work Atmosphere, Relationships between Coworkers and Security obtains 16 aggregates. So it can be interpreted that the informant's achievement is good because it is indicated by the work environment indicators, both in the physical work environment dimension and the non-physical work environment. Then in Figure 4.17 Hierarchy chart of nazhir performance in Nvivo 12 Pro, it means that nazhir's performance in the Waqf Collection and Waqf Asset Management indicators produces 13 aggregates. In the Nazhir indicator, being able to distribute waqf benefits and being able to manage waqf, it obtains 15 aggregates and in the reporting indicator, it obtains 8 aggregates from each informant, both nazhir with competency certification and nazhir without competency certification. Likewise in nazhir's performance in both financial and non-financial aspects.

The results of this study are that work of environment plays a role in the performance of the nazhir of the Indonesian waqf agency in South Sumatra Province, in line with research conducted by Safu'an Mahfud Effendi et al and research by Aziz Septiatin stated that the work environment has a positive effect on the performance of Amil Zakat at national zakat collection agency. The researcher did not find a specific work environment in the waqf environment but looked for previous research with the national zakat collection agency environment because it was felt that its main tasks and functions had similarities with the main tasks and functions of waqf.

V. CONCLUSION

The Competency certification plays an important role in improving the professionalism, performance and ability of nazhir in managing waqf. Motivation, both intrinsic and extrinsic, has quite an influence on the performance of certified nazhir and uncertified nazhir. A conducive work environment, including support facilities, harmonious relationships between co-workers, and effective leadership, plays a significant role in increasing the productivity of certified nazhir and uncertified nazhir. However, due to the absence of an office for the Indonesian Waqf Board of South Sumatra Province, the nazhir's performance is less than optimal. Overall, this study confirms that these three factors interact with each other and contribute to improving nazhir performance. Therefore, the Indonesian Waqf Board is expected to be able to implement policies that support competency certification, increase work motivation, and create a better work environment to strengthen waqf management in South Sumatra.

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