emotional intelligence. Soft skills are abilities beyond technical and academic abilities that prioritize intrapersonal and interpersonal skills (Widiastuty, 2014).

Based on the description of the facts and phenomena above, finally the author is interested and wants to discuss the problem of performance and the factors that influence it at DP3AP2KB Padang City in a scientific paper with the title "The Influence of Innovation, Creativity, Hard Skills and Soft Skills on Performance**EmployeeOffice of Women's Empowerment, Child Protection, Population Control and Family PlanningPadang city"**.

## Research methods

The population in this study were all employeesDP3AP2KB Padang Cityas many as 39 (thirty nine) people. The research sample is a limited number and part of the population, part of the selected and representative population of the population (Muri, 2015: 150). Meanwhile, according to Sugiyono (2019: 120) the sample is part of the number and characteristics possessed by the population and what is learned from the sample, the conclusion will be applicable to the population. However, because the sample used is the entire population, namely employeesDP3AP2KB Padang City, then the sample in this study is the same as the population, namely all employeesDP3AP2KB Padang Citywhich is 42.

This sampling technique uses a total sampling technique (whole sample), total sampling is a sampling technique where the number of samples is the same as the population (Sugiyono, 2019). The reason for taking total sampling is because according to Sugiyono (2019) the total population of less than 100 is used as the research sample.

Hypothesis testing in this study using multiple linear regression analysis. Multiple linear regression analysis aims to determine the causal relationship between the influencing variables and the affected variables. With multiple regression equation model as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + b_3 X_3 + b_4 X_4 + e \dots\dots\dots\dots\dots\dots\dots \quad (1)$$

**Where:**

| | |
|---|---|
| Y | = Performance |
| a | = Intercept Constant |
| X1 | = Innovation |
| X2 | = Creativity |
| X1 | =*Hard Skills* |
| X2 | = Soft skills |
| b1,… b4 | = Regression Coefficient |
| e | = Error Term |

## Research result
## Classical Assumption Test
## Normality test

This normality test is used by the author to test the normality of the regression model. The test is carried out using the method*kolmogorov-smirnovtest*to each variable. The regression model is normally distributed if the value of the Kolmogorov-Smirnov sign for each variable is greater than = 0.05. The results of the normality test can be seen in table 2.

**Table 2**
**Normality Test Results**

| One-Sample Kolmogorov-Smirnov Test | | | | | | |
|---|---|---|---|---|---|---|
| | | Perform ance | Innovation | Creativity | Hard skills | Soft skills |
| N | | 39 | 39 | 39 | 39 | 39 |
| Normal Parameters | mean | 48.5556 | 25.8472 | 35.7361 | 42.3194 | 42.0556 |
| | Std. Deviation | 6.33988 | 4.29431 | 4.74117 | 4.86385 | 4.18208 |

| Most Extreme Differences | Absolute | .153 | .167 | .184 | .153 | .145 |
|---|---|---|---|---|---|---|
| | Positive | .092 | .167 | .184 | .085 | .088 |
| | negative | -.153 | -.164 | -157 | -.153 | -.145 |
| Kolmogorov-Smirnov Z | | 1,299 | 1.415 | 1.563 | 1.297 | 1,229 |
| asymp. Sig. (2-tailed) | | .068 | .136 | .215 | .469 | .097 |
| a. Test distribution is Normal. | | | | | | |

**Source:**SPSS output results, 2021.

From Table 2 above which is a normality test, it can be seen that in the regression model, the confounding or residual variables have a normal distribution. This can be seen from the results of the sig variable valuePerformance(Y) is 0.068 > 0.05 Innovation variable (X1) is 0.136 > 0.05; Creativity variable (X2) is 0.215 > 0.05; Hard skill variable (X3) is 0.469 >0.05 ; Soft skill variable (X4) is 0.097 > 0.05. So it can be concluded that the variables of performance, innovation, creativity, hard skills and soft skills of Padang City DP3AP2KB employees are normally distributed.

**Multicollinearity Test**

Multicollinearity test is useful for testing whether there is a correlation between the independent variables in the regression model. A good regression model should not have a correlation between the independent variables if the independent variables are correlated then these variables are not orthogunal. Orthogunal variables are independent variables whose correlation value between independent variables = 0 (Ghozali, 2011). Multicollinearity can be seen from tolerance and Variance Inflation Factor (VIF). The way to find out whether there is a deviation from the multicollinearity test is to look at the Tolerance and VIF values of each independent variable, if the Tolerance value is > 0.10 and the VIF value is < 10, the data free from multicollinearity symptoms can be seen in Table 3.

Based on the multicollinearity test in the table above, it can be seen that there is no relationship between the independent variables. So this research model is free from multicollinearity problems.

**Table 4**
**Multicollinearity Test Results**

| Coefficientsa | | | |
|---|---|---|---|
| | | Collinearity Statistics | |
| Model | | Tolerance | VIF |
| 1 | Innovation | .944 | 1.060 |
| | Creativity | .950 | 1.052 |
| | Hard skills | .919 | 1.089 |
| | Soft skills | .950 | 1.053 |
| a. Dependent Variable: Y | | | |

**Source:**SPSS output results, 2021

**Heteroscedasticity Test**

The heteroscedasticity test aims to test whether in a regression model there is an inequality of variance from the residuals from one observation to another. If the variance of the residual from one observation to another observation is constant, then it is called a homokedastability and if different it is called heteroscedasticity. Detecting the presence of heteroscedasticity in this study used the Plott Graph test (Scatter Plot). This test, if there is no clear pattern, such as points spread above and below the number 0 (zero) on the Y axis, then there is no heteroscedasticity. The test results can be seen in Figure 1.
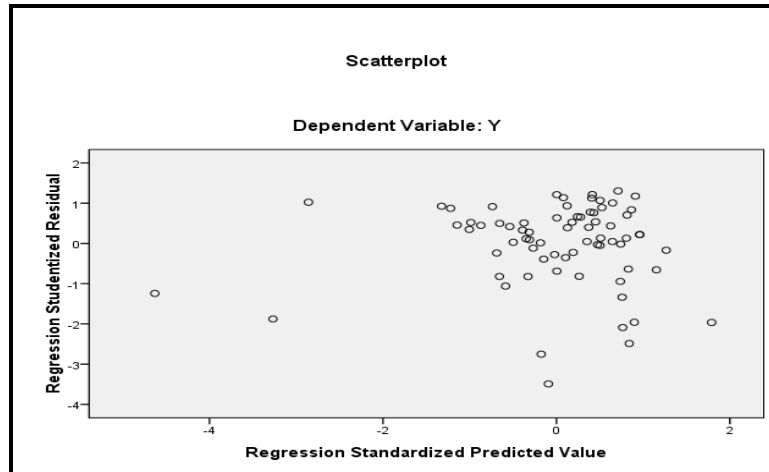
**Figure 1: Heteroscedasticity Test Results**

In Figure 4.1 above, it can be seen that there is no clear pattern and the points are spread above and below the number 0 on the Y axis. This shows that the data in this study does not have heteroscedasticity problems.

**Multiple Linear Regression Analysis**

This analysis is used to determine the magnitude of the effect of the independent variables on the dependent variable. The magnitude of the influence of independent variables with the dependent variable can be calculated through a multiple regression equation. Based on computer calculations using the IBM SPSS for Windows Version 24.0 program.

The following is a recap table for the results of the regression coefficient value, tcount, significance value, Fcount value, and R Square ($R^2$) value. The results can be seen in the following table:

**Table 5**
Recap of Multiple Linear Regression Analysis Test Results

**Coefficientsa**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 29,213 | 10.147 | | 2.879 | .005 |
| | X1 | .575 | .184 | .119 | 3.121 | .002 |
| | X2 | .644 | .141 | .482 | 4,560 | .000 |
| | X3 | .302 | .110 | .078 | 2,728 | .004 |
| | X4 | .482 | .137 | .054 | 3.514 | .001 |

a. Dependent Variable: Y

**Source:** Primary Data, Processed with IBM SPSS 24.0 2022. Appendix 7.

From table 5 above, the form of the regression equation model for the influence of innovation, creativity, hard skills and soft skills on employee performance at DP3AP2KB Padang City is as follows:

$$Y = 29,213 + 0.575(X1) + 0.644(X2) + 0.302(X3) + 0.482(X4)$$

Explanation of the above equation:

= 29,213; it means that without the influence of innovation, creativity, hard skills, and soft skills, the employee's performance is already 29,213 units.

b1 = 0.575; means that there is an influencepositive between the innovation variable (X1) on employee performance (Y). This shows that the higher (good) or increased innovation, it will improve employee performance. The value of the innovation regression

coefficient is 0.575, meaning that for every one-unit increase in innovation, the employee's performance increases by 0.575 one-unit.

b2 = 0.644; it means that there is a positive influence between the creativity variable (X2) on employee performance (Y). This shows that the increase or increase in creativity, it will improve employee performance. The value of the creativity regression coefficient is 0.644, meaning that for every one-unit increase in creativity, the employee's performance increases by 0.644 one-unit.

b3 = 0.302; means that there is an influencepositive between hard skill variable (X3) on ASN performance (Y). This shows that the increase or increase in hard skills, it will improve employee performance. The hard skill regression coefficient value is 0.302, meaning that for every one-unit increase in the hard skill, the employee's performance will increase by 0.302 one-unit.

b4 = 0.482; means that there is an influencepositive between soft skill variable (X4) on employee performance (Y). This shows that the increase or increase in soft skills, it will improve employee performance. The soft skill regression coefficient value is 0.482, meaning that for every one-unit increase in soft skills, the employee's performance increases by 0.482 one-unit.

**Statistic test**

**Hypothesis Testing 1**

The first hypothesis put forward, thatinnovation partially has a positive effect on employee performance. Based on the results of the analysis of the t test, it is known that the significance level of the innovation variable is 0,002< of the significance value (0.05). Thus Ho is rejected and Ha is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant influence between innovation on the performance of Padang City DP3AP2KB employees.

**Hypothesis Testing 2**

The second hypothesis proposed is thatcreativity partially has a positive effect on employee performance. Based on the results of the analysis of the t test, it is known that the significance level of the creativity variable is 0,000< of the significance value (0.05). Thus Ho is rejected and Ha is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant positive influence between creativity on the performance of DP3AP2KB Padang City employees.

**Hypothesis Testing 3**

The third hypothesis proposed is thathard skills partially positive effect on performance. Based on the results of the analysis of the t test, it is known that the significance level of the hard skill variable is 0,004< of the significance value (0.05). Thus Ho is rejected and Ha is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant influence between hard skills on the performance of Padang City DP3AP2KB employees.

**Hypothesis Testing 4**

The third hypothesis proposed is that soft skills partially have a positive effect on performance. Based on the results of the analysis of the t test, it is known that the significance level of the soft skills variable is 0,001< dai significance value (0.05). Thus Ho is rejected and Ha is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant influence between soft skills on the performance of Padang City DP3AP2KB employees.

The summary results of testing the first, second, third and fourth hypotheses can be shown in table 6 below:

**Table 6**
Summary of Partial Hypothesis Testing Results

| Hypothesis | Statement | Test results |
|---|---|---|
| H1 | Innovation has a significant effect on employee performance at DP3AP2KB Padang City. | Accepted |
| H2 | Creativityhas a significant effect on employee performance at DP3AP2KB Padang City. | Accepted |
| H3 | Hard skillshas a significant effect on employee performance at DP3AP2KB Padang City. | Accepted |
| H4 | Soft skillshas a significant effect on employee performance at DP3AP2KB Padang City. | Accepted |

**Source:**Primary Data, Processed by the Author in 2022.

**F test (simultaneous)**
**Hypothesis Testing 5**

The F test (feasibility of the model) is intended to determine the effect of the independent variables simultaneously (together) on the dependent variable. The fifth hypothesis is that innovation, creativity, hard skills and soft skills together have a positive effect on employee performance. Based on the results of the analysis of the F test, it is known that the significance level of the variables of innovation, creativity, hard skills and soft skills is $0.000 < 0.05$. Thus Ho is rejected and Ha is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a jointly significant influence between innovation, creativity, hard skills and soft skills on the performance of DP3AP2KB Padang City employees. As can be seen in table 7 below:

**Table 7**
**F . Test Results**

| | | ANOVAb | | | | |
|---|---|---|---|---|---|---|
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 826,032 | 4 | 206,508 | 6,823 | .000a |
| | Residual | 2027,746 | 67 | 30,265 | | |
| | Total | 2853,778 | 71 | | | |
| a. Predictors: (Constant), X4, X2, X1, X3 | | | | | | |
| b. Dependent Variable: Y | | | | | | |

Source: SPSS Output Results (year 2022)

The summary results of testing the fifth hypothesis can be shown in table 8 below:

**Table 8**
Summary of Simultaneous Hypothesis Testing Results

| Hypothesis | Statement | Test results |
|---|---|---|
| H5 | Innovation, creativity, hard skills and soft skills together have a significant effect on employee performance at DP3AP2KB Padang City | Accepted |

**Source:**Primary Data, Processed by the Author in 2022.

**Testing the Coefficient of Determination ($R^2$)**

Analysis of the coefficient of determination forinnovation, creativity, hard skills and soft skillsEmployee performance is carried out using the IBM SPSS for Windows Version 24.0 program with the SPSS output form as described below:

**Table 9**
R Square result
**Model Summary**

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-----|----------|-------------------|----------------------------|
| 1 | .738a | .545 | .447 | 5.50135 |

**Source:**Primary Data, Processed with IBM SPSS 24.0 2019. Appendix 7.

Based on the results of the regression estimation calculation, the adjusted coefficient of determination or R Square is 0.545, meaning that 54.5% variation of all independent variables (innovation, creativity, hard skills and soft skills) can explain the dependent variable (employee performance), while the rest of 46.5% is explained by other variables not examined in this study.

Due to the value of R2 away from 0 (zero), then the contribution (influence) of the independent variable (innovation, creativity, hard skills and soft skills) simultaneously on the dependent (ASN performance) is large (strong).

**Discussion**

**InfluenceInnovation on the Performance of Padang City DP3AP2KB Employees.**

The results of this study indicate that innovation has a significant influence on the performance of DP3AP2KB Padang City employees. This indicates that innovation determines the performance of Padang City DP3AP2KB employees. This means that the better the innovation of a leader, it will improve employee performance. Because the leader is the leader of an agency that determines the progress of the agency, the leader who leads well is prioritized.

From the results of this study, it can be seen that the innovation variable has a coefficient of0.575which means that innovation has a big impact. this indicates that innovation can play a role in improving employee performance. If DP3AP2KB Padang City wants to improve employee performance, it must improve and create good innovations for every leader.

This is in line with the opinion of Wirawan, (2017), that the most widely discussed leadership theories and leadership research are theories about innovation. Innovation is very important because innovation reflects what leaders do in influencing their followers to realize their mission

The results of this study are in line with researchAbdul Razak (2018)which shows that innovation has a positive and significant effect on employee performance. Noppy (2015) the results of his research also show that innovation has a significant effect on employee performance.

**InfluenceCreativity on the Performance of DP3AP2KB Padang City Employees.**

The results of this study indicate that creativity has a significant positive effect on the performance of Padang City DP3AP2KB employees. This indicates that employee creativity determines the performance of Padang City DP3AP2KB employees. This means that the better the agency's creativity, the better the employee's performance.

From the results of this study, it can be seen that the creativity variable has a coefficient of0.644which means that work creativity has the greatest influence from other variables. This indicates that good creativity can play a role in improving employee performance. If DP3AP2KB Padang City wants to improve employee performance, it must increase the creativity of employees in the agency.

This is in line with the opinion of Patterson, et al., (2005) saying that creativity is more in the behavior of employees who are climate-oriented for creativity, innovation, safety, or service, which can be found in the workplace. This climate represents employees' perceptions of the organization's policies, practices and procedures, patterns of interaction and subsequent behavior that can support creativity, innovation, safety, or service in the organization.

The results of this study are in line with Kiki's (2015) research which shows that creativity has an effect on employee performance. Cristine (2016) research results also show that creativity has a significant effect on employee performance.

**Influence InfluenceHard skills on the performance of Padang City DP3AP2KB employees.**

The results of this study indicate that hard skills have a significant influence on the performance of Padang City DP3AP2KB employees. This indicates that hard skills determine the

performance of Padang City DP3AP2KB employees. This means that the higher the hard skills of an agency's employees, the higher the employee's performance.

From the results of this study, it can be seen that the hard skill variable has a coefficient of0.302which means hard skills have a big influence. This indicates that hard skills can play a role in improving employee performance. If DP3AP2KB Padang City wants to improve employee performance, it must improve the hard skills of employees at the agency.

The results of this study are in line with Sorjususen's (2015) research which shows that there is a significant positive effect between hard skills on employee performance.

**Influence Influence Soft skills on the performance of Padang City DP3AP2KB employees.**

The results of this study indicate that soft skills have a significant influence on the performance of DP3AP2KB Padang City employees. This indicates that soft skills determine the performance of Padang City DP3AP2KB employees. This means that the better the soft skills of an agency, the better the performance of employees.

From the results of this study, it can be seen that the hard skill variable has a coefficient of0.482 which means that soft skills have a big influence. This indicates that soft skills can play a role in improving employee performance. If DP3AP2KB Padang City wants to improve employee performance, it must create good soft skills in the agency.

The results of this study are in line with Noppy's research (2015) which shows that there is a significant positive effect between soft skills on employee performance.

**Influence of Innovation, Creativity, Hard skill and Soft skill on the Performance of Padang City DP3AP2KB Employees.**

The results of this study indicate that innovation, creativity, hard skills and soft skills together have a significant influence on the performance of DP3AP2KB Padang City employees. This indicates that innovation, creativity, hard skills and soft skills determine the performance of Padang City DP3AP2KB employees. This means that innovation, creativity, hard skills and soft skills will improve employee performance.

This is in line with the research of Noppy (2015), Sorjususen (2015), Abdul Raazak (2018), which shows that there is a positive and significant influence between creativity, hard skills and soft skills on employee performance.

**Conclusions and recommendations**
**Conclusion**

Based on the results of testing and discussing the hypotheses described in the previous chapter, some conclusions can be drawn as follows:

1.  Innovation has a positive influence on the performance of Padang City DP3AP2KB employees. This means that if the innovation in the institution is good, it is able to provide encouragement to employees in improving their performance.
2.  Creativity has a positive influence on the performance of Padang City DP3AP2KB employees. This means that if good creativity is able to provide morale to employees in carrying out their work. The better the creativity of an employee in an agency, the better his performance in doing his work in the agency.
3.  Hard skills have a positive influence on the performance of Padang City DP3AP2KB employees. This means that if the employee's hard skills are high towards the agency, it will make the employee enthusiastic and able to do a good job. This good hard skill will encourage high performance.
4.  Soft skills have a positive influence on the performance of Padang City DP3AP2KB employees. This means that if the soft skills in the agency are good, it will make employees enthusiastic and able to carry out their work well. Good soft skills will encourage high performance.
5.  Innovation, creativity, hard skills and soft skills together have a positive effect on the performance of Padang City DP3AP2KB employees. With the F ANOVA test number of 0.000,

employee performance is influenced by the independent variables of innovation, creativity, hard skills, and soft skills.

### Suggestion

Based on the results of the discussion analysis and some conclusions in this study, the suggestions that can be given through the results of this study in order to get better results, namely:

1. For the agency management, it is expected to increase innovation, creativity, hard skills and soft skills that are good and good in the agency. Because to achieve better productivity and achievement of agency goals, innovation, creativity, hard skills and soft skills are needed. If innovation, creativity, hard skills and soft skills are given in a balanced way, the performance of employees will also increase.

2. Future researchers are expected to be able to examine other variables outside of this variable in order to obtain more varied results that can describe what things can affect performance and it is recommended to expand the scope of research on the influence of innovation, creativity, hard skills and soft skills. on the performance of employees used in this study.

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