

The Influence of Education and Training, Competence and Motivation on The Performance of Employees of The BKKBN Representative Office of Jambi Province

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Article Info

Article history:

Received 15, 02, 2024

Revised 20, 05, 2024

Accepted 24, 06, 2024

Keywords:

Influence, Education and Training (Training), Competence, Motivation, Performance, Employees, BKKBN

ABSTRACT

Quantitative research aims to describe the positive influence between education and training (training), competence and motivation with the performance of employees of the Jambi Province BKKBN. Respondents of this study amounted to 84 people (consisting of ASN and Non ASN). The data in this study came from the results of the questionnaire tabulation using the SmartPLS application calculation method. Based on the results of the study, it was concluded that there was a positive influence on Training, Competence and Work Motivation together on Employee Performance. Through the results of hypothesis testing in PLS obtained 71.7% so that it can be concluded that Training, Competence and Work Motivation have a positive influence on employee performance. The amount of the effective contribution of Training and Education to Employee Performance is 53.6%, Competence to Employee Performance is 65.7% and Work Motivation to Employee Performance is 76%. While the remaining 28.3% came from other variables not examined in this study.



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INTRODUCTION

Quality human resources are human resources who have good knowledge, abilities, skills and attitudes in working. Therefore, organizations need to take steps to develop and improve the quality of employees. Employees are expected to always hone their knowledge, skills and abilities to be better in accordance with the demands of the times and can improve employee performance in the organization (Armstrong & Taylor, 20203).

Every Government Agency has a vision and mission that must be successful and one way to realize this vision and mission is to try to improve the quality of employees. Improving the quality of employees can be done through education and training. Education and training are an inseparable part of the overall civil servant development effort (Noe et al., 2020).

In the development of government organizations today is an effort to improve the quality of human resources (HR) through the process of education and training that is more directed at the formation of the personality of the apparatus, the formation and instillation of values within the apparatus that take place in society, so that in the end, through the implementation of each apparatus' duties will be able to improve the implementation of the duties/performance of the employee (Aguinis & Kraiger, 2009).

Based on the results of the performance output achievements of the Jambi Province BKKBN Representative, it was found that the targeted performance achievement in 2020 was 100 percent, but until December 2020 it only reached 86.35 percent. In the results of the achievements, which were deepened through interviews with the Planning Sub-Division and Personnel Sub-Division, several problems were found, including: First, there are still employees who are less competent in carrying out their duties and obligations. Moreover, with several BKKBN programs that are still new, while employees at BKKBN are not yet familiar with the demands of the program, so that socialization and orientation regarding the program are indeed necessary. Second, based on the analysis of the workload with the available employees, it is still not sufficient, so that there are several employees who hold dual positions, so it is considered difficult to maximize.

Studies related to the influence of training, motivation and competence on employee performance have been widely conducted. Among these studies are studies conducted by Junaidi and Frida Chairunnisa (2015), Muhammad Deni (2014), Risnawati (2018). However, previous studies were mostly conducted to see the influence of training, motivation and competence on employee performance conducted by Sirajuddin (2001), Marwiah (2002), and Firman (2003) which revealed several factors that influence employee performance including work motivation, organizational culture, discipline, competence and motivation. Haedar (2008). said that one of the factors influencing work performance is competence and work experience. In line with this, the two previous researchers, Hasjri (2008:18) said that factors from several of the competencies put forward also influence performance. Based on this, the author is motivated to conduct research on the Influence of Education and Training (Diklat), Competence and Motivation on Employee Performance at the BKKBN Representative Office of Jambi Province.

This study aims to determine the influence of training, competence and motivation on employee performance at the BKKBN Representative Office of Jambi Province, related to how the training is organized at the BKKBN Representative Office of Jambi Province. This study is expected to provide an overview of the influence of training, competence and motivation on employee performance so that it can be a reference for better training implementation policies in the future.

METHODS

This study uses a quantitative approach with a quantitative descriptive design that is useful for quantitatively measuring the influence of independent variables directly on dependent variables. This study was conducted in September 2020. Sampling was carried out using a complete enumeration or census sampling method, which includes all members of the population. The population in this study were all employees in the Jambi

Provincial BKKBN representative office (84 people), both ASN and Non ASN who were employed in work units. The questionnaire was filled out by all samples that were part of this study. This questionnaire aims to obtain data on the variables studied. In this study, the response rate was 100 percent, namely the number of 84 questionnaires from respondents that had been completely filled out from the research population of 84 people. For testing in this study, software was used in the form of Partial Least Square (PLS) version 3.0.

FINDINGS AND DISCUSSION

Description of Training Variables, Competence, Motivation on Performance

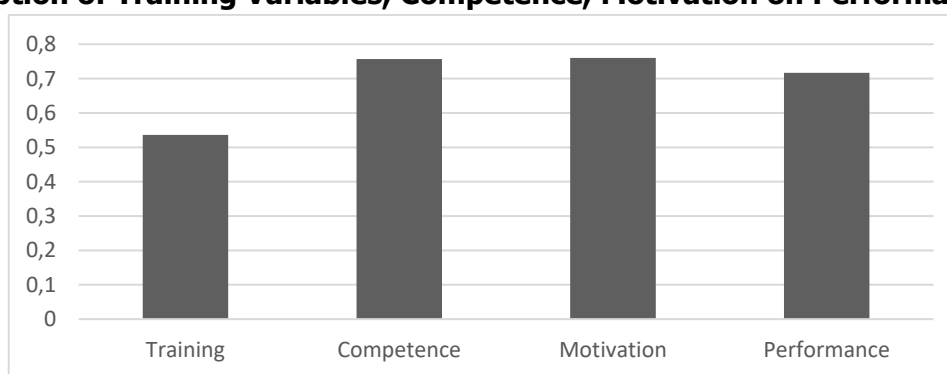


Figure 1. Data of Training Variables, Competence, Motivation on Performance

Based on research data processed using the help of PLS Series 3 using the R-square value, the calculation results showed that the percentage of performance variables was quite high, influenced by the three variables, namely training, competence and motivation, which was around 71 percent, which stated that the three variables after being studied had a positive influence on the performance variable. This tangible dimension is related to physical evidence of services including facilities, comfort and discipline of library staff. The facilities, and equipment provided by the library have an important role in improving the quality of services provided by library staff as well as the comfort of the place and the discipline of the officers who provide services.

Evaluation Results of Measurement Model (Outer Model)

The evaluation results of the outer model or measurement model can be measured using several criteria such as using convergent validity measurements, discriminant validity, and internal consistency reliability which include composite reliability and Cronbach alpha. Ghazali and Latan (2015) stated that the convergent validity of the measurement model with reflective indicators can be known from the correlation or relationship between the indicator item score and the construct score. An indicator is said to be reliable if it has a correlation value of > 0.60 . The next step is to measure discriminant validity. The discriminant value can be seen from how big the AVE value is, when the indicator has not been discarded, the AVE value for the job satisfaction construct is < 0.50 or can be said to not meet the criteria. Based on the table, it can be seen that the AVE value for each construct is > 0.50 . This shows that each construct has a good discriminant validity value.

The table above provides AVE values above 0.5 for all constructs contained in the research model. The lowest AVE value is 0.542 for the training construct. After measuring convergent validity and discriminant validity, the next step is to test the internal consistency reliability which is measured through two criteria, namely:

Table 1. Data ave four variables

No	Construct	AVE
1	Training	0,542
2	Competence	0,587
3	Motivation	0,591
4	Performance	0,555

Composite reliability and Cronbach alpha. The construct is declared reliable if it has a composite reliability value > 0.60 (Ghozali and Latan, 2015). The measurement results are as in the following table:

Table 2. Data Composite Realibility four variables

No	Construct	Composite Realibility
1	Training	0,853
2	Competence	0,920
3	Motivation	0,906
4	Performance	0,872

Based on the table, it can be seen that the composite reliability value for all construct variables studied is > 0.60 . So it can be said that each measurement item for each construct variable can provide accurate and consistent measurement results. The lowest composite reliability value is 0.920 in the competency construct and in order to strengthen this accuracy, it can be seen from the measurement of Cronbach alpha with the following results:

Table 3. Data Cronbach Alpha four variables

No	Construct	Cronbach Alpha
1	Training	0,787
2	Competence	0,903
3	Motivation	0,881
4	Performance	0,836

Based on the table, it is known that the training, competency, motivation and performance variables have a cronbach alpha value > 0.60 . So it can be stated that the training, competency, motivation and performance variables have good reliability values. The lowest value is 0.787 in the training construct.

Structural Model Testing Results (Inner Model)

Inner model testing is carried out to see the relationship between variables, namely training, competency, motivation and performance, positive values, and f-Square values from this study. The R-Square value is used to see how much influence a particular

dependent variable has in explaining the independent variable. The following is the R-Square table from this study:

Table 4. Data R-Square and F-Squaere four variables

No	Construct	Value	Category
1	Training	0,536	R-Square
2	Competence	0,757	
3	Motivation	0,760	
4	Performance	0,717	F-Square

Based on the table, it can be explained that the influence model of training, competency and motivation variables on overall performance is 0.717, which means that the performance variable can be explained by the training, competency and motivation variables by 71.7% and the rest is influenced by other variables that are not included in this study.

Hypothesis Testing

After the estimated model meets the criteria of the Inner and Outer Model, the next step is to conduct a hypothesis test. The following is the calculated t value for the construct:

Table 5. Results of the hypothesis test

No	Construct	Original Sample	Sample Mean	Standart	T Statistic	P Value
1	Training	0.321	0.341	0.079	2.357	0.000
2	Competence	0.346	0.346	0.104	3.241	0.000
3	Motivation	0.341	0.344	0.094	3.630	0.000

The table above shows that the relationship between training and employee performance is significant with a T-statistic of 2.357 (> 1.96). The original sample estimate value is positive, which is 0.321, indicating that the direction of the relationship between training and performance is positive. Thus, the hypothesis H1 in this study, which states that 'Training has an effect on performance', is accepted. The table above shows that the relationship between competence and employee performance is significant with a T-statistic of 3.241 (> 1.96).

The original sample estimate value is positive, which is 0.346, indicating that the direction of the relationship between competence and performance is positive. Thus, the hypothesis H2 in this study, which states that 'Competence has an effect on performance', is accepted. The table above shows that the relationship between motivation and performance is significant with a T-statistic of 3.630 (> 1.96). The original sample estimate value is positive, which is 0.341, which indicates that the direction of the relationship between motivation and performance is positive. Thus, the hypothesis H3 in this study, which states that 'Motivation affects performance', is accepted.

CONCLUSION

From the results of this study, it was concluded that it is known that training, competence and motivation together have a positive effect on Employee Performance at

the BKKBN Representative Office of Jambi Province, however, the highest score is in the motivation variable. Where 76 percent of the 84 employees who filled out the questionnaire stated that motivation factors influenced their performance. This means that in the employees at the BKKBN Representative Office of Jambi Province, a strong drive has been formed to carry out work with full responsibility, driven to improve work skills and be better at carrying out their work. Based on the findings that have been described, several things are recommended as follows:

1. Training has a positive effect on Employee Performance, so the government is expected to be able to support, maintain, foster and provide adequate facilities so that Education and Training activities can run well and better, and its implementation is in accordance with the function and purpose of holding Education and Training activities for employees. In addition, employees are expected to be more active in Education and Training activities that they may participate in in the future so that they can develop their abilities, skills, and increase their insight and explore the potential that exists in each employee so that they can improve their performance.
2. Competence has a positive influence on performance, therefore, the company is expected to develop more knowledge that can support work standards in order to avoid problems that arise because of this from each individual. Knowledge development can be started by increasing insight into the concept of applying science in the field of work.
3. Motivation has a positive influence on employee performance, therefore it is necessary to provide motivation to employees, both by fellow employees and by leaders. In the following ways; (a) encouraging employees to care more and be responsible for their duties and obligations. (b) providing rewards or awards for employees with good performance achievements so that they can stimulate them to achieve better work achievements in the future.

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