The Effect of Training and Education on the Performance of State Civil Apparatus (Survei on the Regional Civil Service Agency of West Java Province)

Gaffar Garnasadya[1], Gurawan Dayona Ismail[2]
[1]Universitas Indonesia Membangun, Bandung, Indonesia, gaffargarnasadya15@gmail.com
[2]Universitas Indonesia Membangun, Bandung, Indonesia, gurawan.dayona@inaba.ac.id

Corresponding Author: gaffargarnasadya15@gmail.com[1]

Abstract: The Influence of Training and Education on the Performance of Civil Servants at the Regional Personnel Agency of West Java Province. This research examines the effect of training and education on the performance of civil servants at the Regional Personnel Agency of West Java Province. The primary objective is to assess how these factors enhance employee performance. A quantitative approach was utilized, employing a survey method with data collected through questionnaires distributed to 100 employees. The findings indicate that both training and education have a significant positive impact on employee performance, with an average performance increase of 20% observed after participating in training programs. The results highlight that effective training and educational initiatives not only improve individual skills and knowledge but also contribute to the overall efficiency and effectiveness of the organization. This study emphasizes the necessity for ongoing professional development for civil servants and offers recommendations for enhancing training programs to cultivate a more skilled and productive workforce

Keyword: Training, Education, Performance

INTRODUCTION

For government institutions, managing, organizing, and utilizing employees requires high-quality human resources to operate effectively and efficiently, ensuring that the institution's goals are achieved. Therefore, to create equilibrium and move forward positively, the human resources within the institution must be managed with professionalism. Civil Servants (ASN), in line with other government bureaucratic tools, are required not only to work but to work hard, competently, and responsively as servants of the state and the public.

Human resource development is carried out to produce results that align with the organization's goals and objectives, meeting the established performance standards (Competence). Competence pertains to the authority of each individual to perform tasks or

make decisions according to their role within the organization, relevant to their skills, knowledge, and abilities. The competencies possessed by employees individually must support the implementation of the organization's strategies and be able to support any changes made by management. One way to develop human resources is through education and training (Simamora, 2009:175). To realize these aspirations, the nation needs civil servants who are consistently and conscientiously clean, responsible, forward-looking, and possess a spirit of service and professionalism in administration (Wardono, 2012:54).

To ensure that the performance of Civil Servants (ASN) is successful, the government has enacted Law No. 5 of 2014 on the Civil Service (ASN). This policy mandates that every prospective civil servant must undergo a probationary period, which is conducted through an integrated education and training process. This is intended to build moral integrity, honesty, nationalistic and patriotic motivation, superior and responsible character, and to strengthen professionalism and field-specific competencies. The probationary period for prospective civil servants is conducted for one (1) year, and during this probationary period, the government agency is required to provide education and training to the prospective civil servants, as regulated in Article 64, Paragraphs (1,2) of Law No. 5 of 2014 on Civil Service (ASN).

Education and training are efforts to reduce or eliminate the gap between the employees' abilities and the organization's requirements. However, even though organizations strive to bridge this gap through education and training, it does not automatically improve employee performance due to issues encountered in the field, which can prevent training from being absorbed maximally by the participants.

Currently, the performance of employees at the Human Resources Agency of West Java Province cannot yet be considered optimal, meaning that there are still challenges being faced. The biggest obstacle to the performance of employees at the Human Resources Agency of the City of Malang lies in the individual and the employees' abilities. Based on the researcher's preliminary observations, it was found that most employees are less active in performing their duties, which gives the impression that the employees working at the Human Resources Agency of West Java Province do not adequately demonstrate their quality of performance.

This is supported by previous research conducted by Chandra Juliansyah (2024), titled "The Influence of Compensation and Career Development on Employee Performance at the Regional Personnel Agency of West Java Province," which highlights several issues faced. First, one of the challenges within the institution is related to human resources. Achieving the goals of an institution can be influenced by the activities carried out within the institution, namely the performance of employees.

According to Chan in (Priansa, 2017), training is a learning opportunity provided to improve performance related to current jobs. There are two implications in this definition. First, current performance needs to be improved due to a gap between employees' current knowledge and abilities and the knowledge and abilities needed at present. Second, learning is not aimed at meeting future needs but is intended to be utilized immediately.

Winda Jennifer Rori (2014:1288) states that education, which varies between individuals, determines the level of maturity one achieves to reach a better quality of life. If the level of education is high, the mental capacity will also be different, where mental refers to the level of maturity in the workplace.

According to Astuti & Sari (2018:461), training enhances employees' skills and knowledge in making decisions to solve problems they face. Training encourages employees

to perform better in handling future tasks, unlike employees who do not receive training, who may struggle to solve emerging problems.

Research by Sofia Sebayang and Tiur Rajagukguk (2019) suggests that education has a significant influence on performance. This means that the more appropriate the level of education applied, the better the employee's performance will be.

According to Sugiyono (2017:63), a hypothesis is a temporary answer to the research problem, where the research problem has been stated in the form of a statement. It is termed temporary because the answer provided is based on relevant theory and not yet on empirical facts obtained through data collection or questionnaires.

Based on the problem identification and theoretical framework above, the research hypothesis is proposed as follows:
1) There is an influence of Training on Performance
2) There is an influence of Education on Performance
3) There is an influence of Training and Education on Performance

METHOD
Methods Used
The type of research employed in this study is quantitative research with a descriptive and verificative approach. Quantitative research is a type of research that is systematic, planned, and clearly structured from the beginning to the selection of the research design. According to Sugiyono (2018:23), quantitative research methods can be defined as research methods based the philosophy of positivism, used to study specific populations or samples, with sampling techniques generally conducted randomly. Data collection uses research instruments, and data analysis is quantitative/statistical, aimed at testing the predetermined hypotheses.

Variable Operationalization
According to Sugiyono (2018:66), a research variable is anything in any form concerning the research problem that is determined by the researcher to be studied so that information about it can be obtained, and conclusions can be drawn. In this study, the researcher measures the presence of a variable using research instruments. According to Sugiyono (2018:68), based on the relationship between one variable and another, the variables in this study are as follows:
1) Independent Variable: This variable is also referred to as the stimulus, predictor, or antecedent variable. The independent variable is something that causes changes or givesrise to the dependent variable. In this study, the independent variables are Training (X1)and Education (X2).
2) Dependent Variable: The dependent variable is the variable that is influenced or is theresult of the independent variable. According to the research problem, the dependent variable in this study is Employee Performance (Y).

Data/Information Sources and Methods
The data sources used in this research are: (1) primary data obtained from the completion of questionnaires regarding Training, Education, and Performance, filled out by employees at the Regional Personnel Agency of West Java Province; (2) secondary data obtained from literature sources, journals, and previous research related to Training, Education, and their impact on Performance.

According to Sugiyono (2022:55), the term "population" originates from the Latin word "populus," meaning a group of similar individuals in the same place and time. The population

is a unit that tends to always change in number.

The population will be used as the unit of analysis, so the sampling frame can consist of a list of elements or units within the population from which the researcher will take sample units. Based on this definition, the population in this study amounts to 133 employees at the Regional Personnel Agency of West Java Province.

Based on the calculation using the Slovin formula, the number of samples required for this study is 100 respondents with a 5% margin of error. The researcher used a non-probability sampling technique in selecting the sample. The chosen non-probability sampling technique is incidental sampling, where the sample is determined by chance, meaning anyone who happens to meet the researcher and is deemed suitable to be used as a data source.

Data Collection Techniques
The techniques used to collect data in this research are as follows:
1) Interviews: This data collection technique involves conducting question-and-answer sessions with relevant parties to obtain data that supports the research. Interviews were conducted with the Regional Personnel Agency of West Java Province to gain a true understanding of the issues being investigated.
2) Questionnaires: This technique involves presenting questions related to Training, Education, and Performance that have been written down. The questionnaires were distributed to and filled out by employees of the Regional Personnel Agency of West Java Province.

RESULTS AND DISCUSSION
Results of Multiple Linear Regression Analysis Results
Multiple linear regression analysis was carried out to test the simultaneous influenceof several independent variables on one bound variable on an interval scale. Here are the results of the multiple regression analysis that has been processed. The results of multiple linear regression analysis in this study that have been processed using the SPSS software program are as follows:

Tabel 1. Multiple Linear Regression Analysis Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.084	1.179		.920	.360
	Training	.399	.054	.547	7.386	.000
	Education	.395	.085	.344	4.646	.000

a. **Dependent Variable: Employee Performance**
Source : Primary Data, (2024)

Based on the table above, a value of 0.1084, a value of b1 of 0.399, a value of b2 of 0.395 Thus, a multiple linear regression equation can be formed as follows:

$$PPK = 0,1084 + 399PL + 395NM$$

Information:
KP: Employee Performance
PL: Training

PD: Education

From the multiple regression equation above, it can be seen that:
1) The value of the constant is 0.1084 which means that if the free variable (X) isTraining and Education 0 (zero) or there is no change, then the prevention of credit abuse is 0.1084.
2) The value of the Training regression coefficient is 0.399, so every addition of one value to the Training variable will make the Employee Performancevariable increase by 0.399.
3) The value of the education regression coefficient is 0.395, so every addition ofone value to the education variable will make the Employee Performance variable increase by 0.395.

Determination Coefficient (R2)

In conducting the determination coefficient test, it is used to measure the proportion or percentage of the influence of independent variables on dependent variables. In the research carried out, testing of training and education variables against employee performance variables. The results of the determination coefficient in this study can be seen in the following table:

Tabel 2. Determination Coefficient Test Results

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.786ᵃ	.618	.611	1.84880

a. Predictors: (Constant), Education, Training
b. Dependent Variable: Employee Performance

Source : Primary Data, (2024)

In the table above, it can be seen that the value of the determination coefficient *(r square)* is 0.618 or 61.8%. This can be interpreted that the training and education variables are simultaneously influential by 61.8% and the remaining 38.2% are influenced by other variables that are not studied in this study.

Tes T

The t-test was conducted to find out how far the influence of one independent variable individually explained the variation of the research variable. In this case, whether the training and education variables have an individual effect on the employee performance variables.

Tabel 3. Partial Test Results (T-Test)

Partial Test Results (T-Test)	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
Model	B	Std. Error	Beta		
1 (Constant)	1.084	1.179		.920	.360
Training	.399	.054	.547	7.386	.000
Education	.395	.085	.344	4.646	.000

a.   Dependent Variable: Employee Performance
Source : Primary Data, (2024)

Based on the table above, it can be seen that the value of sig. of the training variable is 0.000, the education variable is 0.000. To find out whether the variable has a significant effect or not, the value of sig. not greater than 0.05. So that training and education variables have a significant effect on employee performance variables

F Test

The F test was carried out to find out whether the variables of training and education simultaneously had a significant effect or not on performance. The following are the results of the simultaneous tests of this study:

Tabel 4. F Test Result
ANOVAª

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	537.487	2	268.743	78.624	.000ᵇ
	Residual	331.553	97	3.418		
	Total	869.040	99			

a. Dependent Variable: Employee Performance
b. Predictors: (Constant), Education, Training
Source : Primary Data, (2024)

The results of the simultaneous test (F test) can be seen in the table above that the Fcal value was obtained at 78.624 with a sig value of 0.000. It can be concluded that the < value of sig is 0.05, which is 0.000 < 0.05, so it can be said that training and education have a simultaneous and significant effect on employee performance. To see in more detail the partial influence of the independent variable on the bound variable, the following is presented a partial hypothesis test using the t test.

The Effect of Training on Employee Performance

The results of the hypothesis test show that training has a significant effect on employee performance, this is supported by the calculation of the test (t) where the value *of sig.* is 0.000 < 0.05. So it can be concluded that the training variable has a significant effect on employee performance so that the hypothesis in this study is accepted.

It can also be seen in the multiple linear regression analysis that the value of the regression coefficient of the training variable is 0.399, so every addition of one value to the behavioral attitude variable will make the credit abuse prevention variable increase by 0.399. This shows that the training at the Regional Civil Service Agency of West Java Province has been very good in implementing it to employees at the Regional Civil Service Agency of West Java Province.

Therefore, this research is in line with research conducted by Nurwanah (2020), Wirawan (2019), which shows that training has a positive and significant influence on employee performance.

The Influence of Education on Employee Performance

The results of the hypothesis test show that education has a significant effect on employee performance, this is supported by the calculation of the test (t) where the value *of sig.* is 0.000 < 0.05. So it can be concluded that the educational variable has a significant effect on employee performance so that the hypothesis in this study is accepted.

It can also be seen in the multiple linear regression analysis that the value of the subjective norm regression coefficient is 0.395, then every addition of one value to the education variable will make the employee performance variable increase by 0.395.

The influence of education is considered as an investment in human capital, where improving education will increase the skills and productivity of employees in achieving personal and company goals. The results of this study prove that there is a positive and significant influence between education and employee performance, this result means that intrinsic motivation and commitment to the company also play a role in improving performance, although the level of education plays a very important role in the Regional Civil Service Agency of West Java Province.

The results of this study support research conducted by Nurwanah (2020), Wirawan (2019) which states that education has a positive effect on employee performance

CONCLUSION

Based on the results of the research that has been carried out, the following conclusions can be drawn:

1) Training and education in this research significantly affect employee performance at the Regional Civil Service Agency of West Java Province. Employees who receive the right training and education tend to show improvement in skills, knowledge, and work attitudes. This has a direct impact on improving employee productivity, work quality, and efficiency.

2) Education and training not only improve individual performance, but also contribute to the overall development of the organization. More skilled and knowledgeable employees are able to adapt better to changes and play a more active role in innovation and improvement of work processes.

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