

The Impact of Education and Training on State Civil Apparatus Performance at The Banggai Regency Population and Civil Registration Service

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ABSTRAK

Penelitian ini bertujuan untuk menguji pengaruh pendidikan dan pelatihan peningkatan pengetahuan, keahlian, keterampilan, dan sikap terhadap kinerja aparatur sipil negara. Analisis empiris dilakukan dengan menggunakan sampel sebanyak 50 orang aparatur sipil negara di Dinas Kependudukan dan Catatan Sipil Kabupaten Banggai. Penelitian ini menggunakan kuesioner untuk pengumpulan data. Setelah melewati uji reliabilitas dan validitas, data dianalisis dengan korelasi Pearson Product Moment dan Regresi Linear Sederhana. Hasil penelitian menunjukkan bahwa ada pengaruh yang positif antara pendidikan dan pelatihan terhadap kinerja aparatur sipil negara pada Dinas Kependudukan dan Catatan Sipil Kabupaten Banggai. Hal ini dibuktikan dengan nilai r hitung yang diperoleh adalah $r = 0,378$ apabila harga koefisien korelasi (r) yang diperoleh tersebut diinterpretasikan dengan kategori yang telah ditentukan, maka untuk $r = 0,378$ termasuk pada kategori berpengaruh. Nilai r^2 adalah 14,29% yang memberikan makna bahwa pendidikan dan pelatihan berpengaruh positif terhadap kinerja aparatur sipil Negara (ASN) pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Banggai.

ABSTRACT

This study aims to examine the effect of education and training of increasing knowledge, expertise, skills, and attitudes on the performance of the state civil apparatus. The Empirical analysis was conducted using a sample of 50 state civil apparatus at the Banggai Regency Population and Civil Registration Service. This Study used a questionnaire for the data collection. After passing reliability and validity test, the data were analyzed with pearson Product moment correlation and Simple Linear Regression. The result show that education and training has positive and significant direct influence on state civil apparatus performance. however the value of the correlation coefficient obtained (test r) = 0.378 of the calculated r -value, this means that it gives the consequence that there is a positive influence education and training of State civil apparatus performance and the Significance level of 0.05 95% confidence level for a one-sided test in the t -distribution. This study has shown a of more comprehensive effect of education and training of state civil apparatus of knowledge, Expertise and attitudes.

Kata kunci

Education and Training, performance, State Civil Apparatus

Keywords

Pendidikan, Pelatihan, Kinerja Pegawai, Aparatur Sipil Negara.

Introduction

The goal of increasing knowledge, expertise, skills, and attitudes to be able to carry out professional duties based on the personality and ethics of state civil apparatus following agency needs is emphasized by Law Number 5 of 2014 concerning State Civil Apparatus and Government Regulation Number 101 of 2000 concerning education and training (Sappe & Saidah, 2017). Creating an apparatus capable of acting as a reformer and a glue for national unity and integrity, strengthening the attitude and spirit of service-oriented, protection, and community empowerment, and establishing a common vision and mindset in carrying out general government and development tasks to achieve good governance (Salam, 2021). According to these rules, apparatus will be able to improve their performance in their particular sectors through the training they receive.

The state civil apparatus reaping gains in terms of better civil apparatus skills, knowledge, attitudes, and behaviors, as well outcomes such as enhanced staff performance, productivity, and profitability (Masadeh, 2012). Education and training are efforts to narrow or eliminate the gap between the capabilities of apparatus desired by the organization and their actual capabilities (Johan & Harlan, 2014). Despite the organization's efforts to bridge the gap through education and training, problems in the field do not always improve the state civil apparatus performance (Priatna, 2020).

State civil apparatus is an important role in the reform era revealing that the creation of a modern public administration is not primarily about changing people's attitudes, behavior, and styles of conceptualizing and carrying out their work (Demis et al., 2019). As a result, it is also about how the public sector is organized, as well as how resources are managed and developed. There are several programs in the Indonesian civil servant education and training system (Diklat), including Leadership Training, which has four levels, Functional Training, which includes Functional Skills, and Technical Training, which is divided into two categories (Rahayu, Suryanto, Andriansyah, & Irawati, 2022). Specifically, technical training in general/administrative and management fields, as well as technical training substantive who provides skills and/or mastery of technical knowledge related to the implementation of the agency's main tasks (Ali, 2019). In earlier studies, the findings of analysis and hypothesis testing revealed that education and training had a somewhat significant effect on employee performance at the Office of the Education Quality Assurance Agency of South Sulawesi Province (Kamrida, 2016). Other studies have found that education and training have a favorable and significant impact on employee performance, The regression equation $Y = 0,870X + 13,584$ with a regression coefficient (r^2_{xy}) of 0,745, a coefficient of determination (r^2_{xy}) of 0.555, and the resulting t count of 6.788 is larger than t table ($6.788 > 2.026$) shows that the effect is moderate. Employee education and training affect 55.5 percent of employee

performance, according to the coefficient of determination (r^2_{xy}) of 0.555.(Rezita, 2015).

The lack of capacity building of equipment resources through unplanned and programmed education and training programs is the cause of incompetent and professional staff performance. The issuing of citizens' E-KTPs that are not timely is a sign of staff at the Banggai Regency's Department of Population and Civil Registration's decreasing performance and services that are still complicated and take a long time, resulting in unproductive and inefficient staff performance.

This issue exists because many state civil apparatuses continue to carry out their obligations in an unprofessional and inconsistent manner, contrary to what is expected based on educational and training outcomes (Hartati, 2019). Furthermore, there are still many people who lack the necessary skills for their jobs (Wahyudi, Karona, Susena, Zahrah, & Ferina, 2021). The competence of the personnel of the Banggai Regency Population and Civil Registration Service. still has to be increased, particularly in terms of mastering information technology. The goal of this study was to see how education and training affected the performance of the civil servant at the Banggai Regency Population and Civil Registration Service. This research may contribute to the apparatus expert and local government in increasing the quality and credibility of performance, which will affect trust of public. Moreover, As a study of comparative studies between theoretical knowledge, especially the effect of the level of education and training on performance.

Metode

The author utilizes quantitative methodologies or statistical formula to analyze the data (Morissan, 2012). Because the data is interval, the size of the correlation coefficient between the education and training factors and the employee performance variables must be determined (Budiarto, 2019).

The Product Moment Correlation formula is used to determine the size of the correlation coefficient between the Education and Training variable (X) and the state civil apparatus Performance variable (Y):

$$r_{xy} = \frac{n\sum xy - (\sum x)(\sum y)}{\sqrt{\{n\sum x^2 - (\sum x)^2\} \{n\sum y^2 - (\sum y)^2\}}}$$

To assess the amount of the effect between the Education and Training variable (X) and state civil apparatus Performance variable (Y), the coefficient of determination formula is used: $Kd = r^2 \times 100$ percent and using the formula $Y = a + bX_i$ to demonstrate the pattern of connections between variables using basic regression analysis(Suharsaputra, 2012). The following formula may be used to find the prices of a and b:

$$a = \frac{(\sum y)(\sum x^2) - (\sum x)(\sum xy)}{n\sum x^2 - (\sum x)^2}$$

Result and Discussion

1. Analysis of the Impact of Education and Training Variables (X) on Government Apparatus Performance

a. Result r test analysis

Based on the data, the correlation coefficient value obtained (r test) = 0.378 of the estimated r value, this indicates that education and training have a favorable impact on the performance of state civil apparatus Banggai Regency Population and Civil Registration Service.

According to data analysis, the correlation coefficient value obtained (r test) = 0.378 from the computed r price indicates that education and training have a favorable influence on the performance of apparatus at the Banggai Regency Population and Civil Registration Service.

If the value of the correlation coefficient produced by $r_h = 0.378$ is evaluated in terms of the aforementioned categories, $r = 0.378$ falls into the low influence category. As a result, there is little correlation between education and performance of state civil apparatus at the Banggai Regency Population and Civil Registration Service.

b. Result Studying a factor's significance

The coefficient of determination formula may be used to calculate the size of the effect of the variable (X) Education and Training on the variable (Y) the performance of state civil Apparatus at the Banggai Regency Population and Civil Registration Service.

$$Kd = r^2 \times 100\%$$

$$Kd = 0,3782 \times 100\%$$

$$Kd = 0,142884 \times 100\%$$

$$Kd = 14,29\%$$

The value of r^2 is 14.29 percent, implying that Education and Training has a 14.29 percent effect on the performance of government Apparatus at the Banggai Regency Population and Civil Registration Service. while the remaining 85.71 percent is influenced by other factors not addressed in this study.

2. Analysis of Simple Linear Regression

a. Figuring out the cost of a and b

Based on the calculations, the price of $a = 22.05$ and the price of $b = 0.23$, resulting in the following regression equation: $Y = a + bX$ $Y = 22.05 + 0.23X$ $Y = 22.05 + 0.23X$

The optimum score of the instrument to decide how much the predictive value (X) will be multiplied, namely $X = 4 \times 20 = 80$, corresponds to the value of the optimal quality of Education and Training (4 is the highest score, 20 is the number of instrument items).

So, if education and training are both equal to 80, the ASN performance is:

$$Y = 22,05 + 0,23X$$

$$Y = 22,05 + (0,23) (80)$$

$$Y = 22,05 + 18,4 = 40,45$$

3. Testing Hypotheses (t Test)

The value of t count (t_h) = 3,055 was derived from the computation results. In addition, the value of t count is compared to the value of t table (t_t), yielding a result of 1,684.

The evaluation criteria

If the t count is higher than the t table ($t_h > t_t$) the hypothesis can be accepted at a significant level of 5%, and vice versa. The hypothesis is rejected if the t count is less than the t-table ($t_h < t_t$).

With $df = 48$, the t arithmetic value (t_h) is larger than the t table value (t_t) ($3,055 > 1,684$) when consulted with the t table value at the crucial value.

For the one-sided test in the t distribution, the correlation coefficient between the two variables is significant at the level of significance 0.05 with 95 percent confidence level.

This study analyzes the impact of education and training on state civil apparatus performance at the Banggai Regency Population and Civil Registration Service. This section contains the theoretical contributions and practical implications of our research result.

In general we found, empirical evidence for apparatus is strongly influenced by education and training. Specially, every apparatus has the opportunity to pursue a career path in government. The apparatus required to have the ability to carry out their respective duties and functions.

Second, we found evidence there is a positive influence between education and training on the performance of the state civil apparatus Population and Civil Registration Service. Our finding imply that education and training is a condition for having the highest position in government.

Conclusion

In Summary, this study has some contribution, including theoretical development and managerial implication. This study found a more education and training methods used in an effort to improve the quality of apparatus, both knowledge, skills and attitudes. Methods of education and training are prepared in accordance with the objectives and programs of education and training. This study has contributed to the knowledge development on human resources development including performance improvements. Moreover, there are some limitation of our research, first, our reserach only focused on one government service, this means that the respondents of this research were homogeneous. Next, researchers needs to consider the use of larger and more government service for one regency or several district. Second, this study only addressed of the state civil apparatus Population and Civil Registration Service, however, the apparatus are not only government

employees, but also administrative staff. The future, research should include government employees and administrative staff to get a better generalisation.

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