THE ANALYSIS OF THE INFLUENCE OF TRAINING AND EDUCATION ON THE PERFORMANCE IMPROVEMENT OF THE CIVIL SERVANTS OF HUMAN RESOURCES BUREAU AT THE NORTH SUMATRA REGIONAL POLICE

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Abstract

The purpose of this study is to examine the influence of Education and Training on the Performance of the Civil Servants at the North Sumatra Regional Police. This is a type of survey research with an associative quantitative approach, that is the research that aims to find out the link between two or more variables. The variables associated in this research are: education variables (X_1), and training (X_2); on the performance of the civil servants. The research population, who will be sampled, are the civil servants who were following the training in 2017. While the determination of the sample uses the total sampling method, thus there are 67 samples. The data collection method uses questionnaires, and the data analysis uses multiple linear regression analysis, both by using the F test simultaneously and the t-test partially. The results of the research shows that education and training simultaneously have a significant influence on the performance of the civil servants. A partial education has a significant influence on the performance of the civil servants. A partial training has a significant influence on the performance of the civil servants.

Keywords: *Training and Education, Employees Performance, Human Resource Bureau.*

I.   INTRODUCTION

The expected human resources are those who are faithful, devoted, able to maintain the mandate, smart and skilled, have productive work ethics, knowledgeable in science and technology, and care about the environment. The Civil Servants play a very important role as the competent human resources. The Civil Servants are all the efforts to improve the efficiency, effectiveness, and professional degree of the implementation of duties, functions, and personnel obligations including planning, procurement, quality development, placement, promotion, payroll, welfare, and dismissal. The Civil Servants are demanded to maximize their performance. Performance becomes the important thing to be paid attention by organizations, because it can influence the achievement of the organizational goals and processes that are expected from organizations in facing the global competition that often changes. Widodo (2006) argued that performance was to carry out an activity, and perfecting it based on the responsibility, along with the expected results.

Education and training are a form of guidance for the civil servants to increase their knowledge and skills, therefore they can follow the developments, the changes in systems and technology, in carrying out the tasks assigned to them. An education and training program is not only important for individuals, but also for the organization and human relations in the work groups for the country. The method of education and training is a systematic way that can widely describe and also condition the implementation of education and training to develop cognitive, effective, and psychomotor aspects of the workforce, on the tasks and jobs (Siswanto, 2010). In order to prepare the apparatus who work in the Human Resources Bureau, the North Sumatra Regional Police must have performance, skills, and attitudes in line with the training. The education and training activitiy organized by the Human Resources Bureau of North Sumatra Regional Police has received an extraordinary response by the Civil Servants of the Human Resources Bureau of North Sumatra Regional Police. Every Civil Servant has the same opportunity to participate in the training. In 2013 and 2014, the realization of the training activities was below the target of 75%, while in 2015 the realization exceeded the target of 103%, while in 2016 and 2017 realized more than 80%. While the average training participants sent were under 40 years old, this indicates that the Civil Service Bureau of the North Sumatra Regional Human Resources Bureau had begun to think about optimizing the younger generation, but based on the preliminary data from 35 respondents, stated

that there was still a lot of training that was not in line with the training needs of the Civil Servants, thus it influenced the success of the training in improving the performance of the Civil Servants. The Technical Training and Education is a training that provides skills or technical mastery in certain fields for the civil servants so they are able to carry out their given iduties and responsibilities as best as they can. The purpose of the technical training is to improve and strengthen the training of the civil servants in fulfilling the work demands.

II. LITERATURE REVIEW

2.1. Education

According to Hardjanto (2012), that education is related to general improvement and understanding of the human environment thoroughly, and the process of developing knowledge, skills, thoughts, character, and character.

2.2. Education Indicator

The education indicator is based on the stage or the level of formal education and non-formal education. Formal education is the education held in schools through teaching and learning activities in stages and continuously, while non-formal education is the education held outside of schools through teaching and learning activities that do not have to be tiered and continuous.

2.3. Training

According to Hardjanto (2012), training is a part of education. Training is specific, practical, and immediate. Specific means training is related to the area of the performed job. Practical and immediate mean that those who have been trained can be practiced. Training, according to Edwin B. Flippo, as quoted by Hasibuan (2012), is an effort to increase the knowledge and expertise of an employee to do a particular job. According to Yusuf (2015), Training is specific, practical and immediate. Specific means training is related to the area of the performed job. Practical and immediate mean that those who have followed the training are able to be practiced.

2.4. Training Indicator

According to article 1, verse 9 of Law No. 13 of 2003 concerning the employment, several indicators of training are Productivity, Discipline, Attitudes and Work Ethics. The four indicators of this training will be seen especially at certain levels of skills and expertise in line with the levels and qualifications of positions and jobs.

2.5. Employees Performance

According to Mangkunegara (2012), performance is defined as work goals, work implementations, work achievements, and work results. Operationally, performance can be defined as an action or execution of tasks that have been completed by someone in a certain period of time and can be measured.

2.6. Performance Indicator

Mangkunegara (2012) clarified that the performance indicators included:

1. The quality of work is how good a civil servant does what should be done.

2. The quantity of work is how long an employee works in one day. The quantity of work can be seen from the work speed of each employee.

3. The task implementation is how far the civil servants are able to do the job accurately or without any mistakes.

4. The responsibility for the work is the awareness of the obligation of the civil servants to carry out the work given by the company.

III. METHODS

3.1. Research Type

This type of research is a survey research with an associative quantitative approach, means this research aims to determine the link between two or more variables (Kurniawan, 2012). The variables associated in this research are: education variables (X1), and training (X2); on the performance of Civil Servants (Y). The data was collected through interviews and questionnaires obtained from the primary data sources, that was the Human Resources Bureau of North Sumatra Regional Police, then processed using multiple linear regression analysis to determine whether there was any influence of education and training on the performance of the Civil Servants of Human Resource Bureau of the North Sumatra Regional Police. In order for the results of the research to be interpreted, an examination and processing of data are carried out sequentially in four stages, namely: validity test for question items and reliability test for research variables, descriptive statistical tests, classic assumption tests, and hypothesis tests.

3.2. Population and Research Samples

The total population of the research was 67 people; the determination of the sample in this research used a total sampling method, thus the numbers of samples in this research were as many as 67 civil servants who worked at the Human Resources Bureau of North Sumatra Regional Police.

3.3. Data Analysis

The multiple linear regression equation used is:

$Y = a + \beta 1 X1 + \beta 2 X2 + e$

Details:

Y = Civil Servants Performance

a = constants

β1, β2, β3 = variable coefficient

X1 = Education Variable

X2 = Training Variable

The stages of the multiple linear regression tests are as follows:

IV. RESULTS AND DISCUSSION

4.1. Respondents Characteristic

The majority of respondents aged between 30-40 years are as many as 38 people (56.7%). The majority of respondents are male as many as 47 people (70.1%). The education level of respondents with S1 (bachelor degree) education is 45 people (67.2%). In terms of tenure between 10-20 years, there are 33 people (49.3%).

4.2. Results of Classical Assumption Analysis

4.2.1. Normality Test Results

The residual value of probability (asymp.ig. 2-tailed) is 0.137, greater than sig-α (0.05), so it can be concluded that the research data is normally distributed. Its show in Figure 1 as a follows :
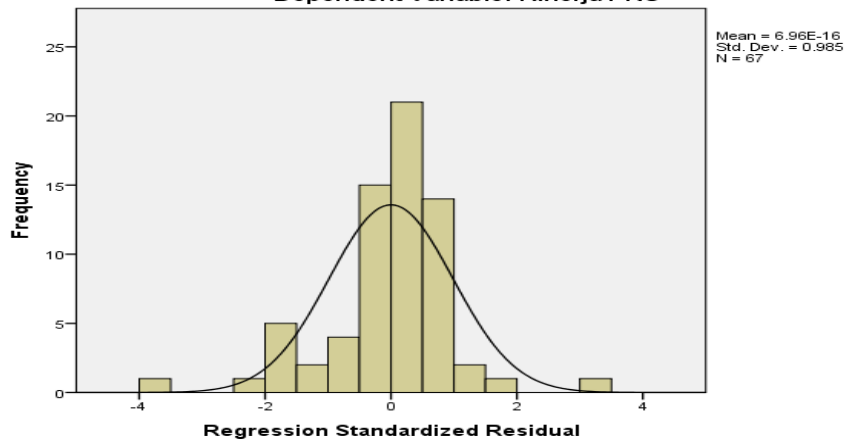
Source : SPSS result (2018).

Figure 1. Normality Test Results

4.2.2. Multicollinearity Test Results

The tolerance values of the two variables are 0.619 and 0.619, in order; both are smaller than 1; and the VIF values of the two variables are 1.615 and 1.615; both are smaller than 10; so it can be concluded that the research data does not contain symptoms of multicollinearity.

4.3.3. Heteroscedasticity Test Results

The value of asymp.sig (2-sided) for each variable is 0.108 and 0.276, in which both independent variables have a significance value greater than 0.05, therefore the results of this calculation meets the requirement test for the symptoms of heteroscedasticity.

4.4. Hypothesis Test Results

4.4.1. Simultaneous F Test Results

The Simultaneous F Test Results show in Table 1 as a follows :

Table 1. F Test Results
ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2051.245	2	1025.622	64.043	.000[a]
	Residual	1024.934	64	16.015		
	Total	3076.179	66			

Source : SPSS result (2018).

The value of F-count = 64,043 with a significance value (p-value) = 0.000. When compared to the F-table = 2.75 (for N = 67 or df = 99), it can be seen that the F-count (21.272) > F-table (2.75), and sig-p (0.000) < 0.05; it can be concluded that both the education and training variables have a significant influence on the dependent variable Y (the performance of the Civil Servants).

4.4.2 Partially t-test Results

4.4.2.1. The Influence of Education on the Performance of the Civil Servants (Y)

Table 4.15 shows that the value of t-count X1 (education) = 4,477, with significance (p-value) of 0.000. When compared to the t-table value (N = 67 or df = 64) of 1.66, and sig-α = 0.05, it can be seen that the t-count X1 (4,477) > t-table (1.66), and p-value (0,000) < 0.05. The results of this analysis meets the requirements of hypothesis test whereas if t-count > t-table, and p-value < 0.05, means that the Ha is accepted, or the Ho is rejected. It can be concluded that the education variable has a significant influence on the dependent variable Y (the performance of the Civil Servants).

4.4.2.2. Training Influence on the Civil Servants' Performance (Y)

The table shows that the value of t-count X2 (training) = 5,418 with significance (p-value) of 0.000. When compared with the t-table value (N = 67 or df = 64) of 1.66, and sig-α = 0.05, it can be seen that the t-count X2 (5,418) > t-table (1.66) and p-value (0.000) < 0.05. The results of this analysis meets the requirements of hypothesis test where if the t-count > t-table and p-value < 0.05, means the Ha is accepted, or the Ho is rejected. It can be concluded that the variable X2 (training) has a significant influence on the dependent variable Y (the performance of the Civil Servants).

4.4.3. Determination-R Test Results

Adjusted r-square value = 0.656, this means the magnitude of the influence of the independent variables on the dependent variable Y (the performance of the Civil Servants is 0.656 x 100% = 65.6%). In other words, 65.6% of the variable of the Civil Servants' performance can be explained by the education variables, and the rest of the training (34.4%) is explained by other unexamined factors.

4.5. Regression Equations

The regression equations can be arranged according to the coefficient value of the following calculation results:

$$Y = a + b1X1 + b2X2 + e$$
$$Y = 1.623 + 0.471X1 + 0.602X2 + e$$

The meaning of the equation is, if other factors are considered constant, then any increase in education by 1 point will affect the performance of the Civil Servants by 1,623 + 0.471 points. And so on for other variables.

4.6. DISCUSSION

4.6.1. The Influence of Education on the Performance of the Civil Servants

The results of the analysis show that the majority of respondents stated that the educational programs that support the performance of the Civil Servants of the Human Resources Bureau of North Sumatra Regional Police, are good, that is 33 people (49.3%); and the majority of respondents stated that the performance of the Civil Servants of the Human Resources Bureau of North Sumatra Regional Police, is good, as many as 40 people (59.7%). The results of the quantitative analysis show that education has a significant influence on the performance of the Civil Servants. This means that the better the education, the higher the performance of the Civil Servants. Based on the respondents' answers about the education, it can be seen that the respondents generally agreed to the 10 items of the questions, especially about the education program held by the Human Resources Bureau of North Sumatra Regional Police which aimed to improve the personnels' intelligence. Generally, respondents acknowledged that increasing the personnels' intelligence in dealing with task challenges can be achieved through the educational program. The education program held by the Human Resources Bureau of North Sumatra Regional Police also succeeded in increasing the mentality and trust. The respondents' answers agreed to the statement, that the education of mental and trust is really needed by every person in facing the daily tasks. The education and training program held by the Human Resources Bureau of North Sumatra Regional Police is also routinely proven to be successful in improving the characters and morals of the personnels. The results of this research are in line with Hastin's research (2016) about the influence of the education on performance, whereas the results of the research proves that education has a positive influence on improving the

employees' performance. The results of this research are also in line with the research of Juliana, et al. (2014) about the Influence of Education on the Employees' Performance, whereby the results of the research proves that education has a positive and significant influence on the performance improvement.

The process of education and training is a long-term process that uses systematic and organized procedures, in which the managerial workforce learns the conceptual and theoretical knowledge for general purposes. Even though the level of motivation of employees owned by an agency is averagely high, often participates the training, and has adequate work experience, however if it is not supported by the level of education, by the end of maximum performance, it will be difficult to be realized. Considering the very important level of education in improving employees' performance is largely determined by the level of education. An agency, especially those which concerned with the nation and state development. When the level of education is not in line with the planning of work been carried out, resulting to the performance performed by the employees is not as previously planned. Therefore the government organizations or agencies must look at human resources in terms of education level (Mangkunegara, 2010).

Training is an effort to develop human resources, especially to develop the human intellectual and personality (Handoko, 2012). Training is an activity to improve the current and future performance (Rivai, 2005). Education is any efforts to foster a personality and to develop the physical and spiritual abilities of the Indonesians, which last a lifetime both inside and outside the school in order to establish the Indonesian unity and the prosperous society, based on Pancasila (Ardana, et al, 2012). The Formal education been studied is a very important capital, because with education, a person has the ability, and can easily develop him/herself in the work area. (Handoko, 2012), Education is the learning of knowledge, skills, and habits, of a group of people who are inherited from one generation to the next generation through teaching and training. Training is a part of education that involves the learning process to acquire and improve the skills outside the valid education system in a relatively short time, and with the methods that prioritize the practice rather than the theory (Ardana, et al., 2012).

4.6.2. The Influence of Training on the Performance of the Civil Servants

The results of the analysis show that the majority of respondents stated that the training program that supports the performance of the Civil Servants of Human Resources Bureau of North Sumatra Regional Police was good, namely as many as 36 people (53.7%); and the majority of respondents stated that the performance of the Civil Service of Human Resources Bureau of North Sumatra Regional Police was good, namely as many as 40 people (59.7%). The results of the quantitative analysis show that education has a significant influence on the dependent variable Y (the performance of the Civil Servants). The better the education, the higher the performance of the Civil Servants. The results of this research are in line with the research of Meisy Pramasela Kowaas, et al. (2015), about The Influence of Education, Training, and Work Discipline on the Employees' Performance, where the results of the research prove that education, training, and work discipline, have a significant influence on the employees performance. Training is an effort to develop human resources, especially to develop the intellectual and personality of humans (Handoko, 2012).

V. CONCLUSION AND SUGGESTION

5.1. Conclusions
1. Education and training simultaneously have a significant influence on the performance of the Civil Servants.
2. Education partially has a significant influence on the performance of the Civil Servants.
3. Training partially has a significant influence on the performance of the Civil Servants.

5.2. Suggestions
1. To the North Sumatra Regional Police, especially the Human Resources Bureau, it is recommended to further improve the educational activities.
2. To the implementers of the Education and Training of Human Resources Bureau of North Sumatra Regional Police, it is recommended to cooperate with external parties, especially related to the results of the employees' performance evaluations so far, thus the performance of the employees during the duty period can be maximized further.
3. To the Civil Servants of Human Resources Bureau of North Sumatra Regional Police, it is recommended to keep following trainings, for example the training of State Owned Accounting Management Information System, training of Accrual-based Institution Accounting Systems, and training of Budget Use Power Accounting System, therefore the individual performance can be improved.

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