

THE EFFECT OF EDUCATION, TRAINING AND MOTIVATION ON EMPLOYEE PERFORMANCE : A STUDY AT THE RAPPOCINI SUB-DISTRICT OFFICE IN MAKASSAR CITY

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Abstract

This study aims to analyze the influence of education, training, and motivation on employee performance at the Rappocini District Office, by involving 89 employees as a sample. The uniqueness of this study lies in its deep focus on the specific context in the Rappocini District Office, so that the results can provide more relevant insights for management in the government sector. The results of the study show that partially, education has a positive and significant effect on employee performance, where employees with higher education tend to have better performance. Training also has a positive and significant effect, helping employees improve the skills and knowledge needed to carry out their duties. However, motivation shows a negative but significant influence on employee performance, indicating that excessive motivation can lead to pressures that reduce performance. Simultaneously, these three variables have a positive and significant influence on employee performance, demonstrating the importance of a holistic approach in employee development to improve overall performance. The managerial implications of this study emphasize the need to develop structured training programs and better assessment of motivational factors, in order to create a more productive and supportive work environment.

INTRODUCTION

In today's era of globalization and digitalization, human resources (HR) are a vital component that determines the success of organizations, both in the public and private sectors. Fierce competition requires every agency to maximize the potential

of their human resources in order to adapt to the times. In the context of government, quality human resources play an important role in supporting the continuity and effectiveness of agency operations. Education, training, and motivation are the three main pillars that contribute to improving employee performance.

Employee performance is an important indicator that reflects how well employees carry out their duties and responsibilities in the organization. Good performance can be measured through productivity, discipline, and quality of work results. Several factors affect employee performance, including education, training, and motivation. Education provides the foundation of knowledge and skills necessary to carry out tasks. Employees with a high level of education tend to be better able to adapt to change and solve problems effectively. Meanwhile, the training aims to hone specific skills and improve the technical abilities of employees.

Planned and targeted training can improve work performance and increase employee confidence. In addition, motivation plays an important role in encouraging employees to give their best. Good motivation, whether sourced from the work environment or leadership support, can increase employee morale and discipline, which in turn has a positive impact on overall performance.

The phenomenon that occurred at the Rappocini District Office, Makassar City shows that the level of employee education is still relatively low. This has the potential to hinder the achievement of organizational goals. In addition, suboptimal training and lack of motivation from leaders also affect employee performance. This gap raises questions about factors that can improve employee performance, so this study seeks to fill the theoretical gap by analyzing the influence of education, training, and motivation.

Several previous studies have shown a significant relationship between education and employee performance. For example, research by Rahman and Suhendra (2021) states that improving education has a positive effect on the work productivity of employees in the public sector. In addition, research by Widiastuti and Santoso (2022) shows that proper training can improve employee skills and have an impact on improving their performance. However, research that links the three variables simultaneously is still limited, especially in the context of local

government.

This research is different from previous research with a specific focus on the Rappocini District Office, which is a local government area. While many previous studies have focused on the private sector or on a larger scale, this study fills in the gaps by analyzing the effects of education, training, and motivation in more specific local contexts. In addition, this study will also consider additional variables, such as work discipline and organizational policies that can affect the relationship between the three variables.

Therefore, this study focuses on the influence of education, training, and motivation on employee performance at the Rappocini District Office. Through in-depth analysis, it is hoped that this research can provide new insights and recommendations for the development of better HR policies. By understanding the relationship between these three variables, it is hoped that government agencies can create human resources who are not only competent, but also motivated to achieve optimal performance.

RESEARCH METHODS

The design of this study uses a qualitative descriptive approach, with data obtained from direct observation, interviews, and questionnaires. This study uses a saturated sample drawing technique, where the entire population consisting of 89 employees at the Rappocini District Office, Makassar, is included as a research sample. The questionnaire data was then processed using the help of SPSS for Windows to describe the empirical reality at the location. This study was carried out for two months with the aim of analyzing the influence of independent variables, namely education, training, and motivation, on the dependent variable, namely employee performance. The research data consists of primary data obtained through the distribution of questionnaires to employees, as well as secondary data from relevant documents and records.

Data analysis was carried out with several statistical tests, namely validity and reliability tests to measure the validity and consistency of research instruments. Data analysis includes qualitative descriptive analysis that is used to explain the characteristics of respondents and their responses to the research variables. Multiple

linear regression is applied to measure the relationship between the independent variable (education, training, and motivation) and the bound variable (employee performance).

The simultaneous significance test (F test) is used to determine whether all independent variables together have a significant influence on the bound variables. If the value of F is greater than the F table and the significance level is below 0.05, then the hypothesis that education, training, and motivation simultaneously have a significant effect on employee performance is accepted.

Meanwhile, the partial significance test (t-test) is used to test the influence of each independent variable individually on the bound variable. If the t-value of a variable is greater than the t-table at a significance level below 0.05, then the hypothesis that the variable has a significant effect on employee performance is accepted. This analysis helps identify which independent variables have a dominant influence on improving employee performance.

RESULTS AND DISCUSSION

1. Analyze Respondent Characteristics

This analysis aims to identify the profiles of respondents based on their gender and education level. This data helps to describe the background of the respondents more clearly.

Table 1. Respondents by Gender

Gender	Frequency	Percentage (%)
Man	40	44,9
Woman	49	55,1
Total	89	100,0

Source: Primary Data Processed 2020

Dari Tabel 1 di atas, dapat dilihat bahwa responden perempuan lebih banyak (55,1%) dibandingkan laki-laki (44,9%), menunjukkan dominasi pegawai perempuan di Kecamatan Rappocini.

Table 2. Respondents By Education Level

Last Education	Frequency	Percentage (%)
SMA	23	25,8
D3	5	5,6
S1	50	56,2
S2	11	12,4
-Total	89	100,0

Source: Primary Data Processed 2020

In Table 2 above, it can be seen that the majority of respondents have the last education of S1 (56.2%), followed by high school (25.8%), S2 (12.4%), and the least is D3 (5.6%). This shows that most of the employees in Rappocini District have a S1 educational background. This data describes the characteristics of respondents based on gender composition and education level which are important parts of the study population profile.

2. Descriptive Analysis of Research Variables

Descriptive analysis of the variables of Education (X1), Training (X2), Work Motivation (X3), and Employee Performance (Y) showed that the respondents' perception of these four variables was at a high level. These results indicate that in general, education, training, and work motivation factors are considered to have a positive influence on employee performance at the Rappocini District Office.

In the Education variable (X1), the average score of 4.39 indicates that respondents agree that the education received improves their performance. Some of the indicators that stand out in this variable include the ability to absorb skills acquired during education and implement them in the job, which has an average score of 4.19. This shows that educational training can significantly improve the employability of employees.

The Training Variable (X2) has an average score of 4.26, indicating that training is considered effective in improving employee abilities and productivity. An indicator that needs higher attention is the ability of training to improve the work climate and reduce tension within the organization, with an average score of 4.09.

This shows that training plays a role in creating a more harmonious work environment, which in turn encourages work productivity.

In the Work Motivation variable (X3), the results of the analysis showed the highest average score, which was 4.70. This indicates that work motivation among employees is at a very good level. One of the important indicators is the appreciation for the work done, with an average score of 4.28. This shows that giving appreciation and support to employees can increase their enthusiasm and motivation at work.

Finally, the Employee Performance variable (Y) with an average score of 4.35 indicates that employee performance is at a high level. An indicator that needs more attention is punctuality in completing work, which has an average score of 4.21. Overall, these findings reinforce the importance of education, training, and motivation in supporting employee performance improvement in the work environment of Rappocini District.

3. Validity and Reliability Testing

Validity Testing

Validity testing is an evaluation process carried out on an instrument to ensure its suitability in measuring the variables being studied. A measurement instrument is considered to have high validity if it is able to describe its measurement function and provide results consistent with the purpose of the measurement. According to Azwar in Duwi (2015), an instrument is considered valid to be used in hypothesis testing if the correlation coefficient is greater than or equal to 0.30. Based on this explanation, the results of validity tests carried out using the SPSS 16.0 program for Windows can be seen in the following table:

Table 3. Validity Test Results

Variabel	Indicators	Fixed Item-Total Correlation	Information
Education	1	0.484	Valid
	2	0.411	Valid
	3	0.667	Valid
	4	0.544	Valid
	5	0.604	Valid
	6	0.600	Valid
Training	1	0.495	Valid

	2	0.561	Valid
	3	0.490	Valid
	4	0.677	Valid
	5	0.532	Valid
Motivation	1	0.417	Valid
	2	0.481	Valid
	3	0.547	Valid
	4	0.697	Valid
	5	0.610	Valid
	6	0.590	Valid
Employee Performance	1	0.494	Valid
	2	0.579	Valid
	3	0.592	Valid
	4	0.561	Valid
	5	0.583	Valid
	6	0.655	Valid

Source: Primary Data Processed 2020

Based on Table 8, it can be seen that all the statement items used in this study are valid, which is indicated by a positive correlation coefficient value greater than 0.3 (Azwar in Duwi, 2015).

Reliability Testing

Reliability refers to the consistency and stability of respondents in providing answers to questions related to the dimension of the variable being studied. To measure the level of reliability, Cronbach's Alpha technique is used, where the Alpha value is compared to the standard value. If the value of Cronbach's Alpha is greater than 0.60, then all variables are declared good or reliable. Here are the results of reliability testing obtained through the SPSS 16.0 for Windows program:

Table 4. Reliability Test Results

Variabel	Cronbach's Alpha	Nilai Standar	Keterangan
Educational	0.714	0.60	Reliabel
Training	0.699	0.60	Reliabel
Motivation	0.720	0.60	Reliabel
Performance Employee	0.729	0.60	Reliabel

Source: Primary Data Processed 2020

From the table, it can be concluded that the value of Cronbach's Alpha is greater than 0.60, so all statement items can be said to be reliable.

3. Hypothesis Test

Multiple Linear Regression Analysis

Multiple linear regression analysis was carried out to test the influence of the variables Education (X1), Training (X2), and Motivation (X3) on Employee Performance (Y) at the Rappocini District Office. Table 5 shows the results of the analysis using SPSS 16.0 software.

Table 5. Multiple Linear Regression Analysis

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.725	2.684		2.878	.005
	TX1	.743	.083	.693	8.958	.000
	TX2	.294	.104	.222	2.821	.006
	TX3	-.272	.087	-.229	-3.130	.002

Source: Primary Data Processed 2020

From the table, it can be seen that the regression coefficient for the Education variable (X1) is 0.743, which shows a positive influence on Employee Performance (Y). This means that every increase of one unit in Education will increase Employee Performance by 0.743 units, with a significance level of 0.000 which shows a very significant result. For the Training variable (X2), the regression coefficient is 0.294, showing a significant positive influence on Employee Performance, where an increase of one unit in Training will increase Employee Performance by 0.294 units, with a significance of 0.006. On the other hand, for the Motivation variable (X3), the coefficient is -0.272, which indicates a negative influence on Employee Performance, meaning that every increase in Motivation by one unit will actually decrease Employee Performance by 0.272 units, with a significance level of 0.002, which is also significant. The resulting regression equation is:

$$Y=0.743(X1)+0.294(X2)-0.272(X3)+e$$

Determination Coefficient Analysis

Table 6 presents the results of the determination coefficient analysis which

aims to find out how much influence independent variables have on dependent variables.

Table 6. Results of Determination Coefficient Analysis of Summary Model

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.775	.600	.586	1.579

Source: Primary Data Processed 2020

From the results of the analysis in the table above, the R Square value obtained is 0.600, indicating that 60% of the variation in Employee Performance can be explained by the Education, Training, and Motivation variables. The Adjusted R Square value of 0.586 shows that 58.6% of the variation in Employee Performance can be explained by these three variables, and the rest, which is 41.4%, is influenced by other factors outside this study.

Simultaneous Significance Test (Test F)

The F test, as shown in Table 7, is used to determine whether all independent variables together have a significant effect on their dependent variables.

Table 7. Simultaneous Significance Test (Test F)

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	317.924	3	105.975	42.515	.000
Residual	211.874	85	2.493		
Total	529.798	88			

Source: Primary Data Processed 2020

The calculation results show that the F-count value is 42,515 with a significance value of 0,000. Since the significance value (0.000) is smaller than α (0.05), the null hypothesis stating that there is no simultaneous influence is rejected. This means that the variables of Education, Training, and Motivation together have a significant influence on Employee Performance at the Rappocini District Office.

Individual Parameter Significance Test (T-Test)

Table 8 also presents the results of the t-test for each independent variable.

Table 8. Test T

	Unstandardized Coefficients	Standardized Coefficients		

Model	B	Std. Error	Beta	t	Sig.
1 (Constant)	7.725	2.684		2.878	.005
TX1	.743	.083	.693	8.958	.000
TX2	.294	.104	.222	2.821	.006
TX3	-.272	.087	-.229	-3.130	.002

Source: Primary Data Processed 2020

The test results show that for the Education variable (X1), the t-count value is 8.958 with a significance of 0.000, which means that Education has a positive and significant effect on Employee Performance. For the Training variable (X2), the t-count value is 2.821 with a significance of 0.006, indicating that Training also has a positive and significant effect. However, for the Motivation variable (X3), the t-count value is -3,130 with a significance of 0.002, which indicates a negative and significant influence on Employee Performance. Based on the results of the t-test, it can be concluded that the most dominant variable affecting Employee Performance is Education (X1) with the highest and significant t-count value, followed by Training (X2), while Motivation (X3) has a negative effect.

Discussion

Based on the results of the research that has been described above, it can be concluded that several discussions from the results of the study are as follows:

1. The Effect of Education on Employee Performance at the Rappocini District Office in Makassar City.

The level of education is a factor that can improve the performance of every member of the organization. Higher education can help organizations in carrying out daily activities based on the experience gained. A good level of education will make it easier for employees to complete their work according to the skills obtained from the education. The results of this study show that the level of education has a positive and significant effect on the performance of employees at the Rappocini District Office in Makassar City.

This is in line with research by Sari (2020), which found that higher education is positively correlated with employee performance. However, this result is in

contrast to research by Hidayat and Lestari (2019), which states that formal education does not always have a significant effect on performance, depending on other factors such as work experience.

2. The Effect of Training on Employee Performance at the Rappocini District Office in Makassar City

Training is important for employees to improve the skills and abilities needed to support their performance. According to Afandi (2018), training is an investment that is no less important than investment in equipment and capital, and functions as an important component in increasing organizational competitiveness. The results of this study show that training has a positive and significant effect on employee performance at the Rappocini District Office in Makassar City. This supports research by Supriyanto (2021) which concludes that effective training is able to improve employee performance. On the contrary, research by Rahman (2018) found that training that is not relevant to work can actually reduce employee motivation and not have a positive impact on performance. Pengaruh Motivasi Terhadap Kinerja Pegawai pada Kantor Kecamatan Rappocini di Kota Makassar

A leader needs to understand the will of each individual in order to provide the right motivation. From the results of the research conducted, it can be seen that the motivation variable has a negative but significant effect on employee performance at the Rappocini District Office in Makassar City. This shows that the higher the motivation of an employee, the employee's performance will actually decrease.

This research is in line with the findings by Junaidi and Yusuf (2019), who noted that intrinsic motivation that is too high can cause stress in employees, thus negatively affecting performance. However, this is in contrast to research by Lestari (2020) which shows that high motivation is always positively related to performance, suggesting that organizational context can play an important role in these outcomes.

3. Simultaneous Influence of Education, Training, and Motivation on Employee Performance.

Les trois variables, à savoir l'éducation, la formation et la motivation, interagissent les unes avec les autres et ont une influence simultanée sur les

performances des employés du bureau de district de Rappocini. Les résultats de l'analyse montrent que simultanément, l'éducation, la formation et la motivation ont une influence significative sur les performances des employés.

This is supported by research by Prasetyo (2021), which emphasizes that the combination of these three variables creates a work environment that supports employee performance. However, there is also a study by Nuraini (2020) which states that the simultaneous influence of these three variables is not always significant, depending on organizational conditions and employee characteristics.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the results of the research at the Rappocini District Office in Makassar City, it can be concluded that there is a significant influence of education, training, and motivation on employee performance. A high level of education contributes positively to performance, indicating that employees with good educational backgrounds are better able to complete tasks effectively. In addition, training has proven to be an important factor in improving the skills of employees, thus having a direct impact on their performance. Interestingly, however, motivation has a negative influence on employee performance, suggesting that too high motivation can create pressure that adversely affects individual performance.

Simultaneous analysis showed that the three variables interacted to significantly affect employee performance. This research is in line with previous theories and studies that show the importance of education and training in improving employee performance, although there are variations in motivation-related results.

Recommendations

Based on this conclusion, it is recommended that the management at the Rappocini District Office focus more attention on developing relevant and sustainable training programs for employees, so that their skills are continuously updated in line with the demands of the job. In addition, management needs to create

a supportive work atmosphere, where employee motivation can be increased without causing excessive pressure. The development of policies that integrate education and training with healthy motivational support can help employees achieve optimal performance. It is also important to conduct periodic evaluations of the effectiveness of these programs, so that they can be adjusted to the needs of employees and the organization. Thus, it is hoped that employee performance can improve overall, bringing benefits to the organization and society.

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