Influence Level Education to Performance Employee in Serve Communities In Minahasa District

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ABSTRACT

Performance service public become matters Which important in giving service to users service. One of the things that can influence the level of education of employees is human resources. This research reveals the extent of level education (x) employee influence on employee performance (y) in serving the community at the East Tondano District Office, Minahasa Regency. This research uses a quantitative approach using field surveys. Forty people volunteered as respondents, with a response rate of 80%. Regression test results obtained show that the level of education influences employee performance by 38%. In this research, several moderating variables were also used, such as employee rank or position, length of service, and training experience, thereby influencing the results obtained.

Keywords: level education, performance employee, service public.

INTRODUCTION

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Education has a very important role in improving the quality of human resources (HR), especially in the current era of technology and industry 4.0 (Hartati & Arisandi, 2018). Education influences the progress of a nation, especially for the younger generation (Murtasidin & Hartati, 2017). Education has an important role in aspects of the work environment (Nugroho, 2014) because education trains thinking patterns and develops skills that are needed by government and private agencies (Trisnawati, Syamsuadi, Hartati, & Reskiyanti, 2021). If an organization wants to develop, it should be followed by human resource development (Widiansyah et al., 2018) through continuous education (Ningrum, 2016) and training (Suratman & Eriyanti, 2020). Education and training are efforts to develop human resources (Sudarma, 2012). Education is generally related to preparing prospective workers for use by an organization (Nurhalita & Hudaidah, 2021), while training is more related to improving the abilities or skills of workers who already occupy a certain position or task (Fikri, Asbari, Hutagalung, Amri, & Novitasari, 2021).

About service in an organization, public service is often an indicator of success (Hartati, Syamsuadi, & Arisandi, 2020). The fulfillment of public service activities is regulated based on regulations made by the government in Article 1 Paragraph (1) of Law Number 25 of 2009, with the main aim being to meet the basic needs and welfare of the community. In this case, the success of a service is based on service standards (Setyobudi, 2013). Service standards are benchmarks used as guidelines for service delivery and as a reference for assessing service quality as an obligation and promise organizers to the community in the context of quality, fast, easy, affordable, and regular services (Ahdhan, 2014).

Several previous studies related to this research include research conducted by I Ketut Dartha. This research aims to determine the simultaneous influence of education and training variables in the form of the methods used and to find out which variables from education and training have the most dominant influence on the performance of Malang City Regional Secretariat employees using the Proportional Stratified Random Sampling method. The results of data analysis show that the education and training variables have a significant effect both simultaneously and partially on the performance of Malang City Regional Secretariat employees, and the training material variable is a variable the most dominant (Dartha, 2010).

The second research was by Hastin and Jaya. The problem raised is whether there is an influence on the level of employee education on the performance of employees at the Gunung Tujuh Subdistrict Office and how much influence the level of employee education has on the performance of employees at the Gunung Tujuh Subdistrict Office, Kerinci Regency. The aim is to determine the effect of employee education level on the performance of employees at the Gunung Tujuh Subdistrict Office. The type of research used is quantitative descriptive. The results of the research show that there is a positive and significant influence between education and the performance of employees at the Gunung Tujuh Subdistrict Office. Meanwhile, from the calculation of the coefficient of determination, it is obtained that the educational factor contributes 84.64% to the performance of employees at the Gunung Tujuh Subdistrict Office (Hastin & Jaya, 2014).

A study third by Hendriani et al. on the case of Bank Riau Riau Islands office center in Pekanbaru. This research aims to analyze the effect of education and training on performance, the effect of competence on performance, and the effect of education and training on competence, as well as the effect of education and training on performance, which is mediated by competence. This research was conducted at Bank Riau Kepri, Pekanbaru Head Office Branch, with a research sample of 65 officers. Path Analysis is used to analyze research data. The results of the research show that the education and training variable has a significant effect of 0.379 on performance, the competency variable has a significant effect of 0.385 on performance, the education and training variable has a significant effect of 0.397 on competence, and the education variable has a significant effect of 0.535 on performance mediated by competence (Hendriani, Yulia, & Fitriani, 2013).

The fourth research by Wardono was conducted to see the extent of the influence of training education and work motivation on employee performance at the Semen District Office, Kediri Regency, and which factors between training education and work motivation have the dominant influence on employee performance at the Semen District Office, Kediri Regency. The research results show that there is a significant influence and relationship between the variables education, training and motivation together on employee performance. From these findings, it can be seen that the contribution of existing theory is very small to the model which was tested. Matter This shows That some variables indirectly influence employee performance. Training education and motivation both have a significant influence on employee performance by 63%. Empirical results show that providing training education to employees has a more dominant influence on employee performance.

The fifth research by Budiantono aims to find out partially or simultaneously the influence of education and work experience on the performance of civil servants. The population in this study, taken from the amount of employee year 2016, is as much as 158 employees, Which becomes a sample of as many as 61 employees. The data processing technique uses multiple linear regression. The results show that the R square is 54.1%, and the rest is influenced by other variables not included in this research. Each variable has a positive and significant effect on the performance of civil servants.

The problem formulation in this research is to find out how the level of education influences employee performance in serving the community at the East Tondano District Head Office, Minahasa Regency. It is hoped that this research will reveal how large the percentage of level influence education (X) on service performance (Y). see Figure 1.

Figure 1. Framework of Study

The new concept of public service has a model that Can differentiate from other concepts, such as what Denhardt & Denhardt (Alamsyah, 2016) said that the principles are:

a. Helping community members articulate and fulfill mutually agreed interests rather than trying to control or steer society in new directions
b. Administration public must create ideas approved collectively together about What is called the public interest.
c. Policies and programs aimed at meeting public needs can be achieved effectively and responsively through collective efforts and collaborative processes
d. The public interest is more the result of a dialogue about mutually agreed values on the aggregation of the private interests of individuals
e. Public servants must pay attention not only to the market but also to aspects of law and regulations, community values, political norms, professional standards, and the interests of citizens.
f. Public organizations and the networks involved will be successful in the long term if they operate through collaborative processes or through leadership that respects everyone
g. The public interest is better developed by public servants and citizens who are committed to making contributions to society than by entrepreneurial managers who act as if money is their milk.

An important lesson that can be taken from the NPS is that the bureaucracy must be built so that it can provide attention as citizens (not as customers), prioritize the public interest (Usman, 2011), include citizens (Fuady, 2012), think strategically and act democratic (Srihardjono & Restyaningrum, 2017), paying attention to existing norms, values and standards and respecting society (Risnawan, 2021) in the sense that community involvement is something very important.

METHOD

This research was carried out in the East Tondano District, Minahasa Regency. This research uses a quantitative approach because this approach uses statistical calculations and explains the phenomena studied by researchers. Study this means to explain something generalization of the sample to the population or explain the influence of one variable on another variable. This research uses a field survey and a questionnaire.

By using a questionnaire, researchers obtained accurate data through two variables, namely the dependent variable, namely employee performance, and the independent variable, namely education level. This research hypothesizes that there is a significant influence of education level on employee performance serving the community at the East Tondano District Office, Minahasa Regency. Based on data from the employee list of the East Tondano District Head Office, Minahasa Regency, the population size in this study was 40 people. The author then set a population of 40 people as the sample and carried out a survey. In this study, of the 40 respondents, 32 people filled out the questionnaire given by the author, resulting in a response rate of 80%. The performance indicators for this research can be seen in Table 1.

Table 1. Indicator of Study

Phenomenon	Variables	Base Theory	Indicator
employee performance in serving the community at the East Tondano sub-district office, Minahasa Regency	Education level (X)	Education	Level of education
	Performance in service (Y)	a. New Public Service b. Quality of service	a. Tangibles b. Reliability c. Responsiveness d. Assurance e. Empathy

RESULTS AND DISCUSSION

Administratively, East Tondano is led by the sub-district head and his deputy. In carrying out government duties, the Head of East Tondano Subdistrict is assisted by his employees in providing services to the people of East Tondano. The population in East Tondano District, Minahasa Regency, was 11,876 people during 2015-2020, showing an increase in the population. East Tondano District, Minahasa Regency, has people with diverse livelihoods.

This research was carried out at the East Tondano District office, Minahasa Regency, with 40 respondents from all respondents After distributing the questionnaire, the results can be described as follows:

Level Education

Overall, the number of respondents in this study based on the educational level was as follows: respondents with junior high school/equivalent education were (3%), high school/equivalent as many as (65%), then those with bachelor's degrees were (28%), masters/doctoral students were (28%). 3%). For more details, see Table 2.

Table 2. Level Respondent's Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Middle School/Equivalent	1	3.1	3.1	3.1
	High School/Equivalent	21	65.6	65.6	68.8
	S1	9	28.1	28.1	96.9
	Masters/Student S2	1	3.1	3.1	100.0
	Total	32	100.0	100.0	

Work period is also associated with education level in this study, with work period of less than one year as much as 3%, 1-3 years as much as 31%, 4-6 years as much as 44%, 7-10 years as much as 16%, and more than ten years as much as 6%.

Performance Employee in giving service

1. ASN must use a computer
2. ASN must serve the public in a way professional
3. ASN must have a target that is oriented to giving service in a way maximum And timely to the community
4. ASN must focus on carrying out work, Which has become a task And the main function

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5. Ascension position And giving award to ASN must based on achievements, performance, and the work he has done
6. ASN must be disciplined in following O'clock Work Which has been set by the leadership
7. Using a computer makes it easier to work ASN to serve the public
8. Using computers makes public service more effective and efficient
9. Progress technology information makes procedure service public shorter (simple) And easy
10. Follow Training Government officials
11. Type The training Once followed

Quality Service Public on Office Sub-District Head East Tondano, Minahasa Regency
1. Procedure service given by office service This is very easy
2. Officer must serve needs in a way thorough And minimize errors as small as Possible
3. The officer does not quite enough, answer Which is an error in giving service
4. The officer must finish the needs And affairs of the public in a way that is appropriate time
5. The officer must be polite and very valuable, para visitors
6. The officer must give service in a way fair to visitors And Not differentiate ethnicity, religion, and race.

This research attempts to explain the influence of education, which the author sets as an independent variable, on employee performance at the East Tondano sub-district office, Minahasa Regency, which acts as the dependent variable. The following are the results of the author's research data analysis.

Table 3. Variable Study

Model	Variables Entered	Variables Removed	Method
1	Education [b]		. Enter

a. Dependent Variable: Employee Performance at the East Tondano Subdistrict Office
b. All requested variables entered

The table below displays the R-value, which is a symbol of the correlation coefficient value. In this table, the correlation value is 0.622. This value can be interpreted to mean that the relationship between the two research variables is in the quite strong category. The R Square value of 0.387 is equal to the R Square value of 38%, which can be interpreted to mean that the Education variable has a contributing influence of 38% on the Employee Performance variable in the Office.

Table 4. Correlation coefficient

Model	R	R Square	Adjuste R Square	Std. Error of the
1	.622 [a]	,387	,367	3,679

a. Predictors: (Constant), Education
b. Dependent Variable: Employee Performance at the East Tondano Subdistrict Office

Table 4 above is used to determine the level of significance or linearity of the regression. This table provides information about There is whether there is an influence on education on the performance of employees in the office sub-district head of East Tondano, Minahasa Regency. Based on the table above, the results of the author's data analysis obtained a Sig value. = 0.000, which means < 0.05 as a significant criterion.

Table 5. Connection Between Variables

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	256,793	1	256,793	18,971	,000 b
	Residual	406,082	30	13,536		
	Total	662,875	31			

a. Dependent Variable: Employee Performance at the East Tondano Subdistrict Office
b. Predictors: (Constant), Education

Table 5 informs the regression equation model that the author obtained with constant coefficients and variable coefficients in the Unstandardized Coefficients column B. Based on this table, the regression equation model is obtained: Y = 41,045 + 2,769 X1. Furthermore, the table above also provides information about the regression equation and whether there is an influence of education on employee performance. Based on the results of processing data SPSS, mark the significance variable education as big as 0,000. Because mark

0.000 is smaller than the probability of 0.005, so Ha (alternative hypothesis) is accepted where there is an influence of education on employee performance at the East Tondano Subdistrict Office, Minahasa Regency, and Ho is rejected. A complete picture of hypothesis acceptance can be seen in Figure 1.
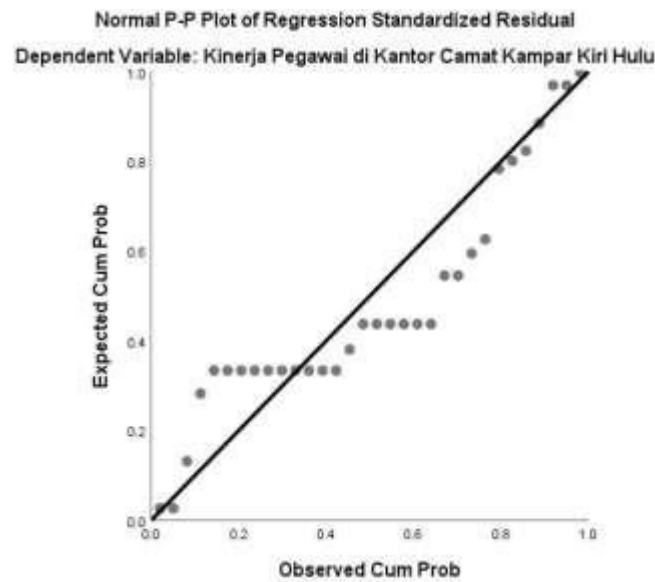
Table 6. Test Hypothesis

Figure 2. Scatters Plots Hypothesis testing

Different from previous research, this research adds several moderator variables, including employee rank or position, length of service, and training experience. With this additional variable, the analysis results obtained can be seen from a different perspective. Given these differences, the results of this research can enrich the body of knowledge regarding the analysis of the influence of education level on employee performance in terms of human resource development.

However, it must be acknowledged that this research also has limitations. This research was limited to East Tondano District, Minahasa Regency, considering the limited reach of researchers. Apart from that, other variables in the form of lack of understanding in using technology, lack of socialization about digital-based services, and not having internet media and so on have not been the focus of this research.

CONCLUSION

Based on the results of research conducted by researchers, there is a significant influence between education and employee performance at the East Tondano Subdistrict Office, Minahasa Regency. This shows that as time goes by, especially nowadays, employees are very much required to be able to adapt to the behavior and needs of the public, who tend to want effective, efficient, transparent services and easy bureaucratic processes. Quantitatively, the author determines that the influence between two variables, namely the independent variable and the dependent variable, is at 38%. There are 62% that come from outside other variables which also influence education on employee performance at the East Tondano District Head Office, Minahasa Regency. Apart from the

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influence of educational variables, the author determines additional variables as moderators, including Rank, Years of Service, and Employee Training, to see whether they influence employee performance at the East Tondano District Head Office, Minahasa Regency. Based on the results of the linear regression analysis test, the author obtained the results that there was no influence on employee performance at the East Tondano Subdistrict Office, Minahasa Regency.

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