

The Effect Of Training, Education, Motivation And Work Environment On The Performance Of Civil Servants In Tanggul District, Jember District

Fatimah Indah Tidariyani^{1*}, Eko Budi Satoto¹, Jekti Rahayu¹

¹University Muhammadiyah Jember

*Correspondence: Fatimah Indah Tidariyani
Email: indahfatimah201@gmail.com

Accepted : Juli 2023
Published: September 2023



Copyright: © 2023 by the authors. Submitted for possible open access publication under the terms and conditions of the Creative Commons Attribution (CC BY NC) license (<http://creativecommons.org/licenses/by/4.0/>).

Abstract: Companies must develop innovative tactics for maintaining and enhancing employee performance in light of the growing body of research on employee performance circumstances. The purpose of this research is to examine the effects of training, education, motivation, and work environment on the productivity of government workers in Tanggul District, Jember Regency. The purpose of this research is to determine how four different factors education (X2), motivation (X3), work environment (X4), and training (X1) influence employee performance (Y). In this research, data were gathered by utilizing saturation sampling procedures to distribute questionnaires to 60 public servant respondents in Tanggul District, Jember Regency, and then conducting validity and reliability testing on the questionnaires. The findings indicated that motivation had a limited positive and significant impact on employee performance in Tanggul District, Jember Regency, but that training, education, and the work environment as a whole had a positive and significant impact.

Keywords: Training, Education, Motivasi, Work Environment, Employee

INTRODUCTION

The position and role of Civil Servants (PNS) is very important in the smooth running of government, public services, and national development. The government through the performance of civil servants is fully responsible for the comfort and satisfaction of the community in obtaining state services. Society is the country's consumers who are entitled to the best service in accordance with the rights and obligations that apply. Along with this, Civil Servants must have good quality or competence as servants, controllers, and community empowerment. Civil servants, who make up the state apparatus, administer governance and development in Indonesia with the goal of achieving the national objectives outlined in the 1945 Constitution.

These include protecting the entire Indonesian nation and ending all bloodshed in Indonesia, improving public welfare, educating the population, and contributing to enforcing a global order based on freedom, peace, immortality, and social justice. Training consists of a set of individual actions designed to systematically improve one's competence in one's chosen sector. Education and training are crucial to HR growth, as stated by Sumarsono in (Zulkarnain Wildan, 2018). Education and training not only boosts knowledge, but also improves job abilities, leading to greater efficiency in the workplace. Another viewpoint is that of Sri Larasati (2018: 110), who defines training as "a brief educational experience in which non-managerial workers acquire technical knowledge and skills through the application of systematic and organized procedures." In addition, "the training is directed to help employees their current job better," as stated by Simamora in Sri Larasati (2018: 111).

Education is the activity of maintaining and improving the competence of employees in order to achieve organizational effectiveness through career development as well as education and training. From the several opinions above, it can be concluded that education is an action taken to change a person's behavior through teaching so that it goes according to the expected goals (Yuniarsih & Suwatno, 2016).

To fulfill its objectives, a business has to ensure that its workers and its executives have a common understanding of what constitutes success. This is what HR management means by "work motivation." According to Donni Juni Priansa (2016), motivation is "the process by which an individual demonstrates the intensity, direction, and persistence of efforts toward achieving goals." And there are three types of motivation, namely main drivers, semi-main drivers, non-material drivers. Thus it can be concluded that work performance can provide benefits for the company and for the employees themselves. As for the benefits for employees, work performance can lead to feelings of satisfaction in them. For organizations, work performance can provide enormous benefits, because this method can provide convenience to companies, especially matters relating to organizational decision making in the process of achieving goals according to Sedarmayanti (2016).

Ada korelasi positif antara lingkungan kerja dan kinerja karyawan, sehingga masuk akal bahwa lingkungan kerja terdiri dari aspek fisik dan non fisik bisnis. Oleh karena itu, perusahaan harus mempertimbangkan karakteristik lingkungan kerja sehingga karyawan dapat melakukan yang terbaik, merasa nyaman dan aman dalam pekerjaannya, serta termotivasi untuk meningkatkan produktivitasnya. Beberapa studi telah menemukan bahwa ketika pekerja senang dengan tempat kerja mereka, mereka melakukan yang terbaik. Ini termasuk karya Sihalohe, R.N., dan Siregar, H (2019), Lestary, L., dan Harmon (2017), dan Kusumastuti, I., Kurniawati, N., Satria, D.L., dan Wicaksono (2019). Organisasi tidak hanya harus menciptakan lingkungan kerja yang kondusif bagi karyawannya, tetapi juga mempertimbangkan keterampilan dan pengetahuan yang dibawa oleh para pekerja tersebut. Kompetensi adalah sifat mendasar yang memungkinkan seseorang untuk menginspirasi upaya luar biasa dari orang lain di sekitarnya. Menurut Troter dalam Soetrisno, A.P., dan Gilang, A. (2018), kompetensi didefinisikan sebagai kemampuan untuk melakukan suatu tugas dengan sedikit usaha, kecepatan tinggi, dan akurasi tinggi.

Ketika pekerja sangat cocok dengan tanggung jawab yang diberikan kepada mereka, organisasi mendapat manfaat dari peningkatan produktivitas. Karena beratnya tugas mereka, pejabat publik harus memberikan hasil dengan kualitas setinggi mungkin. Kualitas PNS harus dimaksimalkan melalui pengembangan yang efektif berdasarkan sinergi sistem karir dan prestasi kerja.

The phenomenon that is currently happening to employees in Tanggul District, Jember Regency is that some employees with long work experience (senior employees) do not have the opportunity to attend training. Employees with their level of education have not been able to carry out their work properly, this is due to the knowledge of employees in the work they are doing, because they do not have the basis or background of the job. Employees who have long service tenure are employees who have high loyalty or loyalty to the company.

The current condition for employees in the Tanggul sub-district, Jember district, is that there are several senior employees who have sufficient work experience and some have worked for more than 5 years, only have standard performance, not too good and not too bad. According to Kasmir (2018: 182) is the result of work performance and behavior that has been achieved in completing the tasks and responsibilities given within a certain period. In addition, with a long working period, it can be stated that their work experience with the company is quite good, but what is of concern is whether employees with a long working period are willing to attend training and apply according to standard operating procedures in order to improve performance in the company. Most employees think that training is only needed for new employees and is not part of the company's work plan.

Literature Review

Definition of Human Resources

Human resource management (HRM) is a key function for every successful business. Human resource management (HRM) is an outgrowth of the more conventional concept of managing people, and it requires an understanding of, and comfort with, controlling people's behavior (Edy Sutrisno, 2019). Human resource management (HRM) may also be defined as the process by which an organization determines its human resource needs and then goes about acquiring, training, and deploying its human resources to best meet those needs.

Definition of Training

That Which Is Trained The word "training" is often used to refer to the process of gaining expertise via the acquisition of theoretical knowledge and hands-on experience pertinent to the development of a set of desirable abilities. Human resource management defines training as the deliberate education or practice of a certain skill (e.g., training in operating procedures) or set of tasks (e.g., training programs). Employment debut.

Education

Education In addition to work experience, formal education is often necessary to fill specific roles. Like training, education's primary purpose is to help people do their jobs better and more efficiently, as well as to foster growth in their attitudes, dispositions, and abilities. It is impossible to isolate the educational process from the organizational system.

Motivation

According to Wibowo (2016: 322), motivation is what inspires people to take action toward their objectives. "Motivation is a factor that encourages someone to do a certain activity," writes Arief Yusuf Hamali, S.S., M.M. (2018: 133). There must be an impetus for every action taken by a human being. Ultimately, it is the individual's own needs and wants that drive them to take action.

Definition of Work Environment

The quality of the workplace has a significant impact on how productive employees are. Because workers' motivation to get their task done positively impacts the organization's productivity. Employee performance may go up when working conditions are favorable and down when they are unfavorable. If workers are healthy, safe, and comfortable in their surroundings, we may say that the workplace is in excellent shape. These good habits that are always repeated will make employees accustomed to this behavior so that it will impact the tasks assigned to them, which can improve employee performance (Sanosra et al., 2022). In the long run, this will show if the workplace is suitable. Unfavorable working conditions might increase the need for manual labor and delay the implementation of a well-planned work system.

Definition of Employee Performance

The input/output ratio is a good indicator of performance (Rahmayanti, 2014). For a company to successfully manage its resources and accomplish its objectives, good performance is essential. Employee performance, therefore, is a key factor in an organization's ability to compete successfully in its industry. Direct and indirect influences on performance include, for instance, organizational culture. The term "organizational culture" refers to the set of norms and beliefs that serve as a guide for employees' daily work. Employees will be motivated to provide their best work if the workplace is pleasant and supportive. All employees will act differently if the company has a strong culture.

METHOD

Research Design

The author takes a scientific, numerical technique. If you're unfamiliar with the term, the quantitative research approach is one that examines populations or samples, collects data via the use of research tools, and analyzes the results numerically. Employee performance in the Tanggul District, Jember Regency was analyzed in relation to factors like training, motivation, and work environment. Data and information for this study came from interviews and questionnaires.

Population and Sample

The population in this study were all employees, men and women in the Tanggul sub-district office, Jember Regency, totaling 60 people to examine the performance of executive staff at the Tanggul District Office, Jember Regency. The samples in this study were all characteristics that became the object of research, namely all employees, both male and female totaling 60 people who are also the population of the study. In this study the authors took samples using saturated sampling techniques. This is often done when the population is relatively small, less than 100 people. Another term for a saturated sample is a census, where all members of the population are sampled. According to Sugiyono (2017: 85) saturated sampling technique is a sampling technique in which all members of the population are used as samples.

Types and Sources of Data

The type of data used in this study consists of primary and secondary data, including:

1. Primary Data

Primary data is data obtained from the object of research, namely the perceptions of civil servants in Tanggul District, Jember Regency regarding training, work motivation, work environment, and employee performance. The collection of primary data in this study was obtained by the questionnaire method, namely based on the answers from the respondents (PNS Tanggul District, Jember Regency) on the list of questions distributed.

2. Secondary Data

Secondary data, namely data obtained indirectly from information sources that were not obtained by the researchers themselves, for example reports, documents, literature and other readings related to this research, in the form of employee data for Tanggul District, Jember Regency and profiles for Tanggul District, Jember Regency. Jember.

RESULTS AND DISCUSSION

Research and analysis that has been done by testing 4 hypotheses to get good results. The test's findings show that all hypotheses are valid, proving that each independent variable training, education, motivation, and work environment has an impact.

Effect of Training on Employee Performance

The first hypothesis states that training has a significant effect on employee performance. This means that the training factor as measured through the instructors presented in the PNS Tanggul District Jember Regency training has good qualifications and competence, PNS Tanggul District Jember Regency who is included in the training is well selected, the material the training provided to PNS of Tanggul Subdistrict, Jember Regency according to job requirements, the training method given to PNS of Tanggul Subdistrict, Jember Regency according to the field of work, and the training objectives attended by PNS of Tanggul Subdistrict, Jember Regency have been well socialized is a factor that determines employee performance at Tanggul District, Jember Regency.

The Effect of Education on Employee Performance

According to the second theory, education significantly affects employee performance. This study demonstrates that education has a considerable impact on employee performance. This finding is consistent with other studies by Lautina (2016) and Hamzah (2016) that also found a strong impact of education on employee performance. If the educational provision of civil servants in Tanggul District, Jember Regency is further improved, then this will affect the ability of civil servants to achieve optimal performance.

Effect of Motivation on Employee Performance

The third hypothesis states that motivation has a significant effect on employee performance. This means that the motivational factors measured through the agency have met the physiological needs of civil servants working in Tanggul District, Jember Regency, the agency provides guarantees for work security protection for civil servants in Tanggul District, Jember Regency, the agency provides awards to outstanding PNS employees, the leadership provides opportunities and good treatment. the same for PNS employees to develop work creativity, and PNS Tanggul Subdistrict, Jember Regency have the flexibility to actualize themselves at work is a factor that determines the performance of employees in Tanggul District, Jember Regency. This is supported by research (Qomariah et al., 2022) and (Nursaid et al., 2021) which states that work motivation has a significant effect on employee performance

Influence of the Work Environment on Employee Performance

According to the fourth theory, employee performance is significantly impacted by the workplace environment. This research demonstrates that employee performance is significantly impacted by the workplace. According to earlier studies conducted by Anis (2011) and Arinato (2013), the work environment for government workers in Tanggul District, Jember Regency is being maintained and enhanced, and this would have an impact on employee performance.

CONCLUSION

Based on the results of the analysis, several conclusions can be drawn as follows:

Since training has a positive influence on civil servants, it follows that providing high-quality training to those working in the Tanggul District of Jember Regency is likely to have a positive effect on their performance. As a result, it's crucial for businesses to invest in their workers' professional development by providing them with opportunities to acquire new skills and update their existing ones.

Government employees in Tanggul District, Jember Regency, are not significantly impacted by the findings of a work motivation study. Leaders still need to foster employee excitement at work, and this motivating aspect may help enhance connections with workers. As a result, workers will be even more invested in their job, as they will believe that their leadership fully endorses their efforts.

Third, the work environment in Tanggul District has a major impact on the efficiency of government workers. The study that follows shows that the workplace has a major impact on productivity. A nice working environment has a favorable effect on workers by making them feel at ease. Employee performance will improve as a result of the increased motivation, activity, and diligence that will result from this pleasant environment. On the other side, if workers are unhappy or unsatisfied with their working circumstances, productivity will suffer. The coefficient of the work environment variable is 0.290, which indicates a positive and statistically significant relationship between that factor and worker productivity.

In Tanggul District, Jember Regency, the F test findings show that training, motivation, and the work environment all have a combined effect on employees.

Suggestions

Based on the results of this study, researchers can provide suggestions, including:

1. The results of the study prove that training, motivation, and work environment have a significant effect on employee performance in Tanggul District, Jember Regency, therefore the Tanggul District, Jember Regency should always pay attention to and improve the provision of training, education, motivation, and a better work environment in order to achieve employee performance. This matter
2. This can be done by increasing the frequency of training and its quality, meeting employee needs, creating conducive working conditions, and others.
3. The test results show that the motivational variable is the dominant variable influencing employee performance in Tanggul District, Jember Regency, therefore the Tanggul District, Jember Regency must always pay attention to employee motivation, namely by fulfilling employee physiological needs, providing guarantees for security protection, giving awards, providing equal opportunity and treatment for civil servants to develop work creativity, as well as the freedom to actualize themselves at work.

Only 80.8% of the variance in employee performance can be accounted for by the model used in this research, suggesting that other variables exist. As a result, it is recommended that researchers include other factors into their analyses, including company culture, leadership style, compensation structure, and others. In order to improve the quality of our research and contribute more to the advancement of science, particularly in the field of human resource management

REFERENCES

- A.A. Anwar Prabu Mangkunegara, 2017. *Manajemen Sumber Daya Manusia Perusahaan Bandung* : Remaja Rosdakarya.
- Afandi, 2018. *Manajemen Sumber Daya Manusia (Teori, Konsep dan Indikator)*. Nusa Media. Yogyakarta.
- Al-Musadieq, M. et al., 2018. The mediating effect of work motivation on the influence of job design and o Sutrischastini.
- Ary., dan Agus Riyanto, 2015. Pengaruh Motivasi Kerja Terhadap Kinerja Pegawai Kantor Sekretariat Daerah Kabupaten Gunung kidul. *Jurnal Kajian Bisnis VOL. 23, NO. 2, 2015, 121 – 137.* Organizational. *Journal of Management Development*.
- Awal Kurniawan dkk., 2017, *Aplikasi Monitoring Keluhan Sampah Kota Makassar*, Universitas Hasanuddin, Yogyakarta.
- Busro, Muhammad, 2018. *Teori-Teori Manajemen Sumber Daya Manusia*. Jakarta: CV. Budi Utama: Yogyakarta
- Fitriansyah, dkk., 2019. “Validitas Buku Ilmiah Populer tentang Echinodermata di Pulau Sembilan Kota baru untuk Siswa SMA di Kawasan Pesisir Pantai”, *Jurnal Bioedukatika*, Vol.6 No.1.
- Ghozali, Imam. 2016. *Aplikasi Analisis Multivariete Dengan Program IBM SPSS 23 (Edisi 8)*. Cetakan ke VIII. Semarang : Badan Penerbit Universitas Diponegoro.
- Ghozali, Imam. 2016. *Aplikasi Analisis Multivariete Dengan Program IBM SPSS 23 (Edisi 8)*. Cetakan ke VIII. Semarang : Badan Penerbit Universitas Diponegoro.
- Jurnal Riset Bisnis & Investasi Vol. 3, No. 2* *Jurnal Riset Bisnis Dan Investasi Vol.3 No.2*.
- Kasmir, 2018. *Manajemen sumber daya manusia (teori dan praktik)*. Depok: PT

RAJAGRAFINDO PERSADA.

Kusumastuti, I., Kurniawati, N., Satria, D.L., dan Wicaksono. (2019). Analisis Pengaruh Lingkungan Kerja Terhadap Kinerja Karyawan Dimediasi Oleh Kepuasan Kerja Karyawan Pada SP Aluminium di Yogyakarta. *Jurnal REKOMEN (Riset Ekonomi Manajemen)* Vol. 3, No. 1.

Lestary, L dan Harmon. (2017). Pengaruh Lingkungan Kerja Terhadap Kinerja Karyawan. Lyta Lestary, Harmon. 2017. "Pengaruh Lingkungan Kerja Terhadap Kinerja Karyawan". Marliani, Rosleny. 2015. *Psikologi Industri & Organisasi*. Bandung: Pustaka Setia

Mathis R.L., & Jackson. J.H. (2016). *Human Resource Management (10th ed.)*. Salemba Empat Prenadamedia Group.

Ronal, S. D., & Hotlin, S. (2019). Pengaruh Lingkungan Kerja Terhadap Kinerja Karyawan pada PT Super Setia Sagita Medan. *Jurnal Ilmiah Socio Secretum*, 9(2), 273–281. <https://jurnal.darmaagung.ac.id/index.php/socio/article/view/413/40>

Sedarmayanti. 2015. *Manajemen Sumber Daya Manusia*, Cetakan ketujuh. Bandung : PT Refika Aditama.

Nursaid, Fathiah, K. S., Martini, N. N. P., Sanosra, A., & Qomariah, N. (2021). The Impact of Competence and Work Environment on Employee Motivation and Performance in The Financial and Asset Management Division. *Quality - Access to Success*, 22(185), 52–63. <https://doi.org/10.47750/QAS/22.185.08>

Qomariah, N., Lusiyati, L., Martini, N. N. P., & Nursaid, N. (2022). the Role of Leadership and Work Motivation in Improving Employee Performance: With Job Satisfaction Intervening Variables. *Jurnal Aplikasi Manajemen*, 20(3), 611–631. <https://doi.org/10.21776/ub.jam.2022.020.03.12>

Sanosra, A., Hakim, A. R., Cahyono, D., Qomariah, N., & Thamrin, M. (2022). Role of Knowledge Sharing and Leadership Style in Improving Employee Performance With Work Culture As an Intervening Variable. *Jurnal Aplikasi Manajemen*, 20(4). <https://doi.org/10.21776/ub.jam.2022.020.04.14>