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THE IMPACT OF KNOWLEDGE, WORK EXPERIENCE, AND MOTIVATION ON THE PERFORMANCE OF STATE CIVIL SERVANTS

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Abstract

The purpose of this study was to determine the partial and simultaneous influence of the variables studied, where this study used a quantitative approach with a sample of 35 respondents with multiple regression analysis methods assisted by the SPSS application version 21. In this study, it was found that partially or simultaneously education, work experience and motivation had a significant effect on employee performance.

Keywords: Education, Work Experience, Motivation, Employee Performance.

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INTRODUCTION

The existence of regional autonomy policies as stated in Law No. 32 of 2004 concerning Regional Government, causes the distribution of authority to change significantly, including changes in the relationship between the central and regional governments. Of the various changes that are very fundamental to the presence of regional autonomy, one of them is regarding the existence or existence of subdistrict organizations. A very essential change is related to the position, duties and authority of the sub-district. The sub-district, which was previously the head of the region within the framework of the principle of deconcentration, changed its status to become a regional apparatus within the framework of the principle of decentralization.

As a regional apparatus, the sub-district carries out the general duties of government and authority delegated from the Regent / Mayor. This is done as an effort to facilitate public access to improve the quality of services carried out, because the sub-district government is close to the service user community. If we look at the position of the sub-district as a regional device, it clearly contains the intention of the government to position the sub-district as the spearhead in providing services to the community, without being contaminated by practical political elements that develop in the community.

A Government Agency is an organization that is a collection of people specially selected to carry out the duties of the State as a form of service to the people. The goals of government agencies can be achieved if they are able to process, mobilize and use their human resources effectively and efficiently. The role of humans in organizations as employees plays a decisive role because the life and death of a government organization depends solely on humans. Employees are an important factor in any government organization. Employees are a determining factor in achieving the goals of government agencies effectively and efficiently. Employees who are the movers and shakers of the course of the organization. To realize the goals of good, clean and authoritative governance, quality human resources (HR) are needed.

Humans are subjects in every activity and driver of the mechanism process in the organization, therefore in order for the organizational mechanism to run as well as possible in accordance with the expected goals, quality humans are needed. The definition of quality human beings is a human being who is honest, has responsibility, behaves as a public servant and has education, experience and the ability to carry out his job duties.

Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara, 2011). While Prawirosentono (2010) stated that performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in order to achieve the goals of the organization concerned legally, not violating the law and in accordance with morals and ethics.

In an effort to improve performance, education is indispensable. Where education is the learning of knowledge, skills, and habits of a group of people passed from one generation to the next through teaching, training, or research.

In addition to education, work experience also affects performance. Work experience is an ability, knowledge and skill of a person obtained through the span of time or working period that has been taken for a particular job through actions, reactions, dexterity and various experiments that have been carried out. The wider one's work experience, the more skilled one is in doing work and the more perfect the pattern of thinking and attitude in acting to achieve the goals that have been set.

Work experience shows the ability of work that a person has done and provides a great opportunity for someone to do a better job. The amount of work experience that a worker has, the person will master his work more, so that he can complete his work correctly. This means that the person has good work effectiveness. In addition, work experience will help mature a person in facing the managerial tasks he will carry out.

Motivation is one of the efforts to improve employee work performance. Employee performance will be low if they do not have the motivation to carry out the job. Conversely, if the employee has high motivation at work, it can produce high employee performance.

However, employees as individuals cannot escape their needs. For this reason, there is a need for motivation that can spur employees as individuals to continue working. Motivation is any activity that encourages, increases passion and invites workers / employees to work more effectively. For example, employees must pay attention to the fulfillment of their needs both physiologically, and psychologically (needs are valued for their achievements and performance).

The performance of employees at the Bontoharu Sub-District Office is still not optimal. The lack of optimal employee performance at the Bontoharu Sub-District Office is also inseparable from aspects of education and work experience of employees and still not optimal motivation. Good education, work experience and motivation can also support the success of an agency in achieving its goals. The description of the work experience of employees at the Bontoharu Sub-District Office, Selayar Islands Regency is still considered low. This is due to the relatively large number of employees with less than 5 years of service. Related to motivation, the low salary obtained by employees causes low employee work motivation.

This is reflected through the number of pending work, complaints from the public regarding employee services, and there are still employees who leave the office during working hours. The Bontoharu District Office of Selayar Islands Regency must pay attention to education, work experience and motivation, because through these three factors will create a high level of performance so as to support the success of the organization. Conversely, if the level of performance decreases it will hinder the organization in achieving its goals. Therefore, the Bontoharu District Office is currently actively making various efforts in order to improve the quality and quantity of human resources which will have consequences for the performance of effective and successful employees. The efforts made are to pay attention to aspects of education, work experience and motivation for employees..

H1: There is a Relationship between Education, Work Experience and Motivation for Employee Performance at the Bontoharu District Office, Selayar Islands Regency

METHODOLOGY

This research uses a type of research with a quantitative approach. This research was carried out at the Bontoharu District Office, Selayar Islands Regency. This research is planned to take place during July - August 2022. One step in research is to determine the object to be studied and the size of the existing population. The population in this study is 35 employees of the Bontoharu Subdistrict Office, Selayar Islands Regency who will provide data and information related to this study.

RESULTS AND DISCUSSION

RESULTS

Validity tests are used to measure the validity or validity of a questionnaire. The sample in this study amounted to 35 samples so that the table r is 0.334. Therefore, a comparison is made on r count and r table.

If r count $>$ r table will be positive, then the variable is declared valid.

If r counts $<$ r table, then the variable is declared invalid.

So the results of the validity test of the variables Education, Work Experience, Motivation and Employee Performance on the questionnaire in this study can be considered as follows:

Table 4.1 Validity Test Results

Variable	Statement Item	R Calculate	R Table	Information
Education (X1)	X1.1	0.709	0.334	Valid
	X1.2	0.768	0.334	Valid
	X1.3	0.779	0.334	Valid
	X1.4	0.635	0.334	Valid
Work Experience (X2)	X1.5	0.580	0.334	Valid
	X1.6	0.471	0.334	Valid
	X2.1	0.739	0.334	Valid
	X2.2	0.813	0.334	Valid
Motivation (X3)	X2.3	0.731	0.334	Valid
	X3.1	0.736	0.334	Valid
	X3.2	0.554	0.334	Valid
	X3.3	0.374	0.334	Valid
Employee Performance (Y)	X3.4	0.599	0.334	Valid
	X3.5	0.403	0.334	Valid
	X3.6	0.524	0.334	Valid
	X3.7	0.450	0.334	Valid
	X3.8	0.664	0.334	Valid
	X3.9	0.383	0.334	Valid
	Y.1	0.405	0.334	Valid
	Y.2	0.795	0.334	Valid
	Y.3	0.551	0.334	Valid
	Y.4	0.722	0.334	Valid
	Y.5	0.793	0.334	Valid

Source: Spss 21 Data Processing Results

Based on the table data above the test results of the validity of the variables Education, Work Experience, Motivation and Employee Performance, that the value of all statement items is greater than r table, namely, 0.334 so that it can be concluded that all research statements above can be declared valid and can be used as research instruments in this study.

A research instrument is said to be realistic if it can be used more than once in different periods of time, but still shows the consistency or extent to which this research instrument is relied upon.

The reliability test in this study used Cronbach alpha (a). A construct or variable is said to be reliable if it provides a value *Cronbach Alpha* $> 0.60 - 1$ then the questionnaire is said to be reliable, otherwise if it is less than the value of cronbach alpha then reliability is called unreliable. The results of the reliability test with the Cronbach Alpha technique can be seen in the table below:

Table 4.2 Reliability Test Results

Variable	Cronbach's Alpha	Constanta	Information
Education (X1)	0.741	0,60	<i>Reliable</i>
Work Experience (X2)	0.607	0,60	<i>Reliable</i>

Motivation (X3)	0,656	0,60	<i>Reliable</i>
Employee Performance (Y)	0,689	0,60	<i>Reliable</i>

Source: SPSS 21 Data Processing Results

Based on the data of the reliability test results table above, it is concluded that all variables have a cronbach alpha > 0.60 so that all indicators have a good level of reliability.

Statistical Description of Education Variables (X1)

In the education variable (X1), the number of statements submitted is as follows:

Table 4.3

Statistical Description of Education Variables (X1)

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	35	3	5	3.66	0.725
X1.2	35	3	5	3.91	0.742
X1.3	35	2	5	3.77	0.877
X1.4	35	2	5	3.97	0.664
X1.5	35	3	5	4.20	0.797
X1.6	35	3	5	3.97	0.664
Valid N (listwise)	35				

Source: SPSS version 21 data processing results

Based on the table above can be concluded as follows:

1. The formal education I took gave me knowledge about my current job. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 3, a *Mean* of 3.66 and a *Std Deviation* of 0.725.
2. Through formal education, I gained skills that I could use in work. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 3, a *Mean* of 3.91 and a *Std Deviation* of 0.742.
3. Formal education allows me to do a good job. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 3.77 and a *Std Deviation* of 0.877.
4. The work I am currently pursuing is in accordance with education. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 3.97 and a *Std Deviation* of 0.664.
5. Education made me understand more about the work I was doing easily. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 3, a *Mean* of 4.20 and a *Std Deviation* of 0.797.
6. With the ability I have, I can get the job done well. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 3, a *Mean* of 3.97 and a *Std Deviation* of 0.664.

Statistical Description of Motivation Variable (X3)

Table 4.4

Statistical Description of Motivation Variable (X3)

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation

X3.1	35	2	5	3.91	0.887
X3.2	35	2	5	4.00	0.804
X3.3	35	2	5	4.14	0.845
X3.4	35	3	5	4.03	0.891
X3.5	35	2	5	4.37	0.877
X3.6	35	2	5	4.00	1.138
X3.7	35	2	5	3.80	1.132
X3.8	35	2	5	3.46	1.039
X3.9	35	2	5	3.83	1.014
Valid N (listwise)	35				

Source: SPSS version 21 data processing results

Based on the table above can be concluded as follows:

1. I enjoyed a difficult challenge. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 3.91 and a *Std Deviation* of 0.887.
2. I enjoy being burdened with responsibilities. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 4.00 and a *Std Deviation* of 0.804.
3. I want to be liked by others. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 4.14 and a *Std Deviation* of 0.845.
4. I tend to cultivate close relationships with co-workers. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 4.03 and a *Std Deviation* of 0.891.
5. I enjoy working with others rather than working alone. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 3, a *Mean* of 4.37 and a *Std Deviation* of 0.877.
6. I enjoy competition and winning. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 4.00 and a *Std Deviation* of 1,138.
7. I like to influence others to follow the way I do things. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 3.80 and a *Std Deviation* of 1,132.
8. I enjoy the satisfaction of completing a difficult task. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 3.46 and a *Std Deviation* of 1,039.
9. I enjoy setting and achieving goals. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 3.83 and a *Std Deviation* of 1,014.

Statistical Description of Employee Performance Variables (Y)

Table 4.5

Statistical Description of Employee Performance Variables (Y)

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Y.1	35	2	5	3.86	0.648
Y.2	35	1	5	3.77	0.973
Y.3	35	2	5	3.60	0.812
Y.4	35	2	5	4.09	0.919
Y.5	35	2	5	4.03	0.923

Valid N (listwise)	35			
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Source: SPSS version 21 data processing results

Based on the table above can be concluded as follows:

1. In carrying out the task, I have the ability to solve problems. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 3.86 and a *Std Deviation* of 0.648.
2. I have never reached the given work target. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 1, a *Mean* of 3.77 and a *Std Deviation* of 0.973.
3. I was able to complete the entire work assigned to me. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 3.60 and a *Std Deviation* of 0.812.
4. I showed up at work on time. From this statement, respondents' answers with a maximum weight of 5 and a *minimum* weight of 2, a *mean* of 4.09 and a *Std deviation* of 0.919.

I have the ability to communicate with superiors. From this statement, respondents' answers with a *Maximum* weight of 5 and a *Minimum* weight of 2, a *Mean* of 4.03 and a *Std Deviation* of 0.923.

DISCUSSION

Broadly speaking, this study aims to determine how much significant influence is generated by education (x1), work experience (x2) and motivation (x3) as independent or independent variables on employee performance (y) as a dependent or dependent variable. Either partially or simultaneously or together.

As for this study, the number of respondents amounted to 35 people using various characteristics. Among them are gender, age, and level of education.

Explanation of Hypothesis 1 Research Discussion

The results showed that hypothesis 1, namely that education has a significant effect on employee performance, can be accepted as a truth because it can be proven using a partial test or t test. Where based on the processed data of SPSS version 21 shows a sig smaller than 0.05 which is $0.035 < 0.05$ and t count is greater than t table which is $2.207 > 2.032$. So that way, H1 is accepted.

Explanation of Hypothesis 2 Research Discussion

The results showed that hypothesis 2, namely work experience has a significant effect on employee performance, can be accepted as a truth because it can be proven using a partial test or t test. Where based on the processed data of SPSS version 21 shows a sig greater than 0.05 which is $0.010 < 0.05$ and t count smaller than t table which is $2.410 > 2.032$.

Explanation of Hypothesis 3 Research Discussion

The results showed that hypothesis 3, namely motivation has a significant effect on employee performance, can be accepted as a truth because it can be proven using a partial test or t test. Where based on the processed data of SPSS version 21 shows a sig smaller than 0.05 which is $0.001 < 0.05$ and t count is greater than t table which is $3.841 > 2.032$.

Explanation of Hypothesis 4 Research Discussion

The results showed that hypothesis 4, namely education, work experience and motivation simultaneously had a significant effect on employee performance can be accepted as a truth because it can be proven using simultaneous tests or f tests. Where based on the processed data SPSS version 21 shows a sig smaller than 0.05 which is $0.000 < 0.05$, and f count is greater than f table which is $15.994 > 2.911$.

The relationship between employee job satisfaction (X) and employee performance (Y) at the Makassar City Cultural Office

Job satisfaction is an attitude describing how a person feels about his job. Job satisfaction is important because it can affect employee performance in an agency.

This study aims to determine the relationship between employee job satisfaction and employee performance at the Makassar City Cultural Office. With this, researchers found a form of relationship based on the results of the characteristics of respondents as many as 35 people in terms of gender, age, last education, rank/gologan, and length of work.

Data analysis shows a relationship between employee job satisfaction and employee performance at the Makassar City Cultural Office, namely the correlation value is 0.719 so that it is categorized as strongly correlated.

This result is in line with the statement stated by Indah Hartina (2018) that the results of the correlation calculation show that employee job satisfaction has a relationship with the work productivity of PT. Securindo Packatama Makassar, which is 0.715 or 71.50%, so that it can be stated that the variable has an attachment relationship.

Based on the results of statistical calculations at the Makassar City Cultural Office Based on hypotheses and analysis results carried out such as simple regression analysis obtained $Y = 0.961 + 0.928X$, this shows that Employee Job Satisfaction has a Relationship to Employee Performance at the Makassar City Cultural Office.

The results of statistical calculations also show that the $T_{calculate}$ value $>$ than the T_{tabel} value of employee job satisfaction variables and employee performance is $2.8051 > 1.6923$ (Freddy Rangkuti, 2009) with a significance value of 0.000 which means it is below 0.05 so that it shows that Employee Job Satisfaction and Pegawai Performance have a strong relationship attachment.based on the results of the correlation calculation which means that the hypothesis test is declared accepted because it has an attachment relationship between variables X and Y.

CONCLUSIONS

1. Based on the results of research and discussion, the author concludes that there is an influence between education, work experience and motivation on employee performance at the Bontoharu District Office, Selayar Islands Regency. This shows that the better the management of education, work experience and motivation, the better the performance of employees. So that the hypothesis test is declared acceptable.

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