



The influence of education level and motivation on the performance of employees in the secretariat of the regional people's representative council (DPRD) of Tangerang city

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ABSTRACT

Based on the researcher's observations, it is emphasized that there is a relationship between the level of education and motivation of employees with their performance in the Secretariat of the Regional People's Representative Council (DPRD) of Tangerang City. The issue to be examined is to what extent the level of education and motivation of employees can impact the effectiveness and productivity of work in that environment. The purpose of this study is to determine whether there is a combined influence of the level of education and motivation on the performance of employees in the Secretariat of the DPRD of Tangerang City. The method used is quantitative statistics with three variables: level of education (X1), motivation (X2), and employee performance (X3), with a sample of 39 respondents, namely employees of the Secretariat of the DPRD of Tangerang City. The results of this study are obtained through t-tests, which indicate that there is a significant partial influence of variable X1 on Y, as X1 has a value of $0.000 < 0.05$. However, for variable X2, there is no significant partial influence on Y, as X2 has a value of $0.499 > 0.05$. The results of the F-test in this study, which examines the variables together (simultaneously), show that the level of education and motivation have a positive and significant influence on employee performance, as the significance value is smaller than 0.05. Therefore, the null hypothesis (H_0) in this study is rejected, and the alternative hypothesis (H_a) is accepted.

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1. INTRODUCTION

Performance plays a crucial role in an organization, but some organizations or government agencies occasionally encounter issues related to employee performance, such as mistakes or oversights in carrying out their tasks. A higher level of education has the potential to contribute more significantly to the work as individuals usually possess better knowledge and skills. However, not all employees with a higher education can excel in all tasks, and at times, the public questions their performance in government institutions like the Secretariat of DPRD Tangerang City due to frequent negligence in their duties. Motivation is a key factor that influences employee productivity. Motivated employees tend to be more enthusiastic and dedicated in performing their tasks, thus potentially yielding better performance outcomes. However, each employee holds different motivations, desires, and objectives, which can influence their performance positively or negatively. According to

Lestari, the level of education is "the individual's activity in improving abilities, attitudes, and behaviors, both for future life through specific organizations and in unorganized forms" (Rianti Putri and Langgeng Ratnasari 2019). Meanwhile, Langeveld defines education as "the effort to prepare children for adulthood through endeavor, protection, influence, and assistance, so that they are capable of fulfilling life's tasks" (Bukhari et al. 2021). According to Suhardjo's perspective, the level of education refers to the educational stages determined based on the developmental stage of the learners, the intended goals, and the evolving aspirations. The level of education has a significant impact on the individual's attitude changes. A higher level of education facilitates individuals or communities in accessing and implementing information in their daily lifestyles. Formal education plays a role in shaping values within an individual, particularly in the acceptance of new things (Basyit, Sutikno, and Dwiharto 2020).

The indicator components concerning education in accordance with Law No. 20 of 2003 on the Education System (2003) in (Bukhari et al. 2021) are as follows : 1) Basic Education: It starts with Early Childhood Education (Kindergarten) for children aged 5-6 years and Primary School Education for children aged 7-12 years. 2) Secondary Education: It comprises Lower Secondary Education for children aged 13-15 years, including general and vocational education schools, and Upper Secondary Education for children aged 16-18 years, covering both general and vocational education. 3) Higher Education: It encompasses Universities, Institutes, Colleges, or Academies for individuals aged 19-24 years. Meanwhile, the indicators of education levels according to Tirtarahardja in (Rosmawati 2021) are: 1) Educational Level: Involves a sequence of educational stages structured according to learners' developmental changes, intended objectives, and skill enhancements. 2) Suitability of Major: Encompasses the assessment of the compatibility between the prospective employee's educational level and the chosen field of study. The goal is to position the employee in a role that aligns with their educational capabilities. 3) Competence: Denotes the proficiency in grasping concepts, executing tasks, maintaining quality, and embodying core values. These elements play pivotal roles in communication and articulating viewpoints.

The functions and objectives of education in Indonesia are regulated by Law No. 20 of 2003 concerning the national education system. This law governs various aspects of education, including definitions, functions, objectives, types, levels, and standards of education. The function of national education is to develop the abilities and character of the nation with dignity, with the aim of enlightening the nation's life. This is aimed at addressing the suffering caused by ignorance. Education in Indonesia also aims to develop the potential of students to become individuals who are faithful, moral, healthy, knowledgeable, creative, and responsible. The objectives of Indonesian national education, according to the law, are to shape true Pancasila individuals based on the preamble of the 1945 Constitution. Education is also intended to enlighten the nation's life and develop Indonesian individuals who have noble character, knowledge, skills, physical and spiritual health, strong personality, as well as social and national responsibility. Education in Indonesia aims to foster a sense of nationalism and international competitiveness (Cong Sujana 2019).

Herzberg stated that motivation is an extrinsic factor that originates from outside the individual and influences their daily behavior. Rivai defines motivation as a collection of attitudes and values that influence individuals to achieve specific goals according to their desires. Parinussa suggests that motivation can be interpreted as the attitudes held by leaders and employees towards the organizational environment's situations (Rosmaini and Tanjung 2019). Robins explains that motivation is a process that depicts the extent of an individual's intensity, direction, and persistence in efforts to achieve goals (Taufik et al. 2022).

There are several factors that influence motivation, namely: Salary, job security, working conditions, status, company procedures, quality of technical supervision, quality of interpersonal relationships among colleagues, with superiors, and with subordinates (Marjaya and Pasaribu 2019). The indicator components of work motivation according to Mangkunegara in (Marjaya and Pasaribu 2019) are: Hard work, Future orientation, High level of ambition, Task orientation and seriousness towards tasks, Efforts for advancement, Work persistence, Relationships with colleagues, Time utilization.

Performance can be defined as the work outcomes achieved by employees with the aim of reaching the expected targets. Employee performance is an individual matter as each person

possesses distinct skills. Management can evaluate employee performance based on the achievement of their individual work outcomes (Jufrizen and Lubis 2020). According to Hasibuan, there are three factors that can influence performance: a worker's skills and interests, their ability and acceptance of delegated tasks explanations, and the level of worker motivation (Marjaya and Pasaribu 2019).

According to Wibowo in (Marjaya and Pasaribu 2019), the indicators of employee performance are as follows: 1) Objective: Reflects a desired improved state to be achieved in the future. 2) Standard: Serves as a parameter to assess whether desired objectives are attainable. Absence of standards hinders knowing when goals are reached. 3) Feedback: Involves reporting progress in quality and quantity towards predetermined goals based on established standards. 4) Tools and Resources: Refers to resources aiding in effectively achieving objectives. 5) Competence: Signifies an individual's ability to perform assigned tasks with high quality. 6) Motive: Denotes the motivation or driving force compelling one to act or engage in an activity. 7) Job Opportunities: Entails actions requiring opportunities to showcase individual work achievements or performance.

2. RESEARCH METHOD

In this study, the researcher employed a quantitative approach, adopting statistical analysis. This quantitative research method can be categorized as positivist as it originates from the positivist philosophical approach. This approach is suitable for both large and small populations, with collected data representing a sample of the population. The aim of this research is to identify relative occurrences, data distribution, and relationships between the variables under investigation (Prof. Dr. Sugiyono 2019). This research was conducted at the Tangerang City Regional Representative Council. The research was conducted from March 2023 to May 2023. The population in this study consisted of 64 employees, consisting of 35 civil servants and 29 civil servants. The data in this study were collected using a probability random sampling technique. This population does not only include the total number of individuals in the object or subject of research, but also includes all the characteristics or attributes possessed by the object or subject (Prof. Dr. Sugiyono 2019). The sample represents a portion of the total number and characteristics of the population (Prof. Dr. Sugiyono 2019).

Data collection techniques in this study used observation and questionnaires, using primary and secondary data sources. Primary Data According to Warsito, "primary data is information obtained directly from its source." (Purnama Sari 2020). In this research, such data is acquired using a questionnaire method given to respondents, namely employees of the Secretariat of the Regional People's Representative Council (DPRD) of Tangerang City. On the other hand, according to Hadi, secondary data refers to data obtained indirectly, in the form of information or literature relevant to the research that complements or supports primary data (Purnama Sari 2020).

In the preparation of questionnaires, the following steps need to be considered before their development. One important aspect is to create a research instrument as a tool to measure the variables under study. This research instrument serves as a measurement tool used to collect data related to the variables to be measured. The number of instruments to be used will depend on the number of variables to be measured. Each instrument will have a scale or measurement method to collect data related to those variables (Dewi 2021).

Descriptive analysis is a branch of statistics that focuses on the collection, organization, and presentation of data in research. Its goal is to provide a clear and concise overview of the observed data. Descriptive analysis is used to depict the influence of a variable, whether as a dependent or independent variable in a study. By employing appropriate statistical techniques, descriptive analysis aids in creating data summaries, identifying patterns or trends, and outlining the basic characteristics of the observed variables. Thus, descriptive statistics provide a strong foundation for a better understanding of the data and phenomena being investigated (Ferronyca Rambe 2022). The detailed analysis method is described as follows:

2.1 Quantitative Analysis

a. Multiple Linear Regression

Multiple linear regression analysis is a method employed to model the relationship between

a dependent variable (Y) and two or more independent variables (X1, X2, X3). The primary objective of this analysis is to understand how changes in the independent variables can influence the dependent variable. In multiple linear regression, the dependent variable is explained as a linear function of the linear combination of related independent variables.

b. Coefficient Of Determination

The coefficient of determination, R², is used to measure the extent to which independent (predictor) variables can explain the variation in the dependent (response) variable. The value of the coefficient of determination ranges from 0 to 1. When the R² value approaches 1, it indicates that the independent variables can strongly and significantly explain the variation in the dependent variable, leading to a closer relationship between them. However, if the R² value approaches 0, it signifies that the independent variables have limited ability to explain the variation in the dependent variable, resulting in a weaker relationship between them (Duwi Priyatno 2018).

2.2 Hypothesis Testing

According to Abdullah, a hypothesis is an initial opinion that will be tested for its accuracy through the research process (Yam and Taufik 2021).

a. T-test

The T-test is utilized to examine partial or partial significance. In the T-test, each individual regression coefficient is tested to ascertain if an independent variable significantly influences the dependent variable. The initial step involves determining the t-value using the following formula (Prof. Dr. Sugiyono 2019): The decision-making process for the T-test is as follows: a) If the significance is < 0.05, then Ho (null hypothesis) is rejected. b) If the significance is > 0.05, then Ho is accepted. However, an alternative approach involves comparing the calculated t-value with the tabulated t-value as follows: a) If the calculated t-value < tabulated t-value, then there is no significant influence. b) If the calculated t-value > tabulated t-value, then there is a significant influence (Prof. Dr. Sugiyono 2019). Ghozali explains that the t-test indicates the extent to which the influence of an individual independent variable explains the dependent variable at a significance level of 5% (Siahaan and Bahri 2019).

b. F-test

The F-test or regression coefficient test is used to evaluate whether independent variables have a significant impact on the dependent variable. This test involves using a significance level of 0.05, meaning the threshold for significance is 0.05. If the obtained F-test value is smaller than 0.05, it can be concluded that there is a significant influence between the independent and dependent variables. However, if the obtained value is larger than 0.05, there is no significant influence between the independent and dependent variables (Duwi Priyatno 2018).

3. RESULTS AND DISCUSSIONS

3.1 Quantitative Analysis

a. Multiple Linear Regression

Table 1. Multiple Linear Regression Results

Model		Unstandardized Coefficients		Standardized Coefficients
		B	std. Error	
1	(Constant)	16,291	6,336	
	Level Of Education	.604	.136	.599
	Motivation	.025	.036	.092

Source: Research Results, 2023 (data processed)

$$Y = a + b_1 X_1 + b_2 X_2 + e \quad (1)$$

$$Y = 16,291 + 0,604 + 0,025 + e \quad (2)$$

Based on the attached table, a constant value of 16.291 is obtained. This indicates that if the value of the independent variable is 0, the value of Y will be 16.291.

The regression coefficient of X1 has a value of 0.136 and is positive. This signifies that each one-unit increase in the X1 score will result in a 0.136 increase in the Y score, assuming the X2 score remains constant.

The regression coefficient of X2 has a value of 0.036 and is positive. This suggests that each one-unit increase in the X2 score will lead to a 0.036 increase in the Y score, assuming the X1 score remains constant.

b. Coefficient Of Determination

The Coefficient of Determination (R^2) is a value that indicates the extent to which variable X influences variable Y. The higher the value of the coefficient of determination, the better the ability of variable X to explain variable Y.

Table 2. Determination Test Results (R^2)

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.596 ^a	.356	.320	2.805

a. Predictors: (Constant), Motivation, Level Of Education

b. Dependent Variable: Employee Performance

Source: Research Results, 2023 (data processed)

Based on the table of test results that has been provided, we can observe the coefficient of determination value for the independent variables used, namely R Square. From the regression analysis, the coefficient of determination (R^2) is obtained to be 0.356 or 35,6%. This coefficient of determination value indicates that the contribution of the educational level and motivation variables in this study reaches 35.6%, while the remaining 64.4% is influenced by other factors not included in the scope of this research and not discussed in the analysis.

3.2 Hypothesis Testing

1. T Test

Table 3. Partial t-test results
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	std. Error	Betas		
(Constant)	16.291	6.336		2.571	.014
Level of education	.604	.136	.599	4.454	.000
1 Motivation	.025	.036	.092	683	.499

a. Dependent Variable: Employee performance

Source: Research Results, 2023 (data processed)

Based on the above test results, the calculated t-value for X1 is 4.454 with a significance level of 0.000. This significance value is smaller than 0.05. Therefore, $t_{\text{calculated}} > t_{\text{table}}$ ($4.454 > 2.02809$) and with a significance value ($0.000 < 0.05$), indicating that there is a significant partial influence of variable X1 on Y. The calculated t-value for X2 is 0.683 with a significance level of 0.499. This significance value is larger than 0.05. Thus, $t_{\text{calculated}} < t_{\text{table}}$ ($0.683 < 2.02809$) and with a significance value ($0.499 > 0.05$), indicating that there is no significant partial influence of variable X2 on Y.

2. F Test

Tabel 4. F test results
ANOVA

Model		Sum of Squares	Df	MeanSquare	F	Sig.
1	Regression	156.415	2	78.208	9.939	.000b
	residual	283.277	36	7.869		
	Total	439.692	38			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Level of education, Motivation

Source: Research Results, 2023 (data processed)

Based on the test results above, the calculated F-value is 9.939 with a significance level of 0.000. This significance value is smaller than 0.05. Therefore, $F_{\text{calculated}} > F_{\text{table}}$ ($9.939 > 3.259$) and with a significance value ($0.000 < 0.05$), indicating that collectively (simultaneously), the variables of education level and motivation have a positive and significant influence on the employee performance variable in the Secretariat of DPRD Tangerang City. Thus, the null hypothesis (H_0) in this study is rejected, and the alternative hypothesis (H_a) is accepted.

4. CONCLUSION

The main findings of this study include an increase in the level of Education: The level of education has a significant influence on employee performance. Efforts to enhance education through training, skill development, and further education will boost employee competence, improving overall performance. Optimizing Work Motivation: Even though work motivation doesn't directly affect performance, a comprehensive approach is necessary for improvement. Focusing on skill development, time management, and task organization will support achieving better performance. Reevaluating motivational programs and considering other factors such as competence and organizational support are important for performance optimization. Developing Human Resource Management Strategies is key. Effective education and training management will strengthen employee education. Motivational programs that concentrate on enthusiasm and performance need to be developed. A good HR management strategy will ensure employees possess knowledge, skills, and motivation that support organizational goals. The positive impact of education and motivation on performance will enhance service quality. Educated and motivated employees will provide better service, increasing public satisfaction with the services provided by the Secretariat of DPRD Kota Tangerang. By implementing these steps, the Secretariat of DPRD Kota Tangerang can improve employee performance, provide better services, and effectively achieve organizational goals. This study has the potential to provide valuable guidance for sustainable improvement in human resource management and public services in the future. The contribution of this research is the ability to provide valuable guidance for the formulation of more precise and organizationally relevant human resource management strategies. By acknowledging the pivotal role of education level and the combined influence with motivation, organizations can adopt a more focused approach to enhance employee performance and create a productive and motivating work environment. Therefore, this study has the potential for long-term impact in steering positive changes in how organizations approach employee management and human resource development in the future. In future research, it is suggested that researchers pay attention to the addition of other independent variables that may influence employee performance at the Secretariat of the Regional People's Representative Council (DPRD) of Tangerang City. For example, variables such as work discipline, organizational culture, work environment, work experience, and other relevant factors. By including these variables, the research can provide a deeper understanding of the factors influencing employee performance at the Secretariat of DPRD Tangerang City. This will aid in designing more effective strategies and policies to enhance employee performance and achieve overall organizational goals.

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