

The Influence Of Education And Training On Employee Performance At The Class I Tpi Bandar Lampung Immigration Office

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Abstract

This study analyzes how the influence of Education (X1) and Training (X2) affects employee performance (Y) at the Class I TPI Bandar Lampung Immigration Office. The technique used is a quantitative approach, where data is obtained from 44 samples from 80 populations. The purpose of this study is to analyze the influence of Education and Training partially and simultaneously. The study states that X1 has a very big influence on Y, X2 has no influence on Y, and X1 and X2 simultaneously have a positive and significant influence on Y. The leadership of the Class I TPI Bandar Lampung Immigration Office should pay attention to factors that can influence employee performance, This effort is able to increase overall employee productivity and performance.

Keywords :Education, Training, Employee Performance

INTRODUCTION

Human resources (HR) are the core of every organization, whether a company or institution. Basically, HR is a group of people involved in helping the company achieve its goals by leading, thinking, and planning. Human resources include a combination of each person's physical and intellectual abilities, Hasibuan 2021 in(Wiji Rahayu, nd)

Human resources are carried out in a planned and directed manner in order to develop skills to improve employee performance. Employees who have good performance can be one of the main indicators of work success. Based on national goals, Civil Servants (PNS) have an important role in carrying out government and development

1014

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tasks. In addition, PNS must also be professional in carrying out their responsibilities. Handoko (1995; 79-80) in (Khuroidah et al., nd) as a basis for achieving competitive advantage, Siagian Sondang P (2010; 44): states that managing human resources is a way of determining human resource requirements in an organization that ensures the number and qualifications in the right activities and opportunities.

Prawirosentono said that performance is the result achieved by individuals or groups according to their respective responsibilities and powers as the vision of the Institution legally without violating the rules and in line with moral and ethical values, Edy Sutrisno 2012:170 in (Kurniawan Gultom, 2014). Performance means doing or not doing by employees (Mathis & John, 2006:377) in (Iskarim, 2017). Employee performance is a combination of several things from skills, hard work and opportunities that can be assessed from the way they work (Ambar Teguh & Rosidah, 2003: 223) in (Scientific et al., nd)

Employee performance results are assessed from the number and quality of tasks that have been completed. According to Ruky 2006 in (Haryani et al., nd) Performance has meaning in the work process and the results to be achieved. Optimal employee performance is what is desired by the agency because good work quality has a positive impact on overall performance, from planning to evaluation, as well as managing various other resources (Simatupang, 2012) in (Yaqoub, nd)

Education and Training (Diklat) serves to help build learning, skills, and understanding of various aspects of the world of work. Diklat is defined as a learning process using certain methods or approaches to hone individual or group abilities. The process is carried out in an organized manner in a relatively short period of time, Dehotman 2021:384 in (Education et al., 2023).

Based on the performance of employees at the Class I TPI Bandar Lampung Immigration Office which is influenced by education and training (diklat) intended for employees participating in the program. In changes each year, less than the number of employees who participate in training is caused by certain factors. One possible factor is a busy work schedule with a high workload, it is difficult to determine the time when employees can participate in the training program.

From the description above, education and training programs have an important role in improving the ability of each employee to achieve optimal performance. This also happened at the Class I TPI Bandar Lampung Immigration Office where this was analyzed. In the training program, employees can build a work ethic so that they contribute to the expected achievements.

1015



From the background description, the objectives of this research are:

1. The partial influence of education on employee performance at the Bandar Lampung Immigration Office
2. The effect of partial training on employee performance at the Bandar Lampung Immigration Office
3. The influence of education and training simultaneously on employee performance at the Bandar Lampung Immigration Office

LITERATURE REVIEW

Education

Education is the influence of demands on a person who is responsible for forming their personality and being competent in carrying out obligations, therefore education is considered the basis for establishing, compiling, organizing, and expanding human resource capabilities to ensure excellence in the future, Ahmadi and Uhbiyati 2015:71 in(Mauliza & Hanum, 2022). Education Indicators Law no. 20 of 2003 Triwiyanto, 2014:122 in(Ratnasari, n.d.)indicators may include:

1. Self Potential Development

To make someone who is faithful, pious and has noble character.

2. Self-control

Ability to develop character and attitude to advance the country.

3. Intelligence Enhancement

Enlightening life generation of the nation through education.

4. Skill Enhancement

Become a capable, independent and knowledgeable individual.

Training

The term training is called training in English, which is a short-term process that is designed systematically. The training program consists of a series of planned activities aimed at improving individual, group, and company performance. This change in performance can be measured from the increase in knowledge, abilities, perspectives, and social behavior of employees Suwanto and Priansa, 2016:177 in(Jalil et al., nd)Training is a series of activities for members to develop their expertise and skills appropriately so that they are able to have professional performance (Widodo 2015:82) in(Mulyani, 2019). Training Indicators Mangkunegara (2017) in(Lourensius et al., nd)There are several training indicators that are put forward:

1016



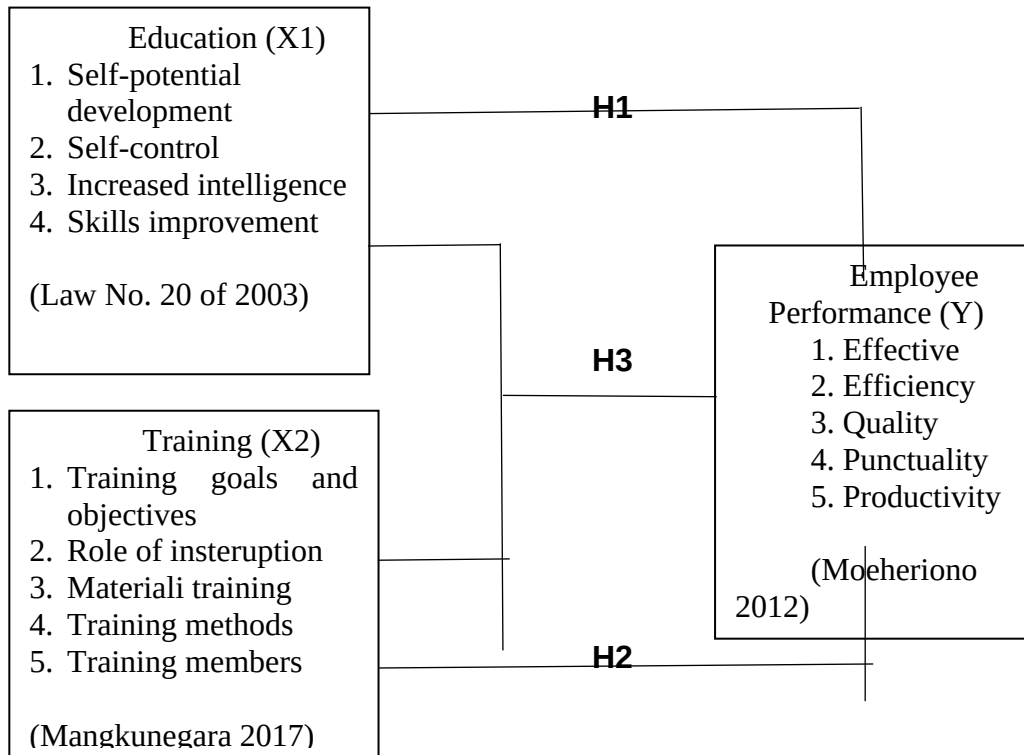
1. Training goals and objectives
Used for menadd and vary skills, learning and behavior, and actions in order to succeed.
2. Role of Instructor
Meexplain the material, where the instructor has special expertise that requires training participants to have conceptual and technical principles as well as noble character.
3. Training Materials
EveryIn the effort to provide information, the selection of training materials plays a mandatory role in the success of the training.
4. Training Methods
The concept used by the instructor to provide training materials.
5. Training Member
A group of individuals who can attend training activities.

Employee Performance

Performance is doing work and achieving results. Performance can be measured from the aspect of quantity and quality of work produced by human resources and the level of service. Quantity of work refers to the number of tasks successfully completed, while quality of work relates to the quality of work results, George and Jones 2011 in(Rasma Ayu et al., 2016). Employee Performance Indicators, Moeheriono (2012) in(Lusi Khairunnisa et al., 2023)states employee performance indicators as follows:

1. Effective
Abilityin obtaining maximum work results based on predetermined work expectations and targets.
2. Efficiency
USaha completes activities on time while minimizing the use of resources.
3. Quality
Work performance is assessed according to effectiveness and efficiency in achieving targets.
4. Punctuality
Fulfilthe tempo set in a job.
5. Productivity
The balance between the gains received and the total capabilities used.



Conceptual Framework**RESEARCH METHODOLOGY**

This study is to analyze between variables X1 and X2 against Y using a quantitative approach. This study involved employees of the Class I TPI Bandar Lampung Immigration Office with a population of 80. For this study, simple random sampling was used to ensure that the population had the opportunity to be taken as a research sample fairly. With this technique, all employees who meet the criteria will be selected randomly. The sample size can be determined using the Slovin formula.

$$n = N / (1 + N.e^2)$$

$$n = 80 / (1 + 80 \times 0.12)$$

$$n = 80 / (1 + 0.8)$$

$$n = 80 / 1.8$$

$$n = 44.4 \text{ rounded up to 44 respondents}$$



Data were collected using a questionnaire via google form. The questionnaire contains closed questions using a scale of 1-5 from strongly disagree to strongly agree. The software used for analysis is SPSS.

DISCUSSION RESULTS

Data analysis

Interval	Education (X1)			Training (X2)			Employee Performance (Y)		
		%	Category		%	Category		%	Category
10-17		0	STS		0	STS		0	STS
18-25	0	0	TS	0	0	TS	0	0	TS
26-33	0	0	N	0	0	N	0	0	N
34-41	27	61.36	S	27	61.36	S	27	61.36	S
42-50	17	38.63	SS	17	38.63	SS	17	38.63	SS
Total	44	100		44	100		44		

Based on the research results, Education (X1) shows that of the 44 respondents surveyed, 27 people or 61.36% categorized education as "agree" and 17 people or 38.63% stated "strongly agree". Thus, education can be categorized as very good.

Furthermore, for Training (X2) it shows that of the 44 respondents surveyed, 27 people or 61.36% categorized the training as "agree" and 17 people or 38.63% stated "strongly agree". Therefore, the training can be categorized as very good.

Regarding Employee Performance (Y), it shows that of the 44 respondents surveyed, 27 people or 61.36% categorized employee performance as "agree" and 17 people or 38.63% stated "strongly agree". Thus, employee performance can be categorized as very good.

Respondent Statement Results

Education (X1)				Training (X2)				Employee Performance (Y)			
Real score	Max score	%	Category	Real score	Max score	%	Category	Real score	Max score	%	Category
220	175	79.54	SS	220	184	83.63	SS	220	192	87.27	SS
220	181	82.27	SS	220	173	78.63	SS	220	187	85	SS
220	176	80	SS	220	182	82.72	SS	220	188	85.45	SS
220	182	82.72	SS	220	182	82.72	SS	220	180	81.81	SS



220	180	81.81	SS	220	176	80	SS	220	167	75.90	SS
220	184	83.63	SS	220	190	86.36	SS	220	181	82.27	SS
220	178	80.90	SS	220	180	81.81	SS	220	179	81.36	SS
220	183	83.18	SS	220	181	82.27	SS	220	180	81.81	SS
220	179	81.36	SS	220	175	79.54	SS	220	194	88.18	SS
220	180	81.81	SS	220	178	80.90	SS	220	152	69.09	S

Based on respondent information regarding the Education variable (X1), the level of confidence obtained reached 81.722% which is included in the strongly agree category.

Furthermore, the respondents' statement regarding the Training variable (X2), the level of confidence reached 81.858% which is included in the strongly agree category.

Regarding the respondents' statement regarding the Employee Performance variable (Y), the level of confidence reached 81.814%, included in the strongly agree category.

Reliability Test

No.	Research Variables	Cronbach's Alpha
1.	Education (X1)	0.825
2.	Training (X2)	0.818
3.	Employee Performance (Y)	0.799

Source: SPSS.26 (2024)

The table explains that all variables are reliable because they obtained Cronbach's Alpha values > 0.60.

Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		44
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.47863315
Most Extreme Differences	Absolute	.073
	Positive	.073
	Negative	-.060
Test Statistics		.073
Asymp. Sig. (2-tailed)		.200c,d

Source: SPSS.26 (2024)



In the normality test results table, it obtained a significant (2-tailed) value of 0.200 > 0.05, which is stated to be normally distributed.

Multiple Linear Regression Analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6,696	4,522		1,481	.146
	Education	.533	.172	.515	3.102	.003
	Training	.304	.173	.291	1,756	.087
a. Dependent Variable: Employee Performance						

Source: SPSS.26 (2024)

In the table, we get the multiple linear regression model equation along with the interpretation as:

$$Y = 6.696 + 0.533 + 0.304$$

1. The constant value (a) = 6.696 is a value that indicates a positive direction, meaning that if Education and Training has a value of zero, then the average employee performance has a value of 6.696 units.
2. The regression coefficient value of Education = 0.533, this coefficient shows a positive direction, meaning that if there is an increase in Education in the amount of one unit with the assumption that Training remains constant, employee performance will increase by 0.533.
3. The regression coefficient value of Training = 0.304, the coefficient indicates a positive direction, meaning that if there is an increase in Training in the amount of one unit with the assumption that Education remains constant, employee performance will increase by 0.304.

Simultaneous Test (F Test)

Model	F	Sig.
1 Regression	29,354	.000b
Residual		
Total		

Source: Processed by SPSS.26 (2024)

The effect of X1 and X2 on Y



It is known that the sign is $0.000 < 0.05$ and the calculated f value is $29.354 > 3.23$ so that H3 is accepted, which means that there is an impact of variables X1 and X2 on Y.

Partial Test (t-Test)

Coefficients ^a		
Model	t	Sig.
1 (Constant)	1,481	.146
Education	3.102	.003
Training	1,756	.087
a. Dependent Variable: Employee Performance		

Source: Processed by SPSS.26 (2024)

1. The effect of X1 on Y

The sign value is $0.003 < 0.05$ and the t-value is $3.102 > 1.6826$, so it is stated that H1 is accepted, which means that there is an influence between variable X1 and variable Y.

2. The effect of X2 on Y

The sign value is $0.087 > 0.05$ and the calculated t value is $1.756 > 1.6826$, so it is stated that H2 is rejected, meaning there is no effect between variable X2 and variable Y.

Coefficient of Determination Test (R²)

The coefficient of determination (R²) test directly tests how much variation in the dependent variable is explained by the independent variable. The results of the coefficient of determination (R²) are determined by the Adjusted R-Square.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.767a	.589	.569	3,568
a. Predictors: (Constant), Training, Education				

Source: Processed by SPSS.26 (2024)

It is known that the value of the determination coefficient (Adjusted-R²) is 0.569. This value can be interpreted as the education and training variables influencing



employee performance by 56.9%, the remaining 43.1% is due to other variables outside of education and training.

DISCUSSION

The Influence of Education (X1) on Employee Performance (Y)

Stating Education is significant to employee performance. This can be interpreted that the level of employee education directly affects how they carry out authority and responsibility in the workplace. The presence of a more prominent level of education tends to have better analytical skills.

The Influence of Training (X2) on Employee Performance (Y)

Stating that Training is not significant to employee performance. This can be caused by various reasons such as less effective training implementation or other factors that are more dominant in influencing performance.

The Influence of Education (X1) and Training (X2) on Employee Performance (Y)

When testing the influence simultaneously, the research results show that Education and Training have a significant impact on employee performance. When both contribute significantly to employee performance, they are able to help achieve company goals.

SUGGESTIONS & CONCLUSIONS

Conclusion

The results of the study refer to the influence of education and training on employee performance at the Class I TPI Bandar Lampung Immigration Office, showing that:

1. The partial influence of education states that it is significant, which means that the education variable has a significant impact on employee performance.
2. The partial effect of training is not significant, which suggests that the training variable has no impact on employee performance.
3. The influence of education and training simultaneously states the significant impact that education and training have on employee performance.



Suggestion

There are some suggestions are:

1. The Head of Class I TPI Bandar Lampung Immigration Office must consider the level of training as one of the many factors that affect employee performance. Efforts that are expected to be able to increase employee productivity and performance as a whole.
2. For subsequent researchers, the study only discusses two independent variables, namely education and training (diklat). Therefore, it is necessary to expand the research model by including other variables to measure employee performance as dependent variables.

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