

# THE INFLUENCE OF EDUCATION/TRAINING (DIKLAT) AND WORK ENVIRONMENT ON EMPLOYEE WORK PERFORMANCE AND ORGANIZATIONAL PERFORMANCE OF THE OFFICE OF PORT MASTER AND PORT AUTHORITY CLASS IV PULANG PISAU

Wiwin Iryani Hasanuddin<sup>1</sup>, Ernawati<sup>2</sup>

<sup>1,2</sup>Sekolah Tinggi Ilmu Ekonomi Pancasetia, Banjarmasin, Indonesia

Email: [wiwin@stiepancasetia.ac.id](mailto:wiwin@stiepancasetia.ac.id), [ernawati\\_stiepan@yahoo.co.id](mailto:ernawati_stiepan@yahoo.co.id)

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The purpose of this study was to prove and analyze the partially significant effect of Education/Training (Training) and Work Environment on Employee Work Performance and Organizational Performance of the Class IV Pulang Pisau Port Authority and Port Authority. The research method used is analytical survey. The type of research is explanatory research. The sample in this study amounted to 36 employees in July 2022. The sample in this study used the total sampling method. The data collection technique used a closed questionnaire that had fulfilled the validity and reliability test requirements, used Path Analysis and the data was analyzed using multiple linear regression analysis. The results showed that education/training (Training) had a significant effect on work performance. The work environment has a significant effect on employee performance. Education/training (Training) has a significant effect on organizational performance. The work environment has no effect on organizational performance. Employee performance has a significant effect on organizational performance. Education/training (Training) has a significant effect on organizational performance with the intervening variable of employee performance. The work environment has a significant effect on organizational performance with the intervening variable of employee performance, the Harbormaster Office and the Class IV Pulang Pisau Port Authority.

Keywords: Education/Training (Training), Work Environment, Work Performance

## 1. INTRODUCTION

Civil servants are positioned as elements of the State apparatus whose duty is to provide services to the community in a professional, honest, fair and equitable manner in carrying out state, government and national development duties based on loyalty and obedience to Pancasila and the 1945 Constitution, therefore employee development is directed at improving the quality of human resources so that they have attitudes and behaviors that are based on devotion, honesty, work environment, discipline and authority so that they can provide services according to the demands of community development. Regulation of the Minister of Transportation of the Republic of Indonesia Number PM. 71 of 2021 concerning the third amendment to the regulation of the Minister of Transportation Number PM. 36 of 2018 concerning the organization and work procedures of the Harbormaster and Port Authority Office Class IV Pulang Pisau in Article 37 (1). In the Harbormaster and Port Authority Office Class IV Pulang Pisau, work areas can be formed according to needs based on an analysis of the organization and workload of each task, one of which is from the Harbormaster and Port Authority Office Class IV Pulang Pisau, Batanjung Port, Kapuas Working Area and Bukit Pinang Port, Palangkaraya Working Area. They have tasks that must be carried out and adjusted to the work plan that must be carried out by the office itself. Performance is basically what employees do that affects how much they contribute to the agency or organization including the quality of service provided. Organizations in improving employee performance need to develop the right human resources with a supportive work environment. Factors used to improve employee performance include individual abilities (knowledge, skills and abilities), effort devoted, and organizational support. Employee performance is the result of an employee's thoughts and energy on the work done, can be tangible, seen, counted, but in many cases the results of thoughts and energy cannot be counted and seen, such as ideas and innovations from employees in order to improve organizational progress.

As stated in the Strategic Plan of the Port Authority Office and Class IV Pulang Pisau Port Authority, this is a strategic technical planning document that describes a portrait of the organization's problems and an indication of the program of activities to be implemented. have not achieved



maximum results. The following is the performance achievement data of employees of the Harbor Master's Office and Class IV Port Authority of Pulang Pisau in the last 3 (three) years. Realization achievement the above performance, it can be concluded that of the 6 indicators of organizational performance, all have not achieved the predetermined performance targets. Several factors that are able to improve organizational performance at the Harbormaster and Port Authority Office Class IV Pulang Pisau are education and training (Diklat) provided to employees and a conducive work environment for employees. Employee education and training (Diklat) provided to employees is a factor that influences organizational performance. Good performance implementation is supported by employee training and education. Realizing the importance of education and training (Diklat), it requires government efforts through agencies to continuously improve the development and development of education and training programs (Diklat), because the training itself is essentially a process of transforming the quality of employee human resources. Civil servants as the main element of human resources of the state apparatus, have a very decisive role. The success of the implementation of government and development cannot be separated from the role of civil servants in improving the wheels of government and development. For that, civil servants must have a conceptual knowledge base about what their duties will be, the background of their duties, the background of their work, the skills and results to be achieved in carrying out their duties. Thus, civil servants must be aware of the general basics of education and training (Diklat), namely: 1. Cognitive (knowledge; 2. Effective (attitude); 3. Psychomotor (skills); and 4. Perspective (perspective).

Labbase (2010 :67 ) explains that there is a relationship that education and training (diklat) can contribute greatly to the work performance of an employee, especially in carrying out his duties. With education and training (diklat), every civil servant will produce better organizational performance. Data shows that out of 36 employees, not all of them have received functional position certification based on the competency standards of Permen/106/2017. Job competency standards are certain competency measures that are set as benchmarks for each type of position, so that tasks in the position can be completed properly. The following is a recapitulation of the Training that has been attended by employees of the Harbor Master and Port Authority Office Class IV Pulang Pisau in 2020-2021. The results of a preliminary study conducted in March 2022 by conducting a short Q&A with 2 employees showed that work activities at the Port Authority and Harbor Master Office Class IV Pulang Pisau often involve one or more people while others sometimes do not do any work activities. This can be caused by several things, including lack of competence or knowledge, lack of ability in using information and communication technology and the lack of desire from the employees themselves to learn things related to their duties. To overcome the low competence or knowledge of employees regarding their work, the Port Authority and Harbor Master Office Class IV Pulang Pisau has held training. This training is not only carried out within the agency but also by sending employees to carry out training outside the region or to the center. The training attended is expected to improve the organizational performance of the Harbormaster and Port Authority Office Class IV Pulang Pisau. Training is a way to develop human resources in this case employees. Training helps employees understand practical knowledge and its application, in order to improve the skills, abilities, and attitudes needed by the organization in an effort to achieve goals. This statement is supported by the research results of Lis Tatin Hernidatiatin (2017) which shows that the level of education can have a direct effect on employee work performance and can also have an indirect effect, namely from the level of education through work motivation (as an intervening variable) on employee work performance. A similar study to this study is Teresa Kwantoro Puteri (2020) the results of the study showed that education and job training had an effect on performance.

Meanwhile, the work environment is also a variable that contributes to providing support to an employee so that they can achieve good work performance. Stephen P. Robbins & Timothy A. Judge (2020:11) explain that in Neoclassical Organizational Theory it has been explained that it emphasizes the importance of psychological and social aspects, both as individuals and groups in the work environment that can have a direct impact on the work performance of an employee or employee who works in an organization because Neoclassical Theory is a theory/stream of human relations ( *The Human Relation Movement* ). An uncomfortable work environment can have an impact on employee

attendance, as can be seen from the following attendance data: The work environment means the situation where employees do their work every day. There are times when every employee has the same right to get comfort at work. Because if employees feel comfortable with their work, then employees will do their work wholeheartedly without complaining. For example, the air conditioning in the administrative workroom is not cold enough, employees work less comfortably and are not focused because of the heat caused by the lack of air circulation (Muayanah, Haryono, & Wulan, 2017) According to Diah (2020) the work environment creates high comfort for employees. The comfort created by this work environment affects the seriousness of employees in working, thus encouraging employees to be able to work better because of environmental support. The results of the work environment study affect organizational performance. Seeing various problems of organizational performance at the Harbormaster's Office and Class IV Port Authority of Pulau Pinang, that these performance problems are influenced by several factors including education and training (Diklat), work environment and employee work performance, makes this research important to be conducted in order to improve the organizational performance of the Harbormaster's Office and Class IV Port Authority of Pulau Pinang because this research focuses on a more specific theoretical study at the Ministry of Transportation using Permenpan and other Regulations from the Ministry of Transportation, and also this research is a development research from previous research, namely Mashar (2015) who studied the Effect of Training on Employee Work Performance at the Rokan Hulu Inspectorate Office, Riza Rezita (2018) who studied the Effect of Education and Training (Diklat) on Employee Performance at the Regional Library and Archives Agency, Special Region of Yogyakarta (BPAD DIY), Ading Sunarto, Damai Larasati (2021) who studied the Effect of Training and Work Motivation on Employee Performance at PT. Central Asia Insurance West Jakarta which uses general theory indicators regarding training and work performance and Anggi Karen (2021) who studied the Influence of Education, Training, and Career Development on Employee Work Performance at the Sintesa Peninsula Manado Hotel which uses general theory indicators regarding training and work performance. ); Latifah (2018) who studied the Influence of the work environment on work performance at the Ketapang Regency Mining and Energy Service,

#### **Literatur Review**

##### **Human Resource Management Concept**

Management basically comes from the word *to manage* which means to regulate. Management is the science and art of regulating the process of utilizing human resources and other resources effectively and efficiently to achieve a certain goal (Hasibuan, 2018:141). This management consists of six elements, namely, *men, money, method, materialist, machines, market*. HR is a field of management that specifically studies the relationship and role of humans in an organization. The elements of HR are humans who are the workforce, thus the focus of studying HR is only problems related to human labor. Human resource management is the art and science of procuring, developing and benefiting human resources so that the goals of the Agency can be achieved in a way that is efficient and enthusiastic (Manulang, 2019:32). Humans need organizations and vice versa organizations also need humans as driving forces, without humans the organization does not function. Likewise, the psychological potential possessed by employees in carrying out their work is abstract and has no clear boundaries. According to Hasibuan (2018:152), HR is the science and art of regulating the relationship and role of the workforce to effectively and efficiently help realize the goals of the Agency, members, and society. Hasibuan (2018:155), personnel management is planning, organizing, directing and supervising activities, procurement, development, compensation, integration, maintenance and release of human resources in order to achieve individual, organizational and community goals. Next, according to Hasibuan (2018:160), management is a provider of leadership and direction for members in their work or work relationships. According to the opinions of several experts, it can be concluded that human resource management is a science that regulates the utilization of human resources that are managed professionally to achieve individual and organizational goals in a programmed and integrated manner to produce productive and quality human resources and have a high work ethic and loyalty.

### Education/Training Concept (Diklat)

According to Notoadmodjo (2017:16), education and training are interpreted as efforts to develop human resources, especially to develop intellectual abilities and human personality. The use of the terms education and training in an institution or organization is usually combined into training. The unit that handles employee training is commonly called Pusdiklat (Education and Training Center). Training can be seen as a form of investment. Therefore, every organization or agency that wants to develop, then training for its employees must receive great attention. According to Ambar (2009:219), education and training are interpreted as efforts to maintain, improve the ability, capacity and professionalism of employees. This is important because it is the method used by the organization to maintain, maintain, and maintain public employees in the organization and at the same time improve the skills of employees so that they can then improve their performance.

According to Umar (2021:12), education and training are defined as efforts to improve mastery of various skills and techniques for carrying out certain work for current needs and to prepare employees to be ready to hold certain positions in the future. Based on several definitions of education and training above, it can be concluded that training is an activity to improve and develop the work abilities of an employee in relation to an agency that helps in understanding practical knowledge and helps improve a person's skills, abilities and attitudes that are needed by the agency in achieving its goals. Labbase (2010) explains that there is a relationship that education and training (diklat) can contribute greatly to the work performance of an employee, especially in carrying out his duties. The work performance of employees in carrying out the tasks entrusted to him is the starting point for obtaining career development. Regulation of the Head of Development Agency Human Resources for Transportation PK Number 1/BPSDMP-2020PK. 01/BPSDMP-2019 states that the Ministry of Transportation carries out managerial, structural and functional education and training for human resources of transportation apparatus, as well as providing technical guidance to organizational units that handle the implementation of character building education and training.

Education and training are activities carried out in order to adopt the development of information technology in teaching and learning activities and in order to create uniformity and order in the use of telecommunications devices for Employees at the Transportation Human Resources Development Agency Training Institution, it is necessary to make changes to the Regulation of the Head of the Transportation Human Resources Development Agency Number PK. 2/BPSDMP-2018 concerning Guidelines for the Care of Employees at Transportation Training Institutions within the Transportation Human Resources Development Agency ( PK 1/BPSDMP , 2020).

### Hypothesis

Hypothesis is a conclusion drawn as a temporary answer to a problem. The purpose of formulating a hypothesis is as a step to focus the problem, identify relevant data to be collected, show the form of research design, including the analysis techniques to be used, explain social phenomena, obtain a framework of conclusions, stimulate further research (Sugiyono, 2019:52). The hypothesis in this writing is as follows:

- H<sub>1</sub> : Education/training (Diklat) has a significant influence on the work performance of employees of the Harbor Master's Office and Class IV Port Authority, Pulau Pisau.
- H<sub>2</sub> : The work environment has a significant influence on the work performance of employees of the Harbor Master's Office and Class IV Port Authority of Pulau Pisau.
- H<sub>3</sub> : Education/training (Diklat) has a significant influence on the organizational performance of the Harbor Master's Office and Class IV Port Authority of Pulau Pisau.
- H<sub>4</sub> : The work environment has a significant influence on the organizational performance of the Harbor Master's Office and Class IV Port Authority of Pulau Pisau.
- H<sub>5</sub> : Employee work performance has a significant influence on the organizational performance of the Harbor Master's Office and Class IV Port Authority of Pulau Pisau.
- H<sub>6</sub> : performance mediates the influence of education/training (Diklat) on the organizational performance of the Harbor Master's Office and Class IV Port Authority of Pulau Pisau.
- H<sub>7</sub> : performance mediates the influence of the work environment on organizational



performance at the Harbor Master's Office and Class IV Port Authority of Pulau Pisau.

## 2. METHODS

This research is a type of explanatory research. According to Sugiyono (2019:6) explanatory research *is* research that explains the position between the variables studied and the relationship between one variable and another through testing the formulated hypothesis. The approach used in this research is a quantitative approach, namely a quantitative method because the research data is in the form of numbers and the analysis uses statistics. The measurement scale used is the Likert scale which aims to analyze the influence of education/training (Diklat) and the work environment on employee work performance and organizational performance of the Harbormaster and Port Authority Office Class IV Pulau Pisau. This study uses path analysis *because* there is a mediation that influences between the independent and dependent variables. This study consists of four variables. Namely the independent variable (independent) education and training (Diklat) (X1) and work environment (X2), work performance (Z) (mediation) while the dependent variable is organizational performance (Y).

## 3. RESULTS AND DISCUSSION

### Hypothesis Proof

Based on the results of the analysis with a regression test on 36 respondents regarding " The Influence of Education/Training (Diklat) and Work Environment on Employee Work Performance and Organizational Performance of the Harbor Master's Office and Class IV Port Authority of Pulau Pisau " the following results were obtained. The way to find the  $t_{table\ value}$  is by using the following formula:

$$\begin{aligned} t_{table} &= df = nk = 36 - 2 = 34 \\ &= 1.670 \end{aligned}$$

#### The Influence of Education/Training (Diklat) on Employee Work Performance at the Polri Port Authority Office and Class IV Port Authority, Pulau Pisau

$t_{table\ value}$  and (Sig.) of the independent variable Education/Training (Diklat) ( $X_1$ ) are  $t_{count}$  (3.667) >  $t_{table}$  (1.670) or the prob. $t_{table\ value}$  and (Sig.) of the independent variable are 0.001 < 0.05 so it can be said that Education/Training (Diklat) has a significant effect on employee work performance at the Harbor Master and Port Authority Office Class IV Pulau Pisau. So hypothesis 1 is proven.

#### The Influence of the Work Environment on the Work Performance of Employees at the Police Department of the Harbor Master and Class IV Port Authority Office, Pulau Pisau

$t_{table\ value}$  and (Sig.) of the independent variable Work Environment ( $X_2$ ) is  $t_{count}$  (2.361) >  $t_{table}$  (1.670) or the prob. $t_{table\ value}$  and (Sig.) of the independent variable is 0.024 < 0.05 so it can be said that the Work Environment has a significant effect on employee work performance at the Harbor Master and Port Authority Office Class IV Pulau Pisau. So Hypothesis 2 is proven

#### The Influence of Education/Training (Diklat) on the Organizational Performance of the Harbor Master's Office and Class IV Port Authority of Pulau Pisau

$t_{table\ value}$  and (Sig.) of the independent variable Education/Training (Diklat) ( $X_1$ ) are  $t_{count}$  (2.311) >  $t_{table}$  (1.670) or the prob. $t_{table\ value}$  and (Sig.) of the independent variable are 0.027 < 0.05 so it can be said that Education/Training (Diklat) has a significant effect on the work performance of employees of the Harbor Master's Office and Class IV Port Authority Pulau Pisau. So hypothesis 3 is proven.

#### The Influence of the Work Environment on the Organizational Performance of the Harbor Master's Office and Class IV Port Authority of Pulau Pisau

$t_{table\ value}$  and (Sig.) of the independent variable Work Environment ( $X_2$ ) is  $t_{count}$  (0.570) <  $t_{table}$  (1.670) or the prob. $t_{table\ value}$  and (Sig.) of the independent variable is 0.572 > 0.05 so it can be said that the

Work Environment does not affect the work performance of employees of the Harbor Master and Port Authority Office Class IV Pulang Pisau. So hypothesis 4 is not proven.

### **The Influence of Employee Work Performance on the Organizational Performance of the Harbor Master's Office and Class IV Port Authority of Pulang Pisau**

table value and (Sig.) of the independent variable of employee work performance (Z) is  $t_{count} (3.978) > t_{table} (1.670)$  or the prob.  $t_{table}$  value and (Sig.) of the independent variable is  $0.000 < 0.05$  so it can be said that the work performance of employees of the Harbor Master and Port Authority Office of Class IV Pulang Pisau has a significant effect on the work performance of employees of the Harbor Master and Port Authority Office of Class IV Pulang Pisau. So hypothesis 5 is proven.

### **The Influence of Education/Training (Diklat) on the performance of members with the intervening variable of Work Performance of Polri Employees at the Harbor Master's Office and Class IV Port Authority, Pulang Pisau**

The value of the education and training (Diklat) variable ( $X_1$ ) is  $0.542 < \text{Sobel Test } 1.96$ , which means that employee work performance does not mediate the influence of education/training (Diklat) on the organizational performance of the Harbormaster and Port Authority Office Class IV Pulang Pisau. This shows that Hypothesis 6 which states "Employee work performance mediates the influence of education/training (Diklat) on the organizational performance of the Harbormaster and Port Authority Office Class IV Pulang Pisau." Not proven.

### **The Influence of the Work Environment on Member Performance with the Intervening Variable of Work Performance of Polri Member Employees at the Harbor Master's Office and Class IV Port Authority, Pulang Pisau**

The value of the Work Environment variable ( $X_2$ ) is  $0.451 < \text{Sobel Test } 1.96$ , which means that employee work performance does not mediate the influence of the work environment on organizational performance at the Harbormaster's Office and Class IV Pulang Pisau Port Authority. This shows that Hypothesis 6, which states "Employee work performance mediates the influence of the work environment on organizational performance at the Harbormaster's Office and Class IV Pulang Pisau Port Authority." is not proven.

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