

THE INFLUENCE OF EDUCATION LEVEL, WORK EXPERIENCE AND COMPETENCE ON EMPLOYEE PERFORMANCE KSP KOPDIT SOLIDARITY STA. MARIA ASSUMPTA KUPANG

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Abstract

The purpose of this study was to determine the effect of education level, work experience, and competence on the performance of KSP employees Kopdit Solidarity Sta. Maria Assumpta Kupang. The research method used in this research is quantitative research method, with the type of research used is descriptive and associative research, where the descriptive type of research is used to describe a situation or phenomena that describe the level of education, work experience, competence, and performance of employees of KSP Kopdit Solidarity Sta. Maria Assumpta Kupang and associative research types are used to test existing hypotheses based on theories that have been formulated and obtained from companies in the form of numbers further calculated with a quantitative approach. Data collection techniques in the form of questionnaires, interviews, observations, and literature studies. While the data analysis technique uses the IBM SPSS Statistics 30 application as partial and simultaneous test data processing. This research was conducted at KSP Kopdit Solidarity Sta. Maria Assumpta Kupang with a sample size of 35 people using the census technique. The results showed that 1) The level of education has a significant effect on employee performance KSP Kopdit Solidarity Sta. Maria Assumpta Kupang; 2) Work experience has a significant effect on the performance of employees of KSP Kopdit Solidarity Sta. Maria Assumpta Kupang; 3) Competence has a significant effect on the performance of employees of KSP Kopdit Solidarity Sta. Maria Assumpta Kupang. Maria Assumpta Kupang; and 4) The level of education, work experience, and competence simultaneously have a significant effect on the performance of employees of KSP Kopdit Solidarity Sta. Maria Assumpta Kupang. Maria Assumpta Kupang.

Keywords: Level of Education, Work Experience, Competence, and Employee Performance

INTRODUCTION

In this day and age, employee performance is one of the most important aspects to be considered by various parties in an organization, because employee performance is one of the determining factors in achieving the goals of the company or organization concerned. In the current era of globalization, companies or organizations need employees who are not only dedicated and skilled, but also have an adequate educational background and significant work experience. In addition, HR competencies that are integrated with knowledge, skills, and personal values are also key to improving employee performance.

Employee performance is the result produced by certain job functions in a certain period of time, which shows the quality and quantity of the work (Adhari, 2021). Thus, to determine good employee performance, requires high-quality human resources so that they can produce accurate and relevant performance. Where in line with the opinion of Rivai (2014), that employee performance is influenced by internal and external factors, with the level of education, work experience, and competence as part of the dominant internal factors.

Education is one of the most important factors in improving the quality of human resources. The higher a person's level of education, the higher his knowledge and intellectual abilities. Where formal education can equip a person with better analytical, critical and problem solving skills, so as

to improve the quality of employee performance for the better. Education is a very complex and fundamental process in human life according to Nasution (2012) defines education as a process of developing human abilities and behavior as a whole which involves various efforts, from the transmission of knowledge to the formation of personality.

Work experience relates to the abilities previously possessed by employees in carrying out their duties and responsibilities. Work experience owned by employees affects the sense of responsibility and knowledge for employees in carrying out every task assigned to them. Hasibuan (2016) states that work experience is knowledge or skills that a person has known and mastered as a result of actions or work that has been carried out for a certain amount of time.

Human resource competence is the ability of human resources to carry out the duties and responsibilities assigned to them with adequate education, training, and experience (Sutrisno, 2009). On the other hand, to improve HR competencies to support good employee performance, a company or organization can conduct training, where competency-based HR development is carried out in order to provide results that are in accordance with the goals and objectives of the organization with the performance standards that have been set.

Sta. Maria Assumpta Kupang Savings and Loan Cooperative (KSP) Kopdit Solidarity. Maria Assumpta Kupang is a financial institution that focuses on savings and loans for its members. Established on February 10, 1991, KSP Kopdit Solidaritas' head office is located at Jl. Keuangan Negara I Gang V, Kupang City, with several branches in surrounding areas including Ende and Sumba Regencies. The cooperative aims to improve the welfare of its members through the provision of more affordable financial services based on family principles.

By choosing KSP Kopdit Solidarity Sta. Maria Assumpta Kupang, researchers can analyze how the variables of education, work experience, and competence can affect employee performance variables in the context of savings and loan cooperatives, because KSP Kopdit Solidaritas Sta. Maria Assumpta Kupang operates in a savings and loan cooperative. Maria Assumpta Kupang operates in a sector that relies heavily on employee performance to provide effective services to members.

Based on pre-research conducted at KSP Kopdit Solidarity Sta. Maria Assumpta Kupang, by conducting an interview with one of the employees, namely Mr. Francis Xaverius Pareira as the Head of the Organization, Personnel, IT and Daperma Division, where the results show that the average education level of employees there is S1, but there are also employees who only have a high school / vocational high school level education or lower and contrary to the work environment of the Cooperative itself. This is because one of the requirements for employee recruitment is that new employee admissions are open to the public, so anyone can register to become an employee of KSP Kopdit Solidarity Sta. Maria Assumpta Kupang, and also set quotas for each of these education levels. The criteria for hiring new employees are seen from the basic abilities possessed by prospective new employees in the form of being proficient in operating computers, running Microsoft Word and Microsoft Excel, having good public speaking skills and having good general knowledge as well, and most importantly having good character. With differences in the level of education of these employees, it can also indirectly affect the aspects of work experience and competence of employees, where employees with lower formal education may have limitations in conceptual and theoretical understanding of cooperative management, but they can learn through practical experience in the field that develops over time or through training held. Based on this description, the authors are interested in conducting research with the title "The Effect of Education Level, Work Experience, and Competence on Employee Performance KSP Kopdit Solidarity Sta. Maria Assumpta Kupang"

THEORETICAL STUDY

Employee Performance

Performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara 2017).

Education Level

The level of education is an indicator that reflects a person's ability to complete a particular job (Hasibuan, 2012). According to Tirtarahardja (2005), the level of education is the stage of education that is determined based on the level of development of students, the goals to be achieved, and the abilities developed.

Work Experience

According to Kolb (2014) work experience is an important source of learning and forms an experiential learning cycle. According to Byars and Rue (Sutrisno, 2010), work experience is a basis or reference for an employee to be able to place himself in the right conditions, take risks, be able to face challenges with full responsibility and be able to communicate well with various parties to maintain productivity, performance and produce individuals who are competent in their fields.

Competence

Kurniawan (2015) suggests that Competence is the knowledge and expertise needed by a person to complete their tasks. Meanwhile, according to Kaiser (2006) competence is a consistent pattern of thoughts, feelings, and behaviors that can be applied to various work situations.

DISCUSSION

Based on the results of descriptive analysis, the variable level of education (X1) of KSP Kopdit Solidarity Sta. Maria Assumpta Kupang obtained a score in the high category. The high level of education is reflected in the appropriate level of formal education, formal education that helps in the development of critical and creative thinking skills, formal education that is owned supports the development of social and emotional skills, the existence of relationships, and the ability to develop critical and creative thinking skills.

between education and work, and the formal education they have provides provisions to face challenges in the world of work. This explains that the formal education possessed by employees is quite relevant and useful in supporting professional skills and career development.

Based on the results of descriptive analysis, the work experience variable (X2) of KSP Kopdit Solidarity Sta. Maria Assumpta Kupang is in the high category score. The high level of work experience is reflected in taking initiatives that result in improved performance or work efficiency, which means that the work experience possessed by employees is sufficient to help efficiency at work, so that it can contribute to improving the quality of employee work results. Work experience that includes the courage to take initiatives shows that employees are active in finding solutions and improvements, which in turn encourages the efficiency and productivity of the cooperative.

Based on the results of descriptive analysis, the competency variable (X3) of KSP employees of Solidarity Sta. Maria Assumpta Kupang is in the high criteria. The high competence is reflected in the ability to interact, cooperate and maintain good working relationships with coworkers, have experience in using technology or tools in improving work efficiency, and have the belief that work success is a personal and outside personal effort, which explains that employees feel they have the knowledge, skills, work values, and personality that support the implementation of professional duties within the company. Employees who are technically competent and have strong work principles are important assets in maintaining service quality and work systems.

Based on the results of descriptive analysis, the dependent variable of employee performance (Y) at KSP Kopdit Solidarity Sta. Maria Assumpta Kupang is in the high category score. This is reflected in Always paying attention to and improving quality aspects in every job, having the initiative to solve problems at work without assistance, being motivated in carrying out tasks to achieve better results than before, and being able to make their own decisions in daily work.

Where this means the ability of employees to complete tasks on time, independently, efficiently, and have a strong work commitment, thus indicating that employees of KSP Kopdit Solidarity Sta. Maria

Assumpta Kupang is in an optimal performance condition. The high performance shown by the quality, quantity, effectiveness, independence, and commitment of the employees shows that the cooperative has independent, resilient, and result-oriented human resources. This is a major strength in improving the services and competitiveness of the cooperative.

HYPOTHESIS

Based on the framework above, the research hypothesis can be formulated as follows:

H1: It is suspected that education has a significant effect on employee performance at KSP Kopdit Solidarity Sta. Maria Assumpta Kupang.

H2: It is suspected that work experience has a significant effect on employee performance at KSP Kopdit Solidarity Sta. Maria Assumpta Kupang.

H3: It is suspected that competence has a significant effect on employee performance at KSP Kopdit Solidarity Sta. Maria Assumpta Kupang.

H4: It is suspected that education, work experience, and competence simultaneously have a significant effect on employee performance at KSP Kopdit Solidarity Sta. Maria Assumpta Kupang.

RESEARCH METHODS

The methods used in this type of research are descriptive and associative methods with the research approach used in this research is a quantitative approach. To collect data using questionnaires, literature studies, observations, and interviews. The scale used to measure respondents' answers is an ordinal scale.

RESULTS AND DISCUSSION

Validity Test

Table 1.2

Validity Test Results

Variable/Item	r count	r table	Description
X1 (Education Level)			
Item 1	0,961	≥0,344	Valid
item 2	0,919	≥0,344	Valid
item 3	0,850	≥0,344	Valid
item 4	0,919	≥0,344	Valid
item 5	0,907	≥0,344	Valid
item 6	0,948	≥0,344	Valid
item 7	0,901	≥0,344	Valid
item 8	0,928	≥0,344	Valid
Item 9	0,940	≥0,344	Valid

X2 (Work Experience)			
item 1	0,973	≥0,344	Valid
item 2	0,846	≥0,344	Valid
item 3	0,912	≥0,344	Valid
item 4	0,864	≥0,344	Valid
item 5	0,895	≥0,344	Valid
item 6	0,918	≥0,344	Valid
item 7	0,931	≥0,344	Valid
item 8	0,813	≥0,344	Valid
Item 9	0,914	≥0,344	Valid
item 10	0,879	≥0,344	Valid
item 11	0,901	≥0,344	Valid
item 12	0,907	≥0,344	Valid
X3 (Competence)			
item 1	0,894	≥0,344	Valid

From the table above, it can be seen that the calculation results of each variable have a correlation coefficient greater than 0,344 so that it can be said that the measuring instrument used in this study is valid.

CONCLUSION

From the results of research, data analysis and discussion in the previous chapters, the following conclusions can be drawn:

1. Based on the results of descriptive analysis, all research variables, namely the level of education, work experience, competence, and employee performance at KSP Kopdit Solidarity Sta. Maria Assumpta Kupang is in the high achievement category.

2. The level of education (X1) has a significant effect on employee performance (Y) KSP Kopdit Solidarity Sta. Maria Assumpta Kupang. Where the higher the level of formal education owned by employees, the better the performance shown in carrying out job duties professionally.

3. Work experience (X2) is also proven to have a significant effect on employee performance (Y) KSP Kopdit Solidarity Sta. Maria Assumpta Kupang. Where employees with longer work experience have a better understanding of tasks, work procedures, and have higher work efficiency and effectiveness.

4. Competence (X3) which includes knowledge, skills, values, and personality has a significant effect on employee performance (Y) KSP Kopdit Solidarity Sta. Maria Assumpta Kupang. Where competent employees are able to show responsibility, initiative, and complete work with optimal results.

5. Simultaneously, the level of education, work experience, and competence have a positive and significant effect on employee performance KSP Kopdit Solidarity Sta. Maria Assumpta Kupang. Maria Assumpta Kupang with a contribution of 91.5%, while the rest is influenced by other factors outside this study.

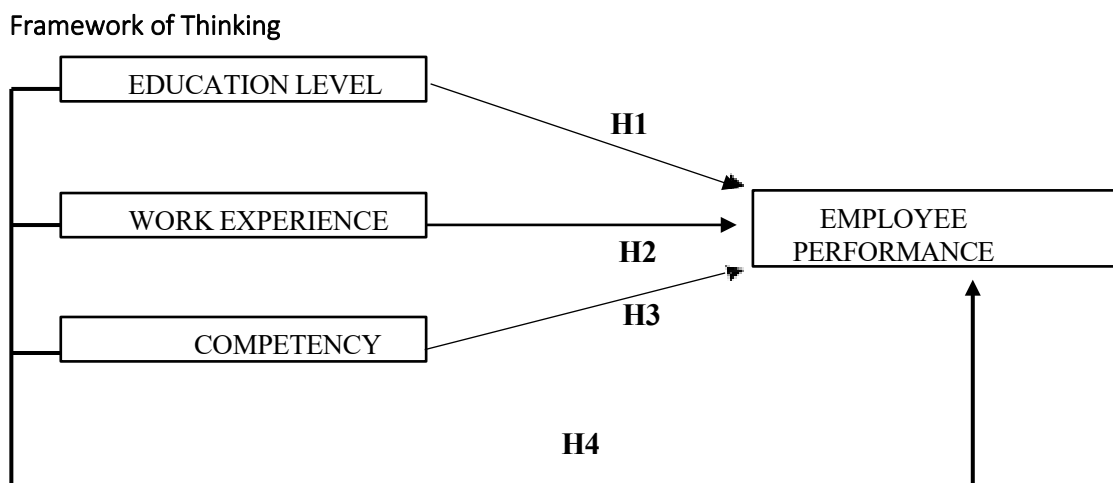
Suggestion

1. For KSP Kopdit Solidarity Sta. Maria Assumpta Kupang

It is recommended to continue to improve the quality of human resources by providing support for further education, job training, and regular competency coaching to maintain and improve employee performance. In the employee recruitment and selection process, companies should consider educational background and work experience as important indicators because they are proven to affect work performance. Competency improvement through technical training, soft skills training, and professional work character development need to be a concern so that employees are better prepared to face dynamic work challenges.

2. For Future Researchers

It is expected to explore other factors that affect employee performance such as effectiveness and efficiency, authority, discipline, initiative, organizational culture, and job design.



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