Influence of Education, Training (Diklat), Discipline and Leadership on Public Service Performance: Case Study at the Personnel and Human Resources Development Agency of South Buton Regency

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Abstract

This study aims to 1) identify and analyze the effect of education, training (education and training), discipline on ASN performance, 2) identify and analyze the effect of discipline on ASN performance and 3) identify and analyze the influence of leadership on ASN performance. This research approach uses quantitative research. The research was conducted at the Regional Personnel, Education and Training Agency (BKPSDM) of the Buton Selatan Regency. When the research was conducted from November-December 2023. The study population was all employees of the Regional Personnel, Education and Training Agency (BKPSDM) of the Selayar Islands Regency, totaling 68 people. The sample selection in this study was saturated sample, namely the entire population was judged as a sample so that the sample in this study was 68 people. The analysis techniques used in this research are validity, reliability, normality test, heteroscedasticity *test*, multicollinearity test, t hypothesis test, f hypothesis test and coefficient of determination. The data in this study were processed using SPSS 26. The results of this study indicate that: 1) There is an influence between education and training (education and training) on ASN performance, 2) there is an influence of discipline on ASN performance and 3) there is an influence of leadership on ASN performance. Education and training are the most dominant variables affecting ASN performance. The importance of education and training, discipline and leadership because it can affect the performance level of an employee

Keywords: Education, Training, Discipline, ASN Leadership, Performance

Introduction

Public services are an important component in maintaining people's quality of life. The quality of public services is greatly influenced by internal organizational factors, such as education, training, discipline and leadership within the organization. South Buton Regency is

one of the regions that has big challenges in providing public services. Therefore, this research aims to examine the influence of education, training (DIKLAT), discipline and leadership on public service performance at the South Buton Regency Personnel and Human Resources Development Agency.

Education is a fundamental factor in forming employee competencies and abilities in providing quality public services. The level of employee education can influence their knowledge, skills and understanding of their duties in serving the community (Eksan, F., & Dharmawan, D. (2020)

According to Cahya, (2021) Training is an effort given to employees to improve their competence and skills. Good training can help employees understand their duties better, increase efficiency at work, and keep up with the latest developments in their field.

Discipline is an important aspect in maintaining order and effectiveness within the organization. Disciplined employees tend to be more organized in carrying out their duties, avoid ethical violations, and provide consistent service to the community.

Good leadership in an organization can motivate employees to achieve organizational goals. An effective leader can provide clear direction, empower employees, and create a positive work environment. Leaders must be able to influence morale and job satisfaction, security, quality of work life and especially the level of achievement of an organization. They also play a role in helping employees to achieve goals (Badaruddin, 2017).

This research will focus on the Personnel and Human Resources Development Agency of South Buton Regency as a case study, because this agency has a central role in managing human resources in the district and has great potential to influence the quality of public services.

Thus, this research has significant urgency in order to improve the efficiency, effectiveness and quality of public services in South Buton Regency and can serve as a guide for other regions in efforts to improve the performance of their public services.

By examining the factors above, it is hoped that this research can provide a deeper understanding of how education, training, discipline and leadership contribute to public service performance in this region. The results of this research can be a basis for improving human resource management policies and practices at the South Buton Regency Personnel and Human Resources Development Agency, as well as providing broader insight into the factors that influence public service performance in other regions.

Literature Review

1. Education

Education is one of the key elements in the social and economic development of a country. The in-depth literature on education highlights its important role in enhancing

individual capacities, reducing social inequalities, and driving innovation and economic growth. Recent studies emphasize aspects such as teacher quality, relevant curricula, and equitable access as critical factors in achieving effective education goals. In addition, the literature also highlights the impact of technology and globalization in changing the educational paradigm, encourages the use of new approaches in the teaching and learning process, and evaluates the new challenges that must be faced in this digital era. Education is considered the foundation for individual and societal progress, so a better understanding of the factors that influence the educational process is key to formulating policies that have a positive impact on social and economic development.

2. Training

Training (Diklatan) is an integral component in the development of human resources in various organizations. The literature review shows that training is a very important instrument in improving individual and organizational competence, which in turn can influence performance and productivity. Recent studies emphasize the importance of continuous training to keep up with rapid technological developments and changes in the business environment. Factors such as effective training program design, use of technology in training delivery, evaluation of training impact, and strong management support have all been a major focus in training-related literature. Apart from that, the literature also highlights the concept of training that is oriented towards lifelong learning and efforts to build an organizational culture that supports employee growth and development. Dartha (2010) Training is considered a strategic investment in improving human resource capabilities and ensuring organizations remain competitive in a changing business environment. Therefore, an in-depth understanding of the aspects related to training is key in designing and implementing successful and sustainable training programs..

3. Discipline

The literature review on discipline highlights its critical role in the context of education, organizations and society more broadly. Discipline is an important factor in creating a structured, efficient and efficient environment, and plays a role in ensuring that individuals and groups carry out their duties in accordance with applicable rules and norms. Current research shows that factors such as internal motivation, effective supervision, and positive rewards can influence individual discipline. In addition, the literature also examines the impact of discipline on productivity, academic achievement, organizational success, as well as reducing conflict and violations. The concept of discipline has also evolved over time, with a shift from a more authoritarian approach to one that is more inclusive and based on understanding the individual. Therefore, an in-depth understanding of the factors that influence discipline, its management strategies, and its impact in various contexts, has significant implications in achieving the goals of education, management and sustainable community development (Hasibuan, 2019)

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Research Method

With a primary focus on the research objectives, the research method employed in this study is the explanatory survey research method. This method aims to comprehend the characteristics of the phenomena or issues under investigation, primarily due to the limited existing literature addressing the specific concerns raised by the researcher (Indrianto, 2011). The explanatory survey in this research is essential to explore the nature and patterns of knowledge relevant to the researcher's interest, specifically within the context of education and training, discipline, and leadership, aiming to enhance the performance of employees at the Human Resources Development and Personnel Agency of South Buton Regency. The research method employed here is a quantitative research approach, used to identify and test the relationships between variables as per the previously formulated hypotheses (Singaribuan, 2011). The quantitative approach is chosen because the data to be analyzed are collected through questionnaires and subsequently processed through statistical analysis, specifically multiple linear regression analysis. Furthermore, the quantitative method facilitates the data collection process in the field, as it aligns well with the predetermined respondents. Data collection from respondents is more structured as statements are systematically organized into questionnaire forms. Thus, anyone collecting data is less likely to alter the statements and responses that constitute the research focus.

Results

Multiple Regression Results

Data analysis was carried out using multiple linear regression with the aim of determining the influence of education and training, discipline and leadership on ASN performance. The Statistical Package For Social Science (SPSS) will be used to assist the multiple linear analysis process.

Table 1. Multiple Regression Results

		Unstadardized Coefficients	Standardized Coefficients		
		Std. Error	**Beta**	**T**	**Sig**
(Constant)	-.282	.066		-4.282	.000
EDUCATION AND TRAINING	.711	.034	.677	20.631	.000
DISCIPLINE	.249	.022	.266	11.456	.000
LEADERSHIP	.114	.033	.098	3.464	.001

Source: Primary data, 2023

Based on table 1, the following multiple linear regression equation is obtained:

$$Y = -0,282 + 0,711X1 + 0,249X2 - 0,114X3$$

The above equation can be explained as follows:

a. A constant value of -0.282 indicates that if the independent variable is zero then the resulting ASN performance will be -0.282.

b. The value of 0.711 in the education and training variable (X1) is positive, so it can be said that the higher the education and training, the higher the ASN performance will be. The regression coefficient of 0.711 states that every additional 1 education and training will increase ASN performance by 0.711 units. So that education and training are positively related to ASN performance assuming other independent variables are held constant

c. The value of 0.249 for the discipline variable (X2) is positive, so it can be said that the higher the discipline, the higher the ASN performance will be. The regression coefficient of 0.249 states that every additional 1 discipline will increase ASN performance by 0.249 units. So discipline is positively related to ASN performance assuming other independent variables are held constant.

d. The value of 0.114 in the leadership variable (X1) is positive, so it can be said that the higher the leadership, the higher the ASN performance will be. The regression coefficient of 0.114 states that every additional 1 piece of leadership will increase ASN performance by 0.114 units. So leadership is positively related to ASN performance assuming other independent variables are held constant.

Hypothesis Testing (t test)

The Effect of Education and Training on ASN Performance at the South Buton Regency Staffing and Human Resource Development Agency (BKPSDM) South Buton Regency

Based on table 1, the t count for education and training is 20.631 and for the t table value from the results n-k-1 (n=respondents, k=independent variable) is 1.669. Thus, based on the calculated t value of 20.631 > 1.997 and for a probability value of 0.000 <0.05, it can be concluded that H0 is rejected and Ha is accepted, thus education and training have a partially significant effect on ASN performance.

The Effect of Discipline on ASN Performance at the South Buton Regency Staffing and Human Resource Development Agency (BKPSDM) South Buton Regency

Based on table 1, the t count for discipline is 11.456 and for the t table value from the results n-k-1 (n=respondents, k=independent variable) is 1.669. Thus, based on the calculated t value of 11.456 > 1.997 and for a probability value of 0.000 <0.05, it can be concluded that H0 is rejected and Ha is accepted, thus discipline has a partially significant effect on ASN performance.

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The Influence of Leadership on ASN Performance at the South Buton Regency Staffing and Human Resource Development Agency (BKPSDM) South Buton Regency

Based on table 1, the t count for leadership is 3.464 and for the t table value from the results n-k-1 (n=respondents, k=independent variable) is 1.669. Thus, based on the calculated t value of 3.464 > 1.997 and for a probability value of 0.001 <0.05, it can be concluded that H0 is rejected and Ha is accepted, thus leadership has a partially significant effect on ASN performance.

Hypothesis Testing (Test F)

Table. 2 F Test (Simultaneous)

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	31.376	3	10.459	1877.990	.000[b]
Residual	.356	64	.006		
Total	31.732	67			

Based on table 2 with a significance level of 5% and degrees of freedom df1 = 3 and df2 = 64, the f table is obtained (3:64) = 2.75. Based on the ANOVA test or F test from the SPSS output, it can be seen that the f count is 1877.990 > 2.75 the f table value and the probability is 0.000 <0.05. More precisely, the calculated F value is compared to the F table where if F count > F table then simultaneously the independent variables have a positive and significant effect on the dependent variable.

Coefficient of Determination

The coefficient of determination is used to detect the extent of the relationship and the model's ability to explain the dependent variable. In the processed data there are four independent variables. As in the following table:

Table 3. Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.994[a]	.989	.988	.075

Source: Primary data, 2023

Table 3 shows that R obtained a correlation value of R=0.994, which means that the correlation or relationship between education and training, discipline and leadership has an influence on ASN performance of 99.4%. Then the value of the coefficient of determination or R Square is = 0.989 which means that 98.9% of the influence of ASN performance is influenced by education and training, discipline and leadership and the remaining 1.1% is influenced by other factors such as motivation and job satisfaction.

Discussion

The research findings indicate that education, training, discipline, and leadership exert significant influence on the performance of civil servants (ASN) within the Human Resources Development and Personnel Agency of South Buton Regency (BKPSDM) in South Buton Regency. Factors influencing ASN performance include education and training, discipline, and leadership. Education and training (Diklat) represent efforts to develop human resources, primarily focusing on enhancing intellectual and personal abilities (Aliya, 2019). Training is specific, practical, and self-contained, emphasizing its relevance to the desired job field. Specifically, it aims to improve various professional skills quickly and effectively.

Education and training constitute the process of organized learning to enhance the competence of civil servants in the context of governance (MAKAWIMBANG, 2020). Education is a process of preparing individuals for different or higher responsibilities, often associated with improving the intellectual or emotional capacity required for better job performance. Training, on the other hand, involves a series of programmed activities designed to enhance an individual's skills, experience, knowledge, or attitude. It also includes creating an environmental context in which ASN can acquire specific job-related attitudes, willingness, expertise, knowledge, and behaviors.

Discipline, on the other hand, plays a crucial role in governing group activities, where each member must control their impulses and ideas while working collaboratively to achieve common goals. In essence, individuals need to consciously adhere to the behavior rules set by the organizational leaders to achieve common objectives. Effective work discipline requires that organizational regulations and rules be viewed as rational and fair for all members of the organization. Moreover, these regulations must be effectively communicated to ensure that employees understand what is prohibited and what is not. Employee discipline is one form of training that aims to improve employee ideas and forms of knowledge, attitudes, and behaviors so that employees willingly cooperate with others and enhance their work motivation.

In addition, with adequate knowledge and good discipline, ASN performance can be improved. Furthermore, to enhance ASN performance, effective leadership is essential. Leadership is a critical element in any organization to achieve its desired objectives. Similarly, in an organization, leadership also influences the performance of ASN. Effective leadership can yield positive outcomes for the organization and create a comfortable working environment for ASN. Pangestu (2022) suggests that good leadership is characterized by the ability to influence, inform, make decisions, and provide motivation aimed at improving ASN performance.

Conclusion

This research concludes that education, training, discipline, and leadership have a significant influence on the performance of civil servants (ASN) within the Human Resources Development and Personnel Agency of South Buton Regency (BKPSDM) in South Buton Regency. Moreover, it is noteworthy that among these factors, education and training emerge as the most dominant variables affecting the performance of civil servants. These findings

underscore the importance of continuous learning and development opportunities, emphasizing the role of education and training programs in enhancing the knowledge and skills of ASN. Furthermore, the significance of discipline and leadership should not be understated, as they contribute to fostering a conducive working environment and guiding employees towards achieving their highest potential. The outcomes of this research offer valuable insights for the Human Resources Development and Personnel Agency, as well as other governmental bodies, in improving the effectiveness of their workforce by prioritizing educational and training initiatives while simultaneously addressing discipline and leadership factors for sustainable and enhanced performance outcomes. Further studies in this area may explore specific strategies and interventions to optimize the impact of education, training, discipline, and leadership on the performance of civil servants, potentially leading to more targeted and tailored policies and practices within public administration.

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