



THE EFFECT OF EDUCATION LEVEL, COMPETENCE, AND WORK EXPERIENCE ON EMPLOYEE PERFORMANCE AT POLICE CENTRAL JAVA

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Abstract

The purpose of this study was to analyze the effect of the level of education, competence and work experience on employee performance. The research data is primary data with a questionnaire as a tool for collecting it. The sample for this study was police officers at the Central Java Regional Police Office, Itwasda Division. The sampling method for this research is probability sampling, with a total sample of 65 people. Data analysis methods used include data quality tests (validity and reliability), classical assumption tests (normality, heteroscedasticity, multicollinearity), multiple linear regression analysis, hypothesis testing (partial T test), coefficient of determination. The results showed that the variable level of education had no positive and significant effect on employee performance, while the competency variable had a positive and significant effect on employee performance and the work experience variable had no positive and significant effect on employee performance. From the results of testing the coefficient of determination Adjusted R Square obtains a score of 34.9 where this figure includes the influence of the variable level of education, competence and work experience on employee performance simultaneously. The suggestions given should be able to optimize performance and be able to assist further researchers in filling out the questionnaire because the answers given are very valuable for researchers. Then for further researchers to be more detailed in conducting research as well as being able to add research variables from learning factors and beliefs then add the number of samples and research in other objects or areas.

Key word :

*Level of Education;
Competence; Work
Experience;
Employee
Performance*

INTRODUCTION

The performance of the Central Java Police has received many complaints or protests from the public because its performance has not been satisfactory enough (Kurniawan & Indarti, 2019). The Central Java Police is number 2 which receives the most complaints from the public in Central Java (Cahyono & Hapsari, 2020; Kurniawan & Indarti, 2019). The report on the community's complaints is not far from the allegations mentioned by the community to the Indonesian Police, namely maladministration (Heryawan, 2019). Reports submitted by the public regarding the performance of the Central Java Police are usually sent by post, telephone, social media, or complaints directly to the office (Chan, 2013; R. A. Ericsson & Brandstetter, 2003). Reports that are often found are usually intended for Central Java Regional Police, Semarang Polrestabes, and Pati Regional Police (R. A. Ericsson & Brandstetter, 2003; Goldstein, 2000).

Performance in the Central Java Regional Police needs to be questioned, especially in the handling of criminal cases, because the Central Java Regional Police is one of the 3 police that get the most complaints (Firatmadi, 2017). As explained above, the performance of the police at the Central Java Regional Police is still unsatisfactory, due to maladministration that makes it difficult for the community to reveal the truth and get justice (International Commission of Jurists, 2022; Tjiptadi, 2015). The poor service performed may be related to the negligence of one individual or group who abuses the authority given. This could also be related to the arrogant nature of police members because they think they are educated and have positions (Aspinall, 2014; Feith, 2009).

According to research by Raisa Onibala (2017) stated that the variable of Education Level partially has an insignificant effect on Employee Performance. The results of this study are contrary to the research of Ika Hayati (2020) which states that the variable of Education Level has a positive and significant effect on employee performance. According to Rosmaini (2019) stated that the Competency variable has a positive and insignificant influence on employee performance. The results of this study are contrary to the research of Eggy Girniawan (2019) which states that the Competency variable has a significant influence on employee performance. And according to Jonias Resi (2020) stated that work experience variables do not have a significant effect on employee performance. The results of this study are contrary to the research of Agus Salim (2021) which states that the Work Experience Variable has a positive and significant effect on Employee Performance.

LITERATURE REVIEW

Employee Performance

Employee performance is how good or quality the employee's work is completed. Employee performance can be seen through work appraisals by superiors, taking employee performance appraisals several methods must be understood (Armstrong & Taylor, 2021; Dessler, 2022). Companies attach great importance to the quality of their human resources to control the development of their business to continue to advance. Employees who have good performance are certainly equipped with qualified skills and abilities as well (Coff & Kryscynski, 2009; Noe et al., 2019).

Robbins & Judge (2016) explained that there are 6 employee performance indicators, namely: Quality, Quantity, Punctuality, Effectiveness, Independence, Work Commitment. Based on employee performance indicators submitted by experts, it can be concluded that employee performance is measured by the employee's personality, how capable, and how much effort the person has in completing his duties. Employees who work well are qualified because the task is

completed optimally and according to the specified time (Locke & Latham, 2004; Ones & Dilts, 2005).

Education Level

Education can make us superior human resources and able to compete for jobs in the future. The level of education greatly influences a person in achieving something, the right education is also able to form broad insights and knowledge that can support one's success (Krueger, 2011).

Everyone has a different level of education, the level of education can be measured by the existence of educational criteria. Indicators of education level are Education level, Work suitability, and Competence (Hanushek & Woessmann, 2015; Sen, 2010). Based on the Education Level Indicators above, it can be concluded that the Level of Education includes the level of education taken, the chosen major, and suitability with one's interests and talents, as well as the competencies or knowledge gained during education (Biesta, 2019; Byars & Quinn, 2005).

Competence

Competence is the expertise and potential of a person who comes from the teachings and knowledge they get during education or arises from the family environment and other communities. A competent person can be ensured to have extensive knowledge and insight, have a quality image, and certainly have qualified abilities (Akbari & Tashakkori, 2014; Coffin & Bates, 2018).

Competence can be measured through indicators, including: Beliefs and values, Skills, Experience, Personality characteristics, Motivation, Intellectual abilities, and Organizational Culture. From the indicators described by an expert, it can be concluded that competence can be realized if we meet the requirements as described in the indicators above. Competent people use their brains, mentality, and abilities to perform at their best (Day & Harrison, 2007; K. A. Ericsson et al., 1993).

Work Experience

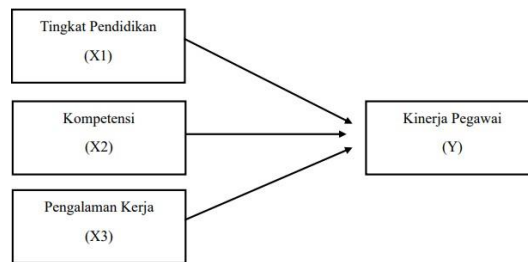
Work experience is an activity that involves work in the previous company that is useful to be applied in the next company. Work experience is very important for everyone because our understanding of work will continue to be needed into old age. The wider work experience a person has, then someone will have skills in his job to achieve goals (Fugate & Kinicki, 2004; Ng & Noe, 2001).

Collins & Stevens (2003) states that determining whether someone is experienced or not can be seen from the following dimensions: Length of time/length of work, Level of knowledge and skills possessed, and Mastery of work and equipment. Based on the work experience indicators described, it can be concluded that to become an experienced person must go through a long period of work or training, from there a skilled person will be born with the knowledge and abilities he gets during work, therefore experienced people will be very good at mastering their field of work (Collins & Stevens, 2003; K. A. Ericsson et al., 1993; Feldman, 2009).

CONCEPTUAL FRAMEWORK

Please note that the achievement of quality performance also has many supporting factors, some of which are education level, competence, and work experience. The level of education is important here because most people assume that someone who has a higher education is very mature to enter the world of work. After all, the amount of knowledge gained during his study period is very useful for future career paths. In addition, there is still one other factor that supports good employee performance. Someone who is experienced in their field can also be said to be competent because they can master their duties at work.

Figure 1. Conceptual Framework



RESEARCH METHOD

This study employs a quantitative method with a descriptive and associative approach. Descriptive research aims to depict the phenomena existing in the field, while associative research aims to analyze the relationship between variables. The population of this study consists of all police officers in Central Java, totaling 1000 individuals. The sample size for this research is 65 individuals, selected through a purposive sampling technique. This technique is used to select samples with specific characteristics, namely police officers who have a minimum of a diploma III education level, good competence, and a minimum of 5 years of work experience (Creswell, 2014; Sekaran, 2003). The research instrument used is a questionnaire. The questionnaire contains questions regarding the level of education, competence, work experience, and employee performance. The validity and reliability of the questionnaire are tested by experts. The data obtained from the questionnaire are analyzed using multiple regression analysis. Multiple regression analysis is used to analyze the relationship between two or more independent variables and one dependent variable (Ghozali & Cahyono, 2023).

RESULT AND DISCUSSION

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Table 1. Multiple Linear Regression Test

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	7.287	3.316		2.197	.032
	Education Level	.125	.136	.100	.916	.363
	Competence	.541	.122	.531	4.447	.000
	Work Experience	.103	.154	.083	.671	.505

a. Dependent Variable: Employee Performance
Source : IBM SPSS 25 2023 data processing output

Based on the table above, shows a multiple linear regression analysis test, it can be seen that the constant value is 7.287, and for the Education Level variable of 0.125, the Competency variable is 0.541 and the Work Experience variable is 0.103.

$$Y = 7.287 + 0.125X_1 + 0.541X_2 + 0.103X_3 + e$$

The regression equation above has the following implications:

- a) The constant value of Employee Performance (Y) is 7.287, indicating the level of Employee Performance.
- b) The regression coefficient X1 (Education Level) of 0.125 means that for every 1% increase in the X1 variable, Employee Performance increases by 0.125 (12.5%), and conversely, for every 1% decrease in the X1 variable, Employee Performance decreases by 0.125 (12.5%).
- c) The regression coefficient X2 (Competence) of 0.541 means that for every 1% increase in the X2 variable, Employee Performance increases by 0.541 (54.1%), and conversely, for every 1% decrease in the X2 variable, Employee Performance decreases by 0.541 (54.1%).
- d) The regression coefficient X3 (Work Experience) of 0.103 means that for every 1% increase in the X3 variable, Employee Performance increases by 0.103 (10.3%), and conversely, for every 1% decrease in the X3 variable, Employee Performance decreases by 0.103 (10.3%).

T-Test

Table 2. T-Test

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
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	Competence	.541	.122	.531	4.447	.000
	Work Experience	.103	.154	.083	.671	.505

a. Dependent Variable: Employee Performance
Source : IBM SPSS 25 2023 data processing output

Based on the hypothesis testing results between the independent variables X1, X2, and X3 on Y, this hypothesis compares the calculated t-value with the critical t-value at a significance level of 0.05. The critical t-value, obtained with (df = 65), is 1.66864. From the testing results conducted using IBM SPSS 25 2022.

According to Table 2, it can be observed that the t-test result for the variable "Education Level" yields a calculated t-value of 0.916, which is less than the critical t-value of 1.66864. The probability associated with this t-value is 0.363. Since the probability is greater than 0.05 (0.363 > 0.05), it can be concluded that H1 is not accepted. Therefore, it can be stated that the Education Level does not have a positive and significant effect on Employee Performance.

The t-test result for the Competence variable yielded a t-value of 4.447, which is greater than the critical t-value of 1.66864, with a probability of 0.000. Since the probability is less than 0.05 (0.000 < 0.05), we can conclude that H2 is accepted. Therefore, it can be said that Competence has a positive and significant influence on Employee Performance.

On the other hand, the t-test result for the Work Experience variable showed a t-value of 0.671, which is less than the critical t-value of 1.66864, with a probability of 0.505. Since the probability is greater than 0.05 (0.505 > 0.05), we can conclude that H3 is not accepted. Therefore, it can be said that Work Experience does not have a positive and significant influence on Employee Performance.

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The calculation results of the data analysis on the variable of Education Level yield a t-value of 0.916, while the t-table value is 1.66864. Therefore, the alternative hypothesis (H1) is not accepted, indicating that there is no significant positive influence of the independent variable X1 (Education Level) on the dependent variable Y (Employee Performance). This suggests that the education level variable is unable to significantly affect employee performance. Furthermore, the statement "My final education is suitable for my current job placement" obtained the lowest mean value of 4.21. This should be taken into consideration by the management in order to place or select employees according to their educational level, ensuring effective and efficient work performance.

This is in line with the researcher's observation while at the Central Java Police Office, where some employees were seen busy working while others were relaxing and chatting. This can be considered as some employees feeling that their work is easier because of the knowledge gained from their education, while others believe that their work is more difficult and not suitable for their current position.

This research finding is supported by the conclusion of a study conducted by Raisa Onibala (2017), which states that the variable of Education Level has no significant partial effect on Employee Performance. The level of education possessed by employees does not guarantee optimal performance. What is meant is that employees with higher levels of education do not necessarily have good performance, as there are still many cases where the level of education does not match their job responsibilities.

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The calculation results of the data processing for the Competency variable show that the calculated t-value is 4.447, while the t-table value is 1.66864. Therefore, H2 is accepted, indicating a significant positive influence of the independent variable X2 (Competency) on the dependent variable Y (Employee Performance). This suggests that the more skills and competencies an employee possesses, the more motivated the management is to provide rewards and recognition for their contributions. Consequently, employees are motivated to continuously develop their abilities in order to enhance the quality of their work.

From the respondent's feedback table, the statement "I receive training and skill development to support my work" obtained the highest mean score of 4.69, with a significant number of respondents strongly agreeing, accounting for 72.3%. This indicates that respondents perceive training and skill development as highly beneficial in supporting their work. This ability to continuously develop competencies contributes to individual growth and ultimately benefits the company by ensuring controlled employee performance. On the other hand, the statement "I have work/organizational experience that helps reduce mistakes in my work" received the lowest mean score of 4.27. This highlights the importance for companies to establish organizations that can support the development of employees' competencies.

This is in line with the researcher's observation at the Central Java Police Office that each individual appears to have charisma and talent because they are able to complete assigned tasks. Generally, in the police force, training and development for skills are undoubtedly conducted to enable employees to

continuously enhance their competence both within their work groups and individually.

The findings of this study are supported by the research conclusions conducted by Yanti (2020), which state that the Competence variable has a positive and significant influence on Employee Performance. The presence of competence, which encompasses aspects of knowledge, skills, and personal abilities that can directly affect performance, along with effective leadership, will contribute to organizational improvement.

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The calculation results of the data analysis on the variable of work experience show that the calculated t-value is 0.671, while the t-table value is 1.66864. Therefore, H3 is not accepted, indicating that there is no significant positive influence of the independent variable X3 (Work Experience) on the dependent variable Y (Employee Performance). This indicates that the variable of work experience is unable to significantly affect employee performance. The statement "I have experience in other fields of work before" received the lowest mean value of 3.72, indicating that the respondents do not work outside the police profession.

This is consistent with the researcher's interview with the leader in the ITWASDA division of the Central Java Regional Police, who stated that the majority of police officers working in the regional police do not have work experience in other fields except for police duties.

The findings of this study are supported by the conclusions of a research conducted by Jonias Resi (2020), which states that work experience does not have a significant influence on employee performance. This indicates that work experience has an influence on employee performance without being accompanied by other supporting variables such as motivation and work environment.

CONCLUSION

The variable of education level does not have a positive and significant effect on employee performance in the police department at the Central Java Police Office. This is evidenced by the obtained t-test value of the education level at 0.916 with a significance level of 0.363, which is greater than 0.05. On the other hand, the variable of competence has a positive and significant effect on employee performance in the police department at the Central Java Police Office. This is supported by the obtained t-test value of the competence variable at 4.447 with a significance level of 0.000, which is smaller than 0.05. Furthermore, the variable of work experience does not have a positive and significant effect on employee performance in the police department at the Central Java Police Office. This is demonstrated by the obtained t-test value of the work experience variable at 0.671 with a significance level of 0.505, which is greater than 0.05.

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