

REVIEW ARTICLE

THE EFFECT OF EDUCATION, TRAINING, EXPERIENCE AND WORK DISCIPLINE ON EMPLOYEE PERFORMANCE IN THE PT. EXCELITAS TECHNOLOGIES BATAM

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ABSTRACT

Human resources are critical to the achievement of goals and the achievement of success, thus they must be effectively managed so that work can be productive according to the plan. This research was conducted on the basis of the aim of knowing the extent to which education, training, experience, and work discipline affect the level of employee performance in a company. There is a total population of 87 employees of PT. Excelitas Technologies Batam in this study with the number of samples as many as the population and the sampling technique is the census method. In the analysis using multiple linear regression, the hypothesis is tested with SPSS statistical tools, and this research takes 6 months. The findings of this study are that this also means that jointly performance is given a positive influence by the education of an employee, training that employees participate in, existing experience, and good discipline. The limitation of this research is a pandemic outbreak that hinders research and not too many variables have been measured. This research contributes to the review of the management literature and presents empirical results that are not available to many people.

KEYWORDS

Education, Training, Experience, Work Discipline, Employee Performance

1. INTRODUCTION

Human resources is one of the important components in an agency that runs agency operations. Human resources must be managed effectively to ensure that work is completed on time and according to plan, as human resources are critical to the organization's performance and achievement of its goals. Therefore, to be able to achieve the goals of the organization, it is necessary for employees who have good performance. The issue of human resources is still a highlight and a focus for organizations to survive in the era of globalization. As the main key, human resources will determine the successful implementation of organizational activities. One aspect faced in an agency is how to make employees work efficiently. Therefore, employees are required to be able to do their work in accordance with their ability, but not in reality all employees have the ability and work skills in accordance with the expected organization and especially in PT. Excelitas Technologies Batam.

The process of carrying out work that can be carried out by employees in accordance with the standards set by the company is a measure of employees who have good performance. When employees are unable to carry out the duties or obligations that have been assigned to the job as requested by company leaders, it can be said that the employee has poor performance (Maden-Eyiusta and Alten, 2021). Performance is the result of work achieved by employees in fulfilling the duties and responsibilities given by the company in accordance with their abilities. Good employee performance can be shown by how ability employees complete work in accordance with the target of PT. Excelitas Technologies Batam is good in quality, time, and number targeted while the mistakes ever made are fairly small. Employee performance is one of the most dominant factors in improving the performance of PT. Excelitas Technologies Batam.

One of the factors that affect employee performance is education. The level and level of education is the stage of education that is set based on the level

of development of learners, the goals to be achieved, and the abilities developed. Tight competition in getting job positions affects a person's profession is not in accordance with the competence or field owned. As a result, many employees are difficult, lack mastery, and less enjoying their work so that their performance becomes ineffective (Artés et al., 2017). Education as a foundation for shaping, preparing, fostering and developing human resource capabilities that are very decisive in future success. Education is to adjust the last level of education owned by employees in accordance with the qualifications of the position occupied and adjust the formal education owned by employees in accordance with the field of work faced by employees.

PT. Excelitas Technologies Batam has not been able to provide guidance on the benefits of continuing education to a higher level. Along with observations made by researchers on the ground there are those who have an education equivalent to high school and undergraduate often have difficulty in studying studies that are scientific and have a less objective mindset on problems that occur in the work area and even to fellow employees. One of the next factors that affect employee performance is training. Training is an activity to improve the ability and improve employee performance in carrying out their duties by improving specific skills, knowledge, skills, attitudes and behaviors related to work (Ozkeser, 2019). Training is considered necessary to be researched because of the extent of employees of PT. Excelitas Technologies Batam has the competence to face problems that arise in carrying out tasks in the field. Training is the obligation of PT. Excelitas Technologies Batam and all parties involved in development and planning. This is because with the training, PT. Excelitas Technologies Batam makes long-term investments in those held to develop and increase employee knowledge and skills so that they can further streamline and streamline employee performance. Similar to what happens on the ground, there are often misunderstandings between employees when carrying out tasks due to limited knowledge, which can be obtained through training other than education.

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The next factor that affects employee performance is experience. Work experience is a measure of the length of time or working period that a person can understand the tasks of a job and has done well (Yadav and Dhar, 2021). A corporate organization will tend to prefer candidates who are experienced rather than inexperienced because those who have experienced are considered better able to carry out the tasks that will be given. Work experience is very important in carrying out tasks, then armed with experience so that the task charged can be done properly. While work experience greatly affects employee performance because by having work experience, it will improve the quality of performance.

The next factor that affects employee performance is work discipline. Discipline is a management action that aims to motivate members of an organization to adhere to specified provisions. The discipline of work as the main manager of the company is a must-have. A company can develop well one of them because employees are disciplined with guidelines that have been made (Kalodimos, 2017). Employees who adhere to company regulations and applicable social norms are disciplined employees. Employee consistency in existing regulations helps the company walk its course and facilitates in achieving goals. At PT. Excelitas Technologies Batam still has employees who arrive late to the work area even though their system has been absent with fingerprints, the regulations that have been established not based on SOP are not carried out in accordance with the rules.

The discipline of employees who often violate the rules that have been set and still do not get special attention from the company leadership to be given sanctions or reprimands in the discipline of work. These conditions will be obstacles in doing work and not completed on time so that it will have an effect on the outcomes of suboptimal employee performance and the onset of jealousy to other employees to participate in the future if this condition is allowed. The purpose of this study is to scientifically examine the field of management science related to how much influence education, training, experience and work discipline affect employee performance. Whether there will be a tendency of one of the dominant variables or not. Then another goal is to be able to provide theoretical or practical findings that are used for future studies.

2. LITERATURE REVIEW

2.1 Education

Education aims to bring a person or group into a more useful and insightful person. Education can also be a provision for human resources to face the world of work (Sousa et al., 2019). The term "education" refers to the formal education one receives in a school setting. Formal education is a valuable asset since it enables a person to develop their skills and abilities in the workplace (Storey, 2002). So education is a conscious effort to prepare learners through guidance, teaching, and training activities for their role in the future. Education as an object and also a subject of development needs to be considered because education is the main driver of development.

In terms of hiring or placement of employees there are several requirements that must be considered, namely education, in this case education is very supportive to hold a position and for the smooth running of the tasks and responsibilities carried out by the position. For example the Bachelor is placed for top-level management. Then the health to ensure physical and mental health so that placing employees in a field of work can be adjusted to their health conditions and level of education is the stage of education set based on the level of development of learners, goals to be achieved, and abilities developed (Lee and Hallak, 2018). The purpose of education is something that educational activities want to achieve. It is logical that education should begin with a purpose, which is assumed to be a value. Without realizing the purpose, then in the practice of education is meaningless. Educational indicators that can be used are the suitability of the department and the level of education.

2.2 Training

Training is an activity to improve the ability and improve the performance of employees or members in carrying out their duties by increasing skills, knowledge, skills, attitudes and behaviors related to work (McCrie and Lee, 2022). Professional coaching staff provide help to the workforce through a sequence of purposeful activities targeted at increasing participants' job capacities in specific fields of employment so that efficiency and productivity can be increased in a business. (Sunardi et al., 2012). Training is one of the efforts to improve the ability of employees in carrying out the tasks that have been given so that employees are more skilled and able to carry out the responsibilities outlined by the organization (Wang et al., 2021). Training is intended to improve the

mastery of various skills and techniques of certain work implementation, detailed and routine. Training prepares employees to do jobs now (Waris, 2015).

Some of the techniques in implementing work disciplines are with the discipline technique consideration as early as possible (Waris, 2015). Perhaps managers can rarely give reasons for failure to complete a project or job. Then the effective discipline of prevention. Companies and large companies maintain basic discipline by standardizing basic rules and informing employees. Discipline techniques by disciplining themselves, it is not possible to think that the most important disciplinary technique learned by a manager is the technique of discipline. Self-discipline is a person's attempt to control their reaction to a situation they are not happy with, and one's attempt to overcome that displeasure. Training is conducted to improve the knowledge, skills, performance and behavior of individuals, groups and organizations (Pham et al., 2020). Therefore, training activities must be designed in such a way as to truly provide benefits in accordance with the objectives of the implementer (Martins, 2021). Indicators that can be used to measure training are training materials, training method, training instructors and training personnel.

2.3 Experience

Work experience is the process of developing one's work experience through many things that cannot be limited and calculated (Wang et al., 2022). Work experience is the process of establishing knowledge or skills about the methods of a job due to the involvement of the employee in the implementation of work tasks (Liang and Wu, 2022). Having worked for a long period of time, a person's job experience includes the knowledge and abilities they've gained through that time, by paying attention to employee work experience then the company can determine a position or position that is in accordance with their expertise (Van Overmeire et al., 2021).

Work experience is a measure of the length of time or work that a person has taken in understanding the tasks of a job and has done well (Cheng and Cho, 2021). Employee work experience in carrying out tasks in an organization is very important role. An employee who has more work experience will certainly better understand what to do when facing problems. Work experience is a measure of how much time and effort a someone has put in to learn the responsibilities of a job and do them well (Kim et al., 2021). Experience is quite important meaning in the employee selection process because an organization or company will tend to choose experienced applicants, those who are experienced are considered more capable in carrying out the tasks that will be given. The way that can be done to gain work experience is through education, the implementation of tasks, information media, management, association, and observation.

The benefits of work experience are for trust, authority, job execution, and income. Based on the benefits of the working period, a person who has had a longer working life when compared to others will provide benefits such as gaining better trust from others in the implementation of his duties, authority will be increased so that it can influence others to work in accordance with his wishes, The implementation of the work will run smoothly because the person already has a number of knowledge, skills and attitudes and the better work experience, then people will get a better income. Indicators for experience are the time of work, the increase in knowledge and skills, the expansion of work and equipment.

2.4 Work Discipline

A management action that encourages employees to meet the requirements of numerous provisions is discipline (Waris, 2015). Work discipline can be interpreted as an attitude of respect, respect, obey and adherence to the applicable rules, both unwritten and written and can be carried out and do not avoid receiving punishment if it violates the rules and authorities given to him (Kalodimos, 2017). It is a sort of education designed to increase employee knowledge, attitudes, and behavior so that employees voluntarily try to cooperate constructively with colleagues and improve their job performance. Discipline, according to this argument, demonstrates a respect for the norms and regulations of the company. As a result, employees with weak work ethics are more likely to flout business policies and regulations (Priem and Alfano, 2016). Conversely, if employees are governed by the rules of their employer, they are more likely to adhere to them, describing a good disciplinary condition.

According to this definition, discipline is a person's ability and willingness to abide by all of society's laws and conventions (McCrie, 2016). From the above opinion it can be concluded that the discipline of work is an orderly state in which a person or group who is a member of the organization will obey and implement existing rules, both written and unwritten. Discipline in the workplace is the most critical operational function in Human

Resource Management, as it directly affects employee performance (Kale et al., 2019). For a corporation to attain its full potential, proper employee discipline is essential. Discipline is the nature of an employee who consciously, obeys the rules, and regulations of a particular organization. Indicators of work discipline are approval and ability, assessment, remuneration, justice, legal sanctions, firmness.

2.5 Performance

A person's performance is based on the amount of work and conduct they put in during a particular period of time to complete assigned duties and obligations (Kloutsiniotis and Mihail, 2020). Performance is a tool that is utilized in improving accountability and decisions (Schleu and Hüffmeier, 2021). Work that has a strong connection to the organization's strategic goals, customer happiness, and the economy adds to performance (Peng et al., 2020). Performance assessment is a pattern implemented in reviewing and evaluating the performance of employees (Ye et al., 2020). Furthermore, it is done periodically and continuously in order to be able to have a positive impact in the distribution of compensation and increase career levels. In the process of performance assessment should be done measurable and objective when collecting information and data on employee achievement and assessment is only done by the authority, namely the superior of the employee. Performance assessment includes work plan, implementation, supervision and coaching.

States that employee performance is in the condition desired by both the employee himself and the organization (Maden-Eyiusta and Alten, 2021). Many constraints affect the performance of both organizational performance and individual performance. Ability and expertise, knowledge, work design, personality, work motivation, leadership, organizational culture, job happiness, work environment, loyalty, dedication, and work discipline are all factors that affect performance both results and work behavior. In carrying out work assessments many bring benefits to the company and employees. But sometimes the company of the company considers the triviality of the performance assessment so that it will produce a culture that is not good for the survival of the company (Fein et al., 2021). Therefore, in order to meet the interests of the goals to be achieved by both the company and employees, there needs to be a performance assessment. In the assessment of work there are components that must be met, namely absenteeism, honesty, responsibility, ability (work results), loyalty, compliance, cooperation, leadership, initiative, and other components.

The purpose of performance assessment is to review past performance, obtain systematic data and facts to establish assessments, identification of company capabilities, analysis of individual employee capabilities, preparation of future targets, looking at employee work performance objectively, getting justice from the company in terms of wages, establishing wage structure, negotiating management with trade unions, affirming goals, tasks, functions and authorities, minimize employee turmoil and complaints and problem solving that occurs. Indicator performance is the number of jobs, quantity of work, punctuality, presence and ability of cooperation.

3. RESEARCH METHOD

This type of research is causality research that is research compiled to examine the possibility of causal relationships between variables (Rivaldo, 2021). With survey methods that aim to find out and analyze the influence of education, training, experience and work discipline on employee performance. The number of measurements of these variables in the presentation of questionnaires or list of statements using the likert scale. Data analysis methods use quantitative analysis. Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics set by researchers to be studied and then drawn conclusions (Sugiyono, 2018). The population in this study is employees of PT. Excelitas Technologies Batam as many as 87 people. The sample is part of certain characteristics in the entire population (Sugiyono, 2018). Sampling in this study is a census method. This study used multiple linear regressions and took as long as 6 months and used the SPSS Version 25 statistical tool.

4. FINDINGS AND DISCUSSION

4.1 Findings

This study is through testing validity, reliability, normality and hypothesis. All variables in the validity and reliability test are qualified. This is due to the value of r calculated greater than the table r and cronbach alpha value above 0.7. Furthermore, normality testing is carried out whose data is distributed normally, the occurrence of symptoms of heteroskedasticity

and multicollinearity. Hypothesis testing is done partially and simultaneously. The effect of independent variables on dependent variables is tested with a confidence level of 95% or $\alpha = 5\%$, this test is done using SPSS 25 data processing software.

Table 1: T Test						
Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	13.467	1.352		10.463	.000
	Education	.356	.234	.462	9.423	.000
	Training	.484	.275	.124	6.452	.002
	Experience	.247	.116	.131	2.324	.001
	Work Discipline	.523	.153	.325	3.272	.000

a. Dependent Variable: Performance

The t-count value for the education variable is $9,423 > 1,662$ t-tables and sig values of $0,000 < 0,05$. So H0 was rejected and H1 accepted, thus partially the educational variables had a significant effect on the performance of PT Excelitas Technologies Batam. The t-count value for the training variable is $6,452 > 1,662$ t-tables and the sig value of $0,002 < 0,05$. So H0 was rejected and H2 accepted, thus partially training variables had a significant effect on the performance of PT. Excelitas Technologies Batam. The t-count value for the experience variable is $2,324 > 1,662$ t-tables and sig value $0,001 < 0,05$. So H0 is rejected and H3 is accepted, thus partially the experience variables have a significant effect on the performance of PT. Excelitas Technologies Batam. The t-count value for the work discipline variable is $3,272 > 1,662$ t-tables and sig values of $0,000 < 0,05$. So H0 was rejected and H4 accepted, thus partially the variables of work discipline had a significant effect on the performance of PT. Excelitas Technologies Batam. Simultaneous tests are used to determine the influence of independent variables simultaneously (together) affecting dependent variables. Hypothesis testing is done by comparing F-calculated values with F-tables at a significance level of 0.05%. In this study the f-table value was 2.48.

Table 2: F Test						
ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5854.363	4	4252.234	76.262	.000 ^b
	Residual	162.476	82	2.623		
	Total	235.363	86			

a. Dependent Variable: Performance

b. Predictors: (Constant), Work Discipline, Education, Experience, Training

Nilai F-count $76,262 > 2,48$ f-table and significance values of $0,000 < 0,05$, so the decision taken is H0 rejected and H5 accepted. The acceptance of this hypothesis can be concluded that education, training, experience and work discipline simultaneously have a significant effect on the performance of PT Excelitas Technologies Batam. R² analysis is used in conjunction to determine the amount or percentage of contribution of independent variable influence in regression models to influence dependent variables. So the coefficient of numbers shown shows the extent to which the model formed can explain the actual conditions.

Table 3: Determinant Test				
Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.975 ^a	.951	.949	1.34243

a. Predictors: (Constant), Work Discipline, Education, Experience, Training

b. Dependent Variable: Performance

The R number is 0.975, meaning that the correlation between the variables of education, training, experience and work discipline to work performance is 97.5%. The determination value (R²) obtained is 0.94.9, this means that the percentage of contribution of educational, training, experience and work discipline variables in the regression model is 94.9% and the relationships that occur are very strong, while the remaining 5.1% is explained by other variables that were not studied or not included in the study. Based on the results of the above analysis, it can be concluded that education, training, experience and work discipline together are able to make a large or very strong contribution to the performance of PT. Excelitas Technologies Batam.

4.2 Discussion

The results of this study obtained a t-count value for educational variables of 9,423 greater than t-table 1,662 and significance value of 0.000 smaller than 0.05. Based on the results obtained, H₀ was rejected and H₁ was accepted for education variables, thus partially the educational variables had a positive and significant effect on the performance of PT. Excelitas Technologies Batam. This is because employees feel that a higher level of education is able to encourage someone to provide better performance and armed with better science can provide positive development for an employee in supporting performance and even his or her class or rank. The conclusion is that the better the level of education, it can improve good performance.

The results of this study obtained a t-count value for the training variable of 6,452 greater than the t-table 1,662 and a significance value of 0.002 smaller than 0.05. Based on the results obtained, H₀ was rejected and H₂ was accepted for training variables, thus partially training variables had a positive and significant effect on the performance of PT. Excelitas Technologies Batam. This is because employees feel there is a positive value in the field of knowledge thanks to the training and training that is followed by directly implemented in the field, of course this is able to encourage employee performance to be better. The conclusion is that the more training that is followed, it will encourage better performance.

The results of this study obtained a t-count value for the experience variable of 2,324 greater than t-table 1,662 and significance value 0.001 is smaller than 0.05. Based on the results obtained, H₀ is rejected and H₃ is accepted for experience variables, thus partially the experience variables have an effect and significant on the performance of PT. Excelitas Technologies Batam. This is because for employees experience is not a benchmark in work, because everything can be learned and the company pays special attention to how employees can experience more when they have been bound by an employment agreement. But of all these things still employees need to be further evaluated for increased experience so that performance can be better.

The results of this study obtained a t-count value for a work discipline variable of 3,272 greater than t-table 1,662 and a significance value of 0.000 smaller than 0.05. Based on the results obtained, H₀ was rejected and H₄ was accepted for work discipline variables, thus partially the work discipline variables had a positive and significant effect on the performance of PT. Excelitas Technologies Batam. This is because employees in the existing standard rules can be carried out, namely automatic absence must be on time and employees receive a balanced reward mark for their discipline. For this reason, it can be concluded that the higher the discipline will improve the performance of good employees.

The results of this study found that the f-count value of 76,262 is greater than f-table 2.48 and the significance level of 0.000 is smaller than 0.05. Based on the results obtained, H₀ was rejected and H₅ was accepted, thus the educational variables, training variables, experience variables and work discipline variables simultaneously positively affected the performance of PT. Excelitas Technologies Batam. This is due to the level of education in accordance with the group, the existence of special training, the evaluation in the improvement of experience and discipline of employees so that all these things are able to make good performance in PT. Excelitas Technologies Batam.

5. CONCLUSION

Based on the results that have been outlined, this research can be concluded that education, training, experience and work disciplines are influential and partially and simultaneously significant to the performance of PT. Excelitas Technologies Batam. This research contributes to the review of the management literature and presents empirical results that are not available to many people. This research provides advice for PT. Excelitas Technologies Batam is wants to improve employee performance that must be done is to continuously provide

guidance to employees to continue their education to a higher level, so as to be able to be insightful and patterned much wider and can solve problems from different points of view. Expected to PT. Excelitas Technologies Batam created a new rule that confirms all employees must attend all training held. Expected to PT. Excelitas Technologies Batam to provide special facilities in supporting the experience of employees and continuously evaluating it. And it is entrusted to the leaders of PT. Excelitas Technologies Batam can create a new synchronization system to suit your needs. As well as mandating special regulations so that employee discipline can be more organized.

LIMITATION AND FURTHER RESEARCH

The limitation of this research is a pandemic outbreak that hinders research and not too many variables have been measured. In future research, it is necessary to review career development as one of the variables that mediate employee performance, so that later it can be seen how far it performs. driven by career development born of education, training, experience and work discipline.

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