The Influence Of Education, Training, And Service Quality On The Performance Of Employees At The Kupang Search And Rescue Office (SAR)

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Article Info	ABSTRACT
Keywords: Education Job Training Customer Service Quality Employee Performance	The Employee of Search and Research (SAR) Kupang Office have not accomplished the best performance. This indicated that those employees are need more training and educationto achieved their full performance. The purpose of this study was to see the role of education, training, and service quality in shaping employee performance at the Kupang Search and Rescue Office (SAR). This study used a quantitative method, with a data collection instrument in the form of a questionnaire. The data collected were then analyzed using SPSS to see the results of multiple linear regression. The results of the study showed that partially and simultaneously, education, training, and service quality had a positive and significant effect on employee performance at the Kupang Search and Rescue Office (SAR)
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INTRODUCTION

The quality of human resources (HR) is becoming increasingly important so that agencies or organizations can continue to survive and compete. The better the performance of the human resources owned, the faster the organization will be in achieving its goals efficiently. One strategy to improve employee performance is through employee development which includes education, training and quality of service. Every agency assumes that if there is good education, training, and quality or quality of service, employee performance will increase. According to Mangkuprawira, (2011), employee performance itself is influenced by work skills, education, facilities, training and work environment. Sutrisno, (2011) also said that the factors that influence performance are effectiveness, efficiency, training, discipline, supervision, motivation, and education

Education is very important in improving the human resources of an organization. Because every individual and institution is constantly faced with change, education must be carried out continuously so that employees can better understand the new tasks assigned to them. Education is also needed to provide knowledge and skills that are in accordance with these new tasks. With education, a person can have intelligence, noble morals, personality, spiritual strength, and skills that are beneficial to themselves and society. Nurzaman et al.,

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(2020) found that education has a positive and significant effect on employee performance. However, different findings were obtained by Maharani, (2019) & Onibala, Tewal and Sendow, (2017), which stated that training did not have a significant effect on employee performance. This mean there is research gap between previous finding, so this study trying to examine the effect of education to employee performance.

According to Dananjoyo, (2020), training is an effort to improve or improve employee performance in their current job and in other jobs related to the one they currently hold, either individually or as part of a work team. Training is usually carried out when workers have insufficient skills or when an organization changes a system and needs to learn new skills. Training is any effort to improve employee performance in a particular job that is currently their responsibility, or a job that is related to their job. The results of Muktiani's research, (2019); & Onibala, Tewal and Sendow, (2017), found that training had a significant effect on employee performance. However, different findings were obtained by Maharani, (2019) which stated that training did not have a significant effect on employee performance. This mean there is research gap between previous finding, so this study trying to examine the effect of training to employee performance.m

Service Quality is an important component in the government system. Where the service of a government agency to meet the needs of the community in obtaining their rights is very important to note. In addition to the issue of differences in services provided to community, the issue of employee performance in agencies that are sometimes less than ideal in their implementation must also be fixed, so that it will have an impact on the quality of service provided. The results of research by Sasongko and Putri, (2013); Adrianto, et al, (2016) found that service quality has a significant contribution to employee performance.

Kupang SAR Office is one of the organizations in the formal environment of government apparatus that is responsible to the head of the National Search and Rescue Agency (Basarnas). In the regulation of the Minister of Transportation Number KM. 43 of 2005 concerning the organization and work procedures of the Department of Transportation, the National SAR Agency has the main task of carrying out coaching, coordination, and control of SAR potential for people and materials that are lost or feared lost or facing danger in shipping and aviation, as well as providing assistance in disasters and other calamities in accordance with National and International SAR regulations. Therefore, the clear task and function of SAR is handling shipping and aviation disasters or other disasters in search and rescue efforts when a disaster occurs. Handling the disaster in question includes two things, namely search and rescue. The quality and quantity of human resources must be in accordance with the needs of the organization in order to be effective and efficient in supporting the achievement of goals.

Based on the results of performance measurements, data from Basarnas (2022: iv-v) showed that of the eleven performance indicators of the Kupang Search and Rescue Office in 2022, there were five indicators that had not yet achieved targets, namely the following performance indicators:

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Table 1 Performance Data at the Kupang Search and Rescue Office in 2022

Performance	Target	Achievement	Information
Percentage of victims evacuated during search and rescue operations	100%	95,80%	Not Achieved
Search and rescue preparedness indeks	95	67,3	Not Achieved
Percentage of implementation of search and rescue training that is of good value	100%	73%	Not Achieved
Percentage increase in coaching and management of search and rescue personnel	95%	71,59%	Not Achieved
Percentage of fulfillment of search and rescue facilities and infrastructure	40%	34,89%	Not Achieved
Satisfaction index value for personnel services, archive management and other general services	85%	75,50%	Not Achieved

Source: Kupang City Search and Rescue (SAR) Office

Based on Table 1, it shows that low employee performance is related to, among other things, the lack of education, training and quality of service received by employees. The quality of employee education at the Kupang Search and Rescue (SAR) office is not balanced, from the total number of employees as many as 77 people, 21 employees have a bachelor's degree and 56 employees have a high school/vocational high school/vocational high school education background. In addition to being related to education, training is also an issue that needs attention. As far as is known, the training provided so far includes rescue and evacuation procedures. However, training related to managerial skills is still lacking because it is only aimed at administrative employees. In fact, in order to improve the quality of service and performance, managerial education and training needs to be provided to every line of employees. The goal is so that they can have the ability to make efficient planning, implementation and evaluation.

This study aims to re-measure the role of education, training, and service quality on employee performance at the Kupang Search and Rescue Office (SAR), based on differences in empirical findings and phenomena in the field. The results of this study are expected to provide useful input and solutions in improving employee performance at the Kupang Search and Rescue Office (SAR).

METODE

The type of research used in this study is quantitative. This method is called a quantitative method because the research data is in the form of numbers and analysis using statistics (Sugiyono, 2019). This research will be conducted at the Kupang Search and Rescue (SAR) office, located on Jalan Adi Sucipto, Penfui, Maulafa District, Kupang City, East Nusa Tenggara. While the planned research time will be carried out from April 2024 to June 2024. The population in this study were all ASN employees at the Kupang Search and Rescue (SAR) office, totaling 77 people. Sampling used the census method, with a sample size of 76

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respondents with ASN status (47 people assigned to the Kupang SAR office, 12 ABK assigned to the Kupang SAR ship, 6 people assigned to the Waingapu SAR post, 6 people assigned to the Atambua SAR standby unit, and 6 people assigned to the Rote SAR standby unit. The data collection technique was by distributing questionnaires using Google Form, distributed through WhatsApp groups, social media such as Facebook, Instagram and WhatsApp. Cencus method was used because the population is in such small group, so have to the respondents. Data that collected got examined to se there is outlier. Then teh data went through validation and reliability examination. Data then presented in multiple linear regression to see the effect of education, training, and quality service to employee performace at Search and Rescue (SAR) Kupang Office. To examine the multiple linear regression, IBM SPSS Statistic 25 was used in this study.

RESULT & DISCUSCCION

Respondent Characteristic

Table 2 Respondent Characteristics

Category	Type	Frequency	Percentage
Sex	Male	62	82%
	Female	14	18%
Work Duration	0 - 5 years	11	14%
	6 - 10 years	75	6%
	11 - 15 years	37	49%
	16 -20 years	16	21%
	21 – 25 years	0	9%
	>26 years	7	
Education Level	Highshool	53	70%
	Vocational	8	10%
	Bachelor	13	17%
	Master	2	3%

Source : Result by SPSS 25

Table 2 shows that 82% of respondents are male. This applied because work dinamics of SAR Office need most of man to do field work. Data also shows that 49% of worker at SAR Kupang office have 11-15 years of experience. Education level also shows that most of the employee are highschool graduated. This shows that training is vital part to improve employee performance, especially for search dan rescue.

Validity & Reliability Test
Validity Test

Tabel 3 Validity Test Result

Item	r-count	r-table	Sig.	Meaning
X1.1	0,759	0,2227	0,000	Valid
X1.2	0,679	0,2227	0,000	Valid

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Item	r-count	r-table	Sig.	Meaning
X1.3	0,731	0,2227	0,000	Valid
X1.4	0,63	0,2227	0,000	Valid
X1.5	0,756	0,2227	0,000	Valid
X1.6	0,702	0,2227	0,000	Valid
X2.1	0,417	0,2227	0,000	Valid
X2.2	0,338	0,2227	0,003	Valid
X2.3	0,334	0,2227	0,003	Valid
X2.4	0,322	0,2227	0,005	Valid
X2.5	0,346	0,2227	0,002	Valid
X2.6	0,511	0,2227	0.012	Valid
X3.1	0,747	0,2227	0,000	Valid
X3.2	0,561	0,2227	0,000	Valid
X3.3	0,547	0,2227	0,000	Valid
X3.4	0,571	0,2227	0,000	Valid
X3.5	0,628	0,2227	0,000	Valid
X3.6	0,783	0,2227	0,000	Valid
Y1	0,854	0,2227	0,000	Valid
Y2	0,867	0,2227	0,000	Valid
Y3	0,805	0,2227	0,000	Valid
Y4	0,798	0,2227	0,000	Valid
Y5	0,923	0,2227	0,000	Valid
Y6	0,903	0,2227	0,000	Valid

Source : Result by SPSS 25

According to Gunawan, (2013), a statement in a questionnaire is declared valid if the significance value is <0.05, and if the calculated r value is > r table then the statement in the questionnaire is declared valid or vice versa. Based on table 3, it shows that all statement items from each variable are constructs and are declared valid, because the calculated r value of each statement item is greater than the r-table value of 5% (0.2227), it can also be seen from the significance value of each statement item is smaller than the significance value of 0.05. So that all data is declared valid.

Reliability Test

Table 4 Reliability Test Result

Variabel	Cronbach Alpha	Meaning
Education	0,8	Reliable
Training	0,765	Reliable
Service Quality	0,715	Reliable
Peformance	0,922	Reliable

Source : Result by SPSS 25

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According to Hair, et al. (1998) an instrument is declared reliable if the results of the Cronbach alpha coefficient show a value of ≥ 60. Based on table 4, it shows that in general all variables in this study have a Cronbach's alpha value above 0.60. This means that all variable data is declared reliable. The partial hypothesis test (t-test) is intended to determine the influence of the variables Education, Training, Service Quality on Employee Performance:

Table 5 Multiple Linear Regression Results Analysis

Variable	B	T	Sig.
Education	0.880	3.099	0.003
Training	0.324	2.662	0.021
Service Quality	0.449	2.430	0.016
R Square	0.459	Uji F	20.346
Adj. R Square	0.436	Sig. F	0.000

Source : Result by SPSS 25

a. The results of the statistical test for the Education variable (X1) on Employee Performance (Y), show that the Sig value is 0.003 < 0.05. This means that the H1 hypothesis is accepted, namely that education has a positive and significant effect on employee performance at the Kupang Search and Rescue (SAR) Office

b. The results of the statistical test for the Training variable (X2) on Employee Performance (Y), show that the Sig value is 0.021 < 0.05. This means that the H2 hypothesis is accepted, namely that training has a positive and significant effect on employee performance at the Kupang Search and Rescue (SAR) Office.

c. The results of the statistical test for Service Quality (X3) on Employee Performance (Y), show that the Sig value is 0.016 < 0.05. This means that the H3 hypothesis is accepted, namely that service quality has a positive and significant effect on employee performance at the Kupang Search and Rescue (SAR) Office.

Simultaneous Test (F-Test)

Simultaneous hypothesis testing (f test) is intended to determine the joint influence between Education, Training and Service Quality on Employee Performance. The results of the f test show that the value of f = 48.436 with a significance of 0.000 <0.05. This means that the influence of the variables Education, Training and Service Quality together have a significant effect on Employee Performance.

Coefficient Determination Analysis (R^2)

According to Sujarweni, (2015) the coefficient of determination (R2) is used to determine the percentage of changes in the dependent variable caused by the independent variable. If the R2 value is greater, then the percentage of changes in the dependent variable caused by the independent variable is higher and vice versa. Table 4.15 shows that the R value = 0.667, meaning that there is a positive and strong relationship between the independent variables of Education, Training and Service Quality on Employee Performance. The R2 value = 0.459 which means that Education, Training and Service Quality provide a positive contribution to Employee Performance of 45.9% while the remaining 54.1% is

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determined by variables outside the model studied such as job placement, organizational climate, competence and others.

Discussion

The Influence of Education (X1) on Employee Performance (Y)

Based on the tests conducted, the results of the statistical test show that education has a significance value of 0.003 <0.05. This means that there is a significant influence of education on employee performance at the Kupang Search and Rescue Office (SAR). Because there is a positive and significant influence of the education variable on employee performance, hypothesis 1 is accepted.

A person tends to have a narrow way of thinking about a problem or urgent work situation when their level of education is low. Likewise, views are usually limited by their perceptions. Employees will have a narrow perception to improve agency performance if they are less educated. Attaining a certain level of education causes an employee to have certain knowledge so that they are able and competent to carry out their duties well. Thus, the level of education will affect employee performance.

These results are in line with research that has been conducted by Rezita, (2015) which states that employee performance is positively and significantly influenced by education and training, but research conducted by Nurhidayati, (2010) which found that education does not have a direct significant effect on employee performance. This research is in accordance with the theory of education According to the Great Dictionary of the Indonesian Language (KBBI), namely an evaluation system for each individual to achieve higher knowledge and understanding of specific and special objects. The knowledge obtained officially causes each individual to have a pattern of thinking, behavior and morals that are in accordance with the education they receive.

The Influence of Training (X2) on Employee Performance (Y)

Based on the test results in this study, the statistical test results show that education has a signif icance value of 0.021 <0.05, which means that there is a significant influence of training on employee performance at the Kupang Search and Rescue Office (SAR). Because there is a positive and significant influence of the training variable on employee performance, hypothesis 2 is accepted.

Government agencies such as the Kupang Search and Rescue Office (SAR) are always required to have training programs that lead to increasing technical abilities and skills as well as managerial abilities in carrying out duties and responsibilities towards the agency. This study is in line with research conducted by E. Nurzaman Am, Affandi, Udobong, (2020) which states that training has a significant effect on employee performance. This study is also in accordance with the statement by Dananjoyo, (2020b), that training is an effort to improve or improve employee performance in their work, both individually and as part of a work team.

The Influence of Service Quality (X3) on Employee Performance (Y)

Based on the test results in this study, the statistical test results show that service quality has a significance value of 0.016 <0.05, which means that there is a significant influence of service quality on employee performance at the Kupang Search and Rescue

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Office (SAR). Because there is a positive and significant influence of the service quality variable on employee performance, hypothesis 3 is accepted.

If the public is satisfied with what has been provided by the Kupang Search and Rescue Office (SAR), then the service is of very high quality. A service is not only required to be of high quality, but also to be able to innovate or make better changes to satisfy the public. There have been many service innovations that have been carried out by the Kupang Search and Rescue Office (SAR) with various trainings that have been carried out to improve the quality of service to the public.

The results of this study are in line with the findings of Herlena, Arifin and Hayati, (2020) and Hardiyansah, (2011) which state that a service can be said to be of high quality if it is in accordance with the needs and expectations desired by the community. The public has the right to receive quality service. The results of this study are also in line with previous research conducted by Adrianto, (2014) which stated that there is a positive and significant influence between service quality and employee performance.

CONCLUSSION

The Employee of Search and Research (SAR) Kupang Office have not accomplished the best performance. This indicated that those employees are need more training and education to achieved their full performance. The purpose of this study was to see the role of education, training, and service quality in shaping employee performance at the Kupang Search and Rescue Office (SAR). Based on the results of statistical analysis in this study, it can be concluded that partially the variables of education, training, and service quality have a significant contribution in shaping employee performance at the Kupang Search and Rescue Office (SAR). While simultaneously, education, training, and service quality also have a significant contribution to employee performance at the Kupang Search and Rescue Office (SAR). Recommendation for this research is necessary to provide more training for employees with a high school education background who work in the field as an emergency response for communities experiencing disaster.

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