

The Effect of Education and Training on the Competence and Performance of New Employees in the Sub Directorate Bibliography, National Library of Indonesia

Prisla Yanuardi Tulus Putra

Master of Management student Mercu Buana University,
Jakarta Indonesia

Setyo Riyanto

Associate Professor Mercu Buana University
Jakarta Indonesia

Abstract:- This research study aims to study education and training against competence in the Sub Directorate of Bibliography, National Library of Indonesia. Education and training is a process of increasing employee competence to be able to produce optimal performance through the transfer of specific knowledge, attitudes and skills to meet the requirements and expertise through the removal of specific knowledge, attitudes and skills to meet the criteria and proficient in doing his work. The method used in this research is a qualitative method. Data collection is done by library research, observation, and interviews. The results of this study are education and training that have positive and significant competencies towards the competencies and performance of new employees in the Sub Directorate of Bibliography.

Keywords:- Competence, Education and Training, Employee Performance.

I. INTRODUCTION

Human resources are resources that are wanted by way of the organization. Because human sources are assets that play a vital role in the direction of an enterprise without the human assets of the enterprise cannot run well and might abate goals within the business enterprise.

Following the countrywide needs and global challenges, to recognize desirable governance, it's miles important to have apparatus assets that have competent positions in the management of the state and development. One of the efforts to construct an expert National Civil Apparatus and increase competence through education and training to face these challenges.

Education and Training Activities is a method of growing the apparatus competency so that it will produce optimal performance via the transfer of specific knowledge, attitudes and abilities to meet the requirements and competence via the switch of sure knowledge, attitudes, and skills to meet the necessities and competent in carrying out their work. The principal objective of education and training is knowledge, expertise, skills, and attitudes to

perform expert duties. Education and training are visible as the primary devices for improving human resources, which encompasses growing knowledge, growing know-how and talents, and converting attitudes and behaviour, and correction of overall performance weaknesses.

The Sub Directorate Bibliography always tries to improve the quality of its employees through education and training. New employees in the Sub Directorate Bibliography, both new entry employees or transfer employees from other work units are included in Education and Training related to work in the Bibliography Sub Directorate.

The Sub Directorate Bibliography is a unit within the National Library of Indonesia under the Directorate of Library Material Deposits. The Sub Directorate Bibliography has the task of making BNI (Indonesian National Bibliography) and KIN (Indonesian Master Catalog) guidelines and various secondary literature. The features of the Bibliography Sub Directorate are the preparation of technical policy system material in the field of bibliography, Compilation, improvement of BNI manuscripts (Indonesian National Bibliography) and KIN manuscripts (Main Indonesian Catalog), Bibliographic Preparation, catalogues, indexes, essays and similar reference material, KDT affairs management (Catalog-in-publication) and International Standard Book Number (ISBN).

Based on the above background, the author is interested in understanding whether education and training can without a doubt improve worker competency and overall performance within the Sub Directorate Bibliography National Library of Indonesia, so here the writer wants to position it in a study entitled "The Effect of Education and Training on the Competence and Performance of New Employees in the Sub Directorate Bibliography, National Library of Indonesia.

II. LITERATURE REVIEW

➤ *Education and Training*

Willson defines education and training as a process a plan aimed at modifying attitudes, knowledge or behaviour skilled through learning experiences to achieve effective performance in an activity or series of actions (Harsono: 2011).

Education and training for civil servants interpreted as efforts made for civil servants to enhance his personality, knowledge and abilities according to demands for position and job requirements as a public servant (SANKRI in Harsono: 2011).

According to Rivai (Muhammad Nurhidayad et al. : 2019), education is one of training component that worries to mastering manner in order that it would acquire and improve talents outside the applicable training system in a relatively short time. Mathis (Dicky et al. : 2019), education is a process wherein the person reached potential assist reached an organizational goal. According to Payaman Simanjuntak (Dicky et al. : 2019) defines is part of human resources training investment to upgrading and work abilities, and thus boom the worker performance. Training commonly accomplished with which adjusted with desires of curriculum, given a relatively brief, to reduce a person with paintings abilities.

Factors that assist the achievement of training with Rivai (Anis et al. : 2019) are:

- Required material: prepared to form schooling wishes estimation, in the form of unique skill coaching and providing the required knowledge
- The method used: the chosen method is adjusted to schooling kind so one can be implanted
- Training trainer capabilities: look for other sources of statistics that is probably beneficial in identifying schooling wishes.
- Learning centres or principles: tips so mastering system will run extra effectively
- Training participants: it is very vital to bear in mind worker type and division to be trained
- Training assessment: after behaviour schooling, there ought to be an assessment of bringing about training to calculate the reaction rate, studying level, behaviour level, organizational level, and very last value.

➤ *Objectives and Benefits of Education and Training*

According to Abdurrahman Fatoni (2006) that the goal of education and training in general :

- Increase the personality and the spirit of the devotion to the organization and the community.
- Improve quality, ability, and excellent skills in carrying out his duties and leadership.
- Train and improve the mechanism of work and sensitivity in carrying out the task.
- Train and enhance work in planning.
- Improve work knowledge and skills.

➤ *Competence*

Competence, according to Le Deist et al. (Lenny et al. : 2019) is the same as an ability, that is, the concept of bringing together the knowledge and skills on various essential elements. Dimensions and indicators of competence are divided into three, namely, the cognitive dimension, the social dimension and the functional dimension. The relationship between the three aspects of competency is combined in the framework of comprehensive understanding. The three dimensions have a value which is universal and is explained as the depth of knowledge.

According to Palan (Jailani et al. : 2020) said that "Competence, competency models and competency-based training is a word that can be interpreted differently following its definition. Spencer and Spencer in Palan (Jailani et al. : 2020) suggest that competence shows the characteristics that underlie behaviour that describe motives, personal characteristics, self-concept, values, knowledge or expertise brought by someone who performs superior (superior performers) in the workplace. Rivai and Sagala (Purba, et al. : 2018), competence is defined as an observable ability that includes knowledge, skills and attitudes in completing a job or task by the specified performance. Expertise is also said to be the ability or power of a person to meet the demands of work defined by the organization. Judisseno (Purba et al. : 2018), competence shows a person's ability or ability (task characteristics) to be able to meet the demands of work, to produce output according to standards established by the organization. According to Suparno (Ginting et al. : 2019), competencies are skills or skills that are sufficient to perform a task.

➤ *Employee Performance*

According to Moeheriono (Sinaga et al. : 2019), understanding performance is an overview of the level of achievement of an activity program or policy of realizing the dream, objectives, vision, challenges, organization mission that is poured through the strategic planning of an organization.

According to Mangkunegara (Silitonga et al. : 2017 ; Tubagus et al. : 2020), the performance comes from the word job performance or actual performance (the achievement of the real work or progress achieved by someone). Robbins and Coulter (Setyo Riyanto et al. : 2017) said that the overall performance is the final result of an activity. According to Hasibuan (Novita et al. : 2019), performance is a result of work carried out by a person in sporting out obligations assigned to him based totally on the skill, experience, and sincerity in addition to time. Performance is individuals tormented by the effort, ability, and environmental situation (Nicolas et al. : 2020). According to Dessler (Nanik et al. : 2019), performance is a work performance, specifically an evaluation among work outcomes with set standards, each in amount or best of work consequences of individuals or corporations in organizations in wearing out simple responsibilities and features that are guided by normal, operational standards

processes criteria and predetermined or relevant measures in the corporation.

According to Lijan Poltak Sinambela (Puspita et al. : 2020), defines performance as the ability of employees to do specific skills. According to Dessler (Dicky et al. : 2019), performance is an achievement which is the contrast between the work with established standards. An organization or company if want to move or flourish and are required to have employees. Quality employees of quality is an employee whose performance can meet the target or target set by the company. To obtain employee who have performed well then required the implementation of the performance. According to Sedarmayanti (Dicky et al. : 2019), the return is a translation of production which means the results of a worker, process management or an organization as a whole, where the results of the regulation should be can be shown the proof in concrete. They can be measured (comparison with a standard as specified). According to Mangkunegara (Dicky et al. : 2019), work in quality and quantity of to reached by an employee is carried out by the responsibility of who is given. Of the definition of above, can be concluded that performance was a result of working produced by a clerk by obligations based on the ability and expertise owned. The work reached by employees with full responsibility will be achieved the performance improvements effective and efficient.

According to Bernardin and Russel (Anggun Fitri Mentari: 2016), there are six categories of results used to measure employee performance values or job functions, namely:

- Quality, how far the process or outcome of carrying out activities close to perfection, is reviewed from suitability in the ideal way of running an event or fulfilling the intended purpose of a game.
- Quantity, amount produced, expressed in the dollar or rupiah value, the number of units or the number of cycle activities that have been completed.
- Timeliness, how far either event is completed, or the results produced at the earliest time desired from the coordination standpoint with the other outputs or maximized the time that exists for other activities.
- Cost-effectiveness, how far an organization's resources are optimised in the sense of gaining the highest profit or reduction in losses from each unit.
- The need for supervision, how now an employee can perform the work function without having to ask for supervision assistance or require surveillance intervention to prevent adverse results.
- The impact of interpersonal/contextual performance, how far employees increase self-esteem, goodwill, from the cooperation between fellow employees and subordinates.

III. METHODOLOGY OF RESEARCH

The method used in this study is a qualitative research method. Kirk and Miller (in Moleong: 2006) define that qualitative research is a particular tradition in social science that fundamentally depends on observations in humans on their territory and the herbiology of these people in their discussion and terminology.

Data collection is carried out through literature studies, observations, and interviews.

➤ Literature Study

This technique is used to obtain written data on the impact of education and training on the competence and performance of new employees in the Sub Directorate Bibliography, National Library of Indonesia. In qualitative research, in addition to the primary news sources obtained based on observations, observations, and interviews, there are still other sources of news related to use cases that are being investigated through books, articles, and other written works.

➤ Observation

Observations were made to obtain data obtained when conducting interviews. The view was carried out using direct and personal observation, where the recorded not only an incident or event but also everything or as much as possible the things allegedly related to the research case. Observational data in the form of narratives that are factual, careful and narrative about field conditions, human activities, social situations and the context in which these activities occur.

According to M.Q Patton (Nasution: 1996) revealed that observations have the following benefits:

- With some in the field, the researcher can understand the context of the data in holistic situations, so the researcher gets a holistic view.
- Direct experience allows researchers to use an inductive approach so that previous concepts influenced it.
- Researchers can see things that are lacking or not observed by others.
- Researchers can find so that they are revealed in the interview because they are sensitive.
- Researchers can find something outside the perception of respondents.
- Researchers will get personal impressions in the field.

➤ The interview is a conversation using a specific purpose. Interviews are a method that can be widely applied to conducting systematic social research. The purpose of the interview is to find out what is contained in the minds and hearts of others, how their views of the world, namely things that cannot be known through observation.

IV. RESULTS AND DISCUSSION

The Sub Directorate Bibliography has eight new staff, which includes seven new staff and one transfer employee from other units. Of the eight new staff, the best four people participated in education and training.

Based on the interviews with employees who participated in training and education, stated that the education and training that followed into very beneficial and had a sizeable influence associated with competence and overall performance in wearing out their duties and obligations in the Sub Directorate of Bibliography. The education and training that followed can boom his competency associated with work in the Bibliography Sub Directorate. So with their competence, they can work to produce an excellent performance.

Experts in the field of human resource management generally agree that the quality of human resources, which can bring an organization to success and success, is determined by its work competence. Work competence is a characteristic of useful attitudes and behaviours that will determine superior performance at work. The capability will encourage someone to have the best performance so they can succeed in the organization (Sudarmanto in Barus: 2018). Therefore, if the organization wants to be successful, every organization or agency must be able to develop the work competencies of its employees.

One way that can be done in increasing employees is to increase employees (Ambar et al. : 2003). To achieve the expected performance in an organization or institution, employees must obtain adequate education and training programs for their leadership to improve employee competence in carrying out their work (Anwar: 2005). To improve quality or enhance the quality of education and training must be well prepared to achieve satisfactory results. Quality improvement or needs must be directed to improve the ability and skills of employees in carrying out their duties (Jubair: 2016).

Education and training is the answer of government employees in increasing their duties and responsibilities as service providers, employee development through education and training for civil servants is expected to improve their performance by their primary duties and functions as service providers and can develop the abilities they have acquired through education and training. Education and training is a process of organizing teaching and learning to improve the ability of employees which includes knowledge, skills, attitudes and behaviours needed in carrying out their duties, Suradinata (Jubair: 2016).

With education and training, civil servants will produce better employee performance. Notoatmodjo, (Jubair: 2016), the importance of education and training is not solely for its employees or concerned employees, but also benefits for the organization. Because with the increased ability and skills of employees, can increase work productivity of the employees concerned. Employees will

exert all their expertise in carrying out their duties as employees in the Sub Directorate of Bibliography of the National Library of Indonesia.

The results of this study stated that education and training had a significant influence on the competence and performance of new employees in the Bibliographic Sub Directorate. By the opinion of Sedarmayanti (2007) which states that education and training are to improve the expertise and or skills of a person or group of people in handling tasks and functions through systematic and organized procedures that take place in a relatively short time.

V. CONCLUSIONS

Based on the results of this study as described and discussed above, the following conclusions can be drawn:

- Education and training have a positive and significant influence on the competence of new employees in the Bibliography Sub Directorate
- Education and training has a positive and significant impact on the performance of new employees in the Bibliography Sub Directorate
- Education and training have a positive and considerable influence on the competence and production of new employees in the Sub Directorate of Bibliography

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