



The Effect of Education and Training, as Well as Self-efficacy on Improving the Performance of Civil Servants in Civilized Disaster Management Countries

Ocvita Ellianora Harahap^(✉), Yeni Absah^{ID}, and Meilita Triyana Sembiring^{ID}

Master of Management, Universitas Sumatera Utara, Medan, Indonesia
ocvitaellianoraraharahap20@gmail.com

Abstract. The purpose of this study, was to find out and o analyse the effect of education and training on improving the performance of the State Civil Apparatus at the Regional Disaster Management Agency (BPBD) of Medan city to find out and analyze the effect of self-efficacy on improving the performance of the State Civil Apparatus at the Regional Disaster Management Agency (BPBD) of Medan city, and to find out how the form of education and training, as well as self-efficacy, can affect the improvement of the performance of the State Civil Apparatus at the Regional Disaster Management Agency (BPBD) of Medan city. The method of the research is associative research which is the research conducted to analyze the relationship or influence between two or more variables . The partial test results show that the education and training variable positively and significantly affects the State Civil Apparatus at the Regional Disaster Management Agency (BPBD) Medan city.

Keywords: self-efficacy · education · and training · disaster management

1 Introduction

The role of human resources is vital for every company or organization. It is because the success of a company or organisation in achieving its goals is strongly influenced by the role and performance of human resources or, in this case, employees. Human resources in question are people who provide energy, thought, talents, creativity, and business where the person works. In addition, human resources are essential in utilising other resources (capital methods, machines) in a company. If the human resources performance is good, then the organisation's or organisation's performance will also be good. Employees in a company very much need the process of improving the quality of human resources to work productively and professionally so that the performance results achieved can satisfy the company based on the standards required by the company. Moekijat's [1] performance describes feelings related to the soul, spirit group, fun, and activities. If employees look happy and optimistic about the task being carried out, the employee is said to have high morale. Performance is the result of work achieved by a person in

carrying out the task assigned to him to achieve work targets. All organisational interests must understand performance as a preventive measure against decreased performance. Sadili [2] states that education is a conscious effort to prepare students through guidance, teaching, and training activities for their future roles. According to Hamalik [3], training is a series of processes that include actions (efforts) that are carried out intentionally in the form of assisting workers carried out by professional training workers in units of time aimed at increasing the workability of participants in specific fields of work in order to increase effectiveness and productivity in an organization.

The Regional Disaster Management Agency (BPBD) of Medan is the institution responsible for disaster management in Indonesia. This agency exists at the provincial level and in each district/city area. The Civil Service Apparatus (ASN), as an element of the state apparatus, cannot be separated from the demands for the development and improvement of the work system. To realize the task of administering the government, it is necessary to develop continuous employee development, which is emphasized in the work performance appraisal system. The Regional Disaster Management Agency (BPBD) ORGA organizes employee performance under the mandate of Government Regional Number 46 of 2021 concerning the assessment performance of the State Civil Apparatus (ASN), which is held annually.

1.1 Theoretical Basis

Education and training are important factors in human resource development. According to Sadili [2], education is a conscious effort to prepare students through guidance, teaching, and or training activities for their future roles. Education as an object and subject of development needs to be considered because education is the main driver of development. Levels of education are stages of education that are determined based on the level of development of students, goals to be achieved, and abilities developed.

According to Hamalik [3], training is a series of processes that include actions (efforts) that are carried out intentionally in the form of providing assistance to workers carried out by professional training workers in units of time aimed at increasing the workability of participants in certain fields of work in order to increase effectiveness and productivity in an organization. While according to Personal [4], training is an activity to improve the ability and improve performance of employees or members in carrying out their duties by increasing related specific skills, knowledge, skills, attitude, and behaviours.

From the definition above, differences between education and training are time (training is in a short time period while education is longer), the field of study (specific training, border education), goals (training to improve performance/specific skills) which are directly applied in the job) While education is more general and comprehensive. Training emphasizes learning by doing and partial mastery, while education is more in the form of planting concepts and adding knowledge as a whole. Based on the definition above, it can be concluded that employee education and training is a skill, skill, and knowledge based on actual detailed and routine work activities in order to carry out and complete the work assigned to him or her. Figure 1 show conceptual outline chart as follow:

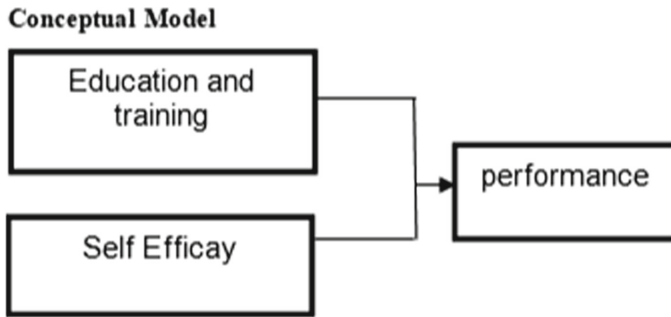


Fig. 1. Conceptual outline chart

2 Methods

The research is associative research. Associative research is research conducted to analyze the relationship or influence between two or more variables. The research seeks to examine how a variable has a relationship or is related to other variables, or whether a variable causes changes in other variables. This study will look at the effect of the independent variable, namely education and training, and self-efficacy with the dependent variable, namely improving the performance of the State Civil Service Apparatus at the Regional Disaster Management Agency (BPBD) Medan. Kuncoro [5] and Juliandi [6] stated that this study used a qualitative approach because the data to be used to analyze the relationship between variables was expressed by number or a numerical scale. This study analyzes the effect of education and training and self-efficacy on improving the performance of the State Civil Apparatus at the Regional Disaster Management Agency (BPBD) of Medan.

This research was conducted at the Regional Disaster Management Agency (BPBD) of Medan which is located at Jl. Rahmad, Southeast Medan, Kec. Medan Denai, Medan city, North Sumatera 20226. The time of the research was from December 2021.

3 Result and Discussion

Table 1 show partial effect significance test (t-test) as follow:

After getting to know the characteristics of the research respondents, the following will display the processed results of primary data which are descriptive research based on the respondents' opinions. In this descriptive analysis section, the distribution of frequencies and percentages of the variables of the education and training, self-efficacy, and performance is presented.

Based on the results of the partial t-test show that the Education and Training variable has a positive and significant effect on the Performance of the State Civil Apparatus at the Regional Disaster Management Agency (BPBD) of Medan City. This is because the variable label Education and Training (X1) has a coefficient (β_1) = 0.322 > 0 and the significance of the education variable and training is 0.028 < 0.05. If education and training increase, the performance of the State Civil Apparatus at the Regional Disaster

Table 1. Partial Effect Significance Test (T-Test)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-2.253	4.729		-.476	.637
	Pendidikan dan Pelatihan	.322	.140	.397	2.304	.028
	Self Efficacy	.351	.130	.465	2.697	.011

Management Agency (BPBD) of Medan City will increase significantly and vice versa. The field will improve significantly and vice versa.

The results above are seen from the respondents' statements regarding the Education and training variables, it can be shown that although most of the statements received good responses, there were still some statements that received poor responses. That is, in my statement, I was skilled in overcoming problems after attending education and training, but some employees did not apply the knowledge they had acquired and were less skilled in activities after participating in the training. Education and training.

My statement is active in asking questions in discussions and I give good answers to every question given by the instructor. Most of the employees are less active in participating in the discussion, asking for opinions when attending education and training. My statement has new ideas after attending education and training, some employees are less able to create new innovations or new ideas in tasks carried out after attending education and training.

This shows that after attending education and training, it is necessary to pay more attention to employees who will be skilled in overcoming problems, it is hoped that the attitude of the instructor is friendly so that it is easier to understand, the instructor master the subject matter he conveys and conveys the material well, and it is hoped that employees will actively ask questions in discussions, and have new ideas after attending education and training.

This is in accordance with what was stated by Sadili [2] education is a conscious effort to prepare students through guidance, teaching, and or training activities for their roles in the future. Hamalik [3] training is an activity to increase a person's general knowledge including increasing mastery of theory and decision skills on issues involving activities to achieve goals. The results of this study are supported by previous research by Edi Yusman and Yandra Supardi [7], Ihsan T and Maryadi Harlindah [8], and Vendy Rase and Manshur Razak [9].

3.1 Influence of Self-efficacy on Performance

Based on the results of the partial t-test, shows that the Self Efficacy variable has a positive and significant effect on the Performance of the State Civil Apparatus at the Regional Disaster Management Agency (BPBD) of Medan City. This is because the

self efficacy label variable has a coefficient = $0.225 > 0$ and the significance of the self-efficacy variable is $0.11 < 0.05$. If self-efficacy increases, the performance of the State Civil Apparatus at the Regional Disaster Management Agency (BPBD) of Medan City will increase significantly and vice versa.

The results above are seen from the twelve statement items that describe how the condition of employee self-efficacy. All of the statements are answers from the respondents. Although most of the statements got a good response, there were still some statements that got a bad response. This shows that there are employees who are less confident in facing the obstacles that exist in carrying out work activities, it is hoped that employees are confident and able to complete work without errors, and are expected to be able to overcome tasks that have a high level of difficulty, and are able to carry out all work programs that have been prepared in a timely manner.

Self-efficacy is an important part of boosting employee performance. Good self-efficacy will improve employee performance and will provide even more targets that can be given by employees to the service. This is in accordance with what was stated by Bandura [10] Self Efficacy is an individual's assessment of self-confidence in his ability to carry out tasks so as to obtain results as expected. According to Robbins & Judge [11], self-efficacy is an individual's belief that he is able to carry out a task. The higher self-efficacy, the more confident the ability to succeed. The results of this study are supported by previous research by Agung Ketut I and Ni Nyomanari [12], Mohammad Asif [13], and Zumrotul and Prayekti [14].

4 Conclusion

This study aims to see the effect of Education and Training, as well as Self Efficacy on improving the performance of the State Civil Apparatus at the Regional Disaster Management Agency (BPBD) of Medan City. The researchers can draw the following conclusions:

1. The variables of Education and Training and Self Efficacy simultaneously have a significant effect on increasing the performance of the State Civil Apparatus at the Regional Disaster Management Agency (BPBD) of Medan City.
2. Education and Training Variables have a positive and significant impact on improving the performance of the State Civil Apparatus at the Regional Disaster Management Agency (BPBD) of Medan City.
3. The Self Efficacy variable has a positive and significant effect on improving the performance of the State Civil Apparatus at the Regional Disaster Management Agency (BPBD) of Medan City.

References

1. Moekijat. *Manajemen Personalia Dan Sumber Daya Manusia*. Cv. Mandar Maju, (2013).
2. Sadili. Pengaruh Pendidikan, Pelatihan, Pengamalan Dan Displin Kerja Terhadap Kinerja Pegawai Direktorat Pengamanan Bp Batam. *J. As-Said* 11, 97–107 (2021).

3. Hamalik. Implementation Of The Education And Training Program At The Department Of Manpower And Population Transmigration Of The Government Of East Java Province. *Sci. J. Educ.* **X**, (2017).
4. Personal, M. K. The Influence Of Job Training, Promotion, Compensation And Motivation On Work Achievement Of Nurses At Rsbp Batam. **8**, 292–301 (2019).
5. Kuncoro, M. *Metode Kuantitatif Teori Dan Aplikasi Untuk Bisnis Dan Ekonomi*. Upp Stim Ykpn, (2013).
6. Azuar, J., Irfan & Manurung, S. Metodologi Penelitian Bisnis Konsep Dan Aplikasi. Umsu Press, (2013).
7. Rivaldo, Y., Yusman, E. & Supardi. Pengaruh Physical Evidence, Promosi Dan Lokasi Terhadap Keputusan Pembelian Sanford Pada Indomaret Sungai Harapan Batam. *J. As-Said* **1**, (2021).
8. Taba, M. I., Maryadi, M. & Harniati, H. The Influence Of Education, Training (Diklat), Discipline And Leadership On The Performance Of Asn In The Regional Civil Service And Training Agency (Bkppd) Of Selayar Islands Regency. *J. Apl. Manaj. Kewirausahaan Massaro* **3**, (2021).
9. Pasiakan, V. R., Razak, M. & Badaruddin, B. Pengaruh Pendidikan Dan Pelatihan, Motivasi, Dan Kompensasi Terhadap Kinerja Pegawai Pada Sekretariat Daerah Propinsi Papua Barat. *J. Appl. Manag. Bus. Res.* **1**, (2021).
10. Bandura, A. *Self-Efficacy: The Exercise Of Control*. Freeman, (1997).
11. Robbins, P. S. & Timothy, J. *Organizational Behavior*. Pearson Education Limited, (2017).
12. Setiawan, A. A. K. A., Sujana, I. W. & Ari, N. N. Pengaruh Self Efficacy Dan Motivasi Terhadap Kinerja Karyawan Pada Pt Adi Sarana Armada Tbk Badung. *Values* **1**, (2020).
13. Fahmi, M. A. Engaruh Self Efficacy Dan Perceived Organizational Support Terhadap Kinerja Karyawan Melalui Motivasi. *Jrmsi - J. Ris. Manaj. Sains Indones.* **12**, (2021).
14. Masrurroh, Z. & Prayekti, P. Pengaruh Self Efficacy Terhadap Kinerja Karyawan Melalui Kepuasan Kerja Sebagai Variabel Mediasi. *J. Syntax Transform.* (2021).

Open Access This chapter is licensed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License (<http://creativecommons.org/licenses/by-nc/4.0/>), which permits any noncommercial use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license and indicate if changes were made.

The images or other third party material in this chapter are included in the chapter's Creative Commons license, unless indicated otherwise in a credit line to the material. If material is not included in the chapter's Creative Commons license and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder.

