The Influence of Training and Education Working Satisfaction toward the Performance in Training and Education Institution of Muna District

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Abstract: *The purpose of this research is to know the influence of training and education working satisfaction toward the performance in training and education Institution of Muna District by using the quantitative research method. The data are obtained by giving questioner and the obtained data are analyzed by using Statistic Package Social Science (SPSS) version 17.0 to get coefficient of correlation of independent variable and it is continued with statistic test.*
The result of this research to obtained that satisfaction, and training and education has been significant to ward performance in training and education Institution of Muna District. This shows that coefficient of correlation of independent variable is 0,433 for X_1 (training and education) and 0,255 for X_2 (working satisfaction). Therefore, it can be concluded that there is a positive influence between X_1 variable (training and education), X_2 variable (working satisfaction), toward Y variable (officer qualified work). The influence of both independent variable toward dependent variable is 25 %.
Key words: *training and education, working satisfaction, qualified work*

I. Background Issues

Education and training or commonly known as the training is something that is very important for the employee or employees in an organization in order to empower the competence of employees who are in their environment, in order for the employee to perform an optimal service. Correspondingly, the enactment of Law No. 22 of 1999 on regional autonomy, a government organization is required to empower personnel to provide community service professional, communicative, and transparent. Therefore, improving the quality of human resources is the need for organizations that need to be planned carefully considering the status of an individual is not a machine, but the employee or employees.

In order to improve the performance of civil servants area, very necessary to develop good employees it is the development of a career or position and development carried him continuously, to achieve the expected performance of the organization in general and more specifically to the institutions or government organizations that exist in the area. Employee development is needed in an agency, because of the presence of such programs can help improve the capabilities and skills of employees. Employee development is also designed to get employees to be able to perform and flexible for an agency in its movement into the future (Soekidjo, 2003: 103).

In accordance with the demands of the national and global challenges in achieving good governance, the necessary human resources personnel who have competency in the state administration and development. To create human resources personnel who have the competencies necessary to improve the quality of professionalism, attitude of devotion, and loyalty to the nation and state struggle, the spirit of unity, and the development of an employee insight. Therefore, an organization / agency should be able to improve the quality of human resources by developing through education and training to increase knowledge, increase skills, and change the attitudes of employees concerned (Firtia Yogyasari, 2007).

The important of training is not solely for the employee, but also benefits the organization. Due the increasing ability or skills of employees, can increase the productivity of work of employees. Increased labor productivity means the organization concerned will again. Education and training is also an effort to develop intellectual abilities and personality of employees.

Seeing the importance of human resources within an organization or agency, the human is the most important asset and has a direct impact on the organization or institution when compared to other those resources. The survival of an organization lies in human resources that exist in a particular organization, the higher the quality of human resources of an organization it will be growing and can reach organizational goals

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easily, otherwise the lower the quality of the organization's human resources is increasingly difficult to achieve goals organization as expected (Soekidjo, 2003: 31).

In the Education and Training Institution of Muna District, when seen from the existing system of government in this area, is one of the institutions or agencies that deal with education and training programs and has the task of fostering new officials or candidates to be able to stimulate the performance of the employees in order to always be at the highest position in accordance with profession and the ability of each.

Basically, training is something that is very important for employees to increase the capabilities and skills, and can increase the productivity of work of employees. Training program will be more beneficial for employees and the organization as appropriate to the needs of employee knowledge, task requirements, and methods used in training. Besides, useful training to educate employees to understand and comply with the rules, procedures, and policies that exist so as to produce a good performance Thus, it can be concluded that training for employees is necessary for an institution or organization.

While employee satisfaction is very important for the survival and growth of the organization to enable the harmonious relationship among employees, co-workers, and between superiors to subordinates. Dissatisfaction of employment can reduce employee motivation, morale decline in employment, and others that inhibit the growth of the organization. Thus, it can be concluded that high job satisfaction will appear positive bond between employees with work.

Employee performance Education and Training Institution of Muna District can be said has been going well, but it can not be said to be optimal can be seen from the efficiency and effectiveness of work not in accordance with what is expected. For it is necessary to find the root of the problem-solving efforts should be made appropriate to handle it. Thus, it is important to analyze the effect of training, and job satisfaction on employee performance Muna District Education and Training Agency.

Work Performance or Achievement

Individual's performance is a combination of ability, effort and opportunities that can be assessed from the results of its work. Meanwhile, according to the Bernardin and Russell in Sulistiyani (2003: 223-224), stated that the performance of the resulting outcome records of certain personnel functions or activities performed during a specific time period.

Performance is the result of work accomplished person or group of people in an organization, in accordance with the authority and responsibilities of each, in order to achieve organizational goals, concerned legally, do not violate the law and in accordance with moral and ethical. The term is derived from the performance of job performance or actual performance achieved by someone. Understanding the performance is the result of the quality and quantity of work achieved by someone employees in carrying out their duties in accordance responsibilities assigned to him (Anwar Prabu M, 2005: 67).

Education and Training

Education and training is part of the investment in human resources (human investment). The longer it is used for training a person, the higher the ability or competence do the job, and thus higher performance (Simanjuntak, 2005: 11). Training activities are the responsibility of the civil service. Leaders have a responsibility for the general policies and procedures necessary to implement employee training programs.

In the process of training will result in a change in the target behavior training. Significantly change the behavior of the form of the ability to improve the quality of education and training objectives. Theory training is a factor that affects the training process divided into two software and hardware (Soekidjo, 2003: 31-32). The software in this training process includes curriculum, training organizations, regullations, methods of teaching and learning, and teachers/trainers. While hardware includes buildings, reference books, educational tools, and so on. Another approach is to say that the facility factors, teachers or trainers, training aids or props, teaching and learning methods, which are classified into a resource that consists of 4 M (man, maney, material, and methods).

Basically that someone at work will feel comfortable and high loyalty to the company, if the operation of obtaining job satisfaction in accordance with what is desired. Especially in manufacturing enterprises highly coveted job satisfaction by all parties, because the company started manufacturing activities from procurement of raw to finished goods filled with challenges both psychologically and physically (Koesmono, 2007).

Job Satisfaction

Furthermore, according to (Koesmono, 2007) job satisfaction itself consists of two words and job satisfaction. Satisfaction is something that a personal experiences feellings, where what is expected to have been met, or even what is acceptable to exceed what is expected, whereas a person's work is an attempt to achieve the goal by obtaining income or compensation of its contribution to the work place. Dole and Schroeder (2001), job satisfaction can be defined as the feelings and reactions of individuals to the work environment.

Job satisfaction is one of the most important factors to obtain optimal results. When someone feel satisfaction in working of course he will do everything possible with all its ability to complete job duties (Rita Johan, 2002). Job satisfaction is one of the most important factors to obtain optimal results. When someone feel satisfaction in working of course he will do everything possible with all its ability to complete job duties (Rita Johan, 2002).

Employee satisfaction is the general attitude of employees towards work, in which the employee is required to interact with colleagues and superiors, follow the rules and policies of the organization and meet the performance standards (Luthans F, in Riza Sahyuni, 2009). Three important dimensions of job satisfaction are: job satisfaction is the emotional response to the work situation, it can only be disclosed. Job satisfaction is often an expression of how outcomes compared to what was expected, job satisfaction is shown in attitude (attitude) associated with the job. Job satisfaction has a considerable influence on the productivity of the organization, either directly or indirectly.

From the side of the workers, dissatisfaction can lead to decreased motivation, decreased morale, reduced in working display both qualitatively and quantitatively. With the high job satisfaction will appear positive bond between workers and jobs. Basically, the principles of job satisfaction directed at meeting the needs of workers (Gustiarti Leila, 2002). Furthermore, Milton in (Gustiarti Leila, 2002) states that job satisfaction is a positive or pleasant emotional state resulting from the appraisal of workers based on his experience. The gap between the worker received from his job with that expected to be the basis for the emergence of satisfaction or dissatisfaction.

Herzberg in (Gustiarti Leila, 2002), suggests factors that determine job satisfaction, among others: the reliability or security of employment, the opportunity to move forward, the views of workers on the company and its management, payroll, intrinsic aspects of work, quality supervision, aspects social work, communication, and physical working conditions and working hours.

Conceptual Framework
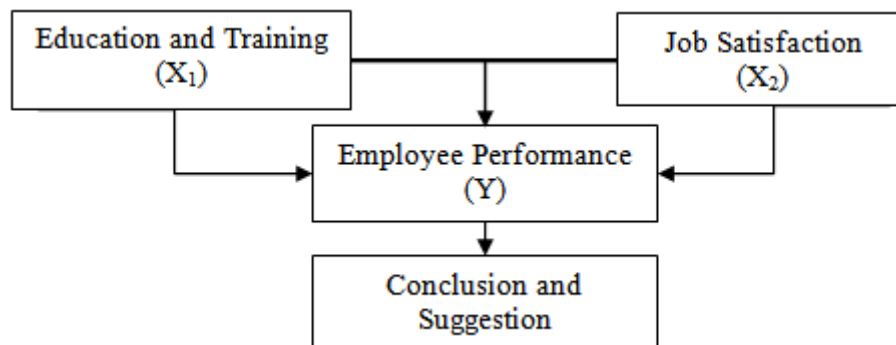Simply put in the conceptual framework of this study can be displayed with the following scheme:

Figure 1. Framework Concept Research

Research Hypothesis
The hypothesis in this study are as follows:

H_1 : Education and training has a significant influence on employee performance.
H_2 : Job satisfaction has a significant influence on employee performance.
H_3 : Education and training and Job Satisfaction together have a significant impact on employee performance.

Research Metodology
The method used is a survey method. The method is used to get data from a study that natural (not artificial), the researchers performed the treatment in the collection of data by distributing questionnaires. To determine the relationship between the variables X_1 and X_2 with Y with Y used simple regression, while to find the relationship X_1 and X_2 together to Y using multiple regression.

The scale used in this study is the Likert scale, ie to measure attitudes, opinions and perceptions of a person or group of social phenomenon. With Likert scale, then the variable to be measured are translated into indicator variables, then the indicator used as a starting point separately arrange items instruments which can be either a question or a statement (Sugiyono, 2009: 93).

In this study, data collection technique used was a questionnaire, namely data collection techniques is done by providing a set of questions or a written statement to the respondent to answer. Questionnaires

conducted in person (personally administreted questionnaires) where researchers are directly related to the respondent and provide the necessary explanations about the questionnaire and can be directly collected after answered by respondents.

The questionnaire consists of questions with answers and statements using a Likert scale, which respondents were asked to give an answer to measure attitudes, opinions and perceptions someone about the problem under study. The answer to the question or statement is, given a score as follows: strongly agree, agree, less agree, disagree, and strongly disagree. For variable employee satisfaction, the answer is given a score of his statement as follows: more highly satisfied, very satisfied, satisfied, somewhat satisfied, and dissatisfied

Prior to the analysis of the data, in this study the first in prerequisites to test the validity and reliability testing. Validity test is useful to determine whether there are questions on the questionnaire that must be removed / replaced as irrelevant. The approach used in measuring the validity of this research is the construction validity (construct validity) with product moment correlation technique, ie by comparing the value of r (correct item total correlation) with r table so that it can be seen that the question items fall and correct. While the reliability test is useful for determining whether an instrument yangh in this questionnaire can be used more than once, or at least not by the same respondent.

In this study, testing the reliability of the instrument is done by using the approach of internal consistency reliability. The concept of reliability according to this approach is the consistency between the grains have a question or a statement in an instrument. To measure the internal consistency reliability, researchers using Cronbach alpha technique, namely a variable is considered reliable if the Cronbach alpha values above 0.6. The data analysis techniques used in this research is multiple linear regression analysis with the following models:

$$\hat{Y} = a + b_1X_1 + b_2X_2 + \varepsilon$$

When, $\hat{Y}$ as performance; a as constanta value; X_1 as education and training; X_2 as job satisfaction; and b_1, b_2 symbol of regression coefficient of each variable

Furthermore, in this study performed classical assumption, to see whether the magnitude or statistical coefficients obtained is really a parameter estimators that can be accounted for or accurate. Classic assumption test including normality test, autocorrelation, multicolinieriry test, and test homocedastity.

Normality test is useful to determine whether the dependent variable, independent or both normally distributed, near-normal or not. If the data were not normally distributed, the nonparametric analysis can be used. If the data are normally distributed, then parametric analysis including regression models can be used. To detect whether the data are normally distributed or not can be known by describing the dissemination of data through a graph. If the data is spread around the diagonal line and follow the direction of the diagonal line, the regression models meet the assumption of normality. Normality test data can also be done by not based on a graph, for example by Kolmogorov - Smirnov.

Autocorrelation test is useful to determine whether in a linear regression model there is a strong relationship between the positive and negative data on the variables of the study. Research data can be a time series or cross section. For the cross section data to test whether there is a strong relationship between the data, if there is a strong relationship means there has been autocorrelation. If there is autocorrelation, it is necessary that no autocorrelation.

Test multicollinearity useful to know whether the proposed regression model has found a strong correlation between the independent variables. If there is a strong correlation, there is a multicollinearity problem that must be addressed.

Heterocedastisity test is performed to determine whether in a regression, there was inequality of variance of residuals one observation to another observation. If the variance of the residual one observation to another observation remains, called homokedastik, while different variances called heterokedastik. How to determine heterokedastik can be done in various ways, among others: Residual plots, graphs Methods, Test Park, Test Glejser and prevalence.

For hypothesis testing performed using the t-statistic test (individual test) and statistical F test consists of: *first*, of F test statistic that is aimed to compare the variables in the model to variations in the residual e, of the results of the data to determine the results of the F-statistic and prob. (F-statistic). *Second*, T-test statistical testing training (X_1), job satisfaction (X_2) on the performance (Y) employees Education and Training Agency Muna District, using tables and alpha value of 5%.

II. Results

In this study, multiple linear regression model has been proven from the classical assumption deviation, thereby analyzing the resulting regression equation of the regression model. Multiple linear regression analysis is needed to examine the extent and direction of the effect of independent variables on the dependent variable. As an independent variable in this study is the training (X_1), and job satisfaction (X_2), while the dependent

variable is the performance of employees (Y). The results of the data with SPSS computational results obtained for the regression analysis as follows:

Table 1.
Regression Analysis with SPSS

Independent Variable (X)	Betha Coefficient Value	t_{test}	$t_{sig.}$
(Constant) Education and Training (X₁) Job Satisfaction (X₂)	2.413 .433 .255	 3.505 2.067	 .001 .044
F_{test} = 9.345 F_{sig} = 0.000	t_{tab} = 2.01 F_{tab} = 4.03		

Source: Primary data were processed

Tabel 2.
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.529[a]	.280	.250	.21375

a. Predictors: (Constant), Job Satisfaction, Education and Training

By looking at the standardized coefficients it can be seen that the dominant training variables affect the dependent variable. In this study the variables that most influence on employee performance is training. This study has a regression equation that is the effect of training (X_1), job satisfaction (X_2), the performance of employees (Y) as follows:

$$Y = 2.413 + .433X_1 + .255X_2 + \varepsilon$$

The results of the analysis of two independent variables indicate that the F test (9.345)> F table (4.03) which means that the two variables are jointly significant and positive effect. Regression coefficients showed signs (+), that there is a condition that is the direction that the increase in the variable X will lead to an increase in the variable Y. The significance of the above multiple regression equation is as follows:

a. The coefficient of determination (adjusted R2) of 0.250 indicates that the variation of employee performance can be explained both independent variables in this study that education and training, job satisfaction at 25.0% and the rest, namely 75.0% explained by other factors that are not addressed in this study.

b. Training regression coefficient for 0433 indicate that the training has a positive and significant impact on employee performance. From here it can be said that more and more employees in performing or follow the training will have an impact on improving the performance of employees concerned.

c. Regression coefficient of job satisfaction for 0255 positive and significant effect on the performance of employees who indicate that job satisfaction owned by an employee will have an impact on the employee's performance.

d. The t-sig value for X_1 = 0.001 smaller than α = 0.05 so significant X_1 which means no influence on Y. Value t-sig X_2 = 0.044 smaller than α = 0.05 so significant X_2 which means no influence on Y.

III. Discussion

The results of data analysis showed that the independent variables are training gives a positive value to increase employee performance. While on the job satisfaction variables also provide a positive contribution to the improvement of the performance of employees in Training Agency Muna. Coefficient values indicate that there is an increase in training and every job satisfaction will be no increase in employee performance.

In this research, there are some indicators that can improve performance. Indicator variable that training can improve the performance of namely the ability to perform tasks, the efficiency and effectiveness of work, the development of training, teaching and learning methods, temporary assignments, internships, simulations, work experience.

While job satisfaction indicators that can improve the performance of namely turn of office, communication between employees, supervisory leadership, professional development assurance, life goals, and employee health insurance. The performance indicators are prominent in this study is the quality of work, craft, and the response to the workload. Good quality work followed their supervision of the agency, employee attendance, and conservation by employees and institutions.

The parameters in this study also showed a positive value, meaning that there is a unidirectional relationship between the variables of training and job satisfaction on employee performance Muna District Education and Training Agency.

The test results prove the hypothesis there is the influence of training and job satisfaction independently of the performance of an employee having a significant effect. Between the two independent variables that have the most noticeable effect on the dependent variable is a variable that is equal to 3,505

training or significant at α 1%. Indicator variable in the seventh and tenth item has a prominent figure in comparison with other grains.

Item showed that training methods must correspond to the position of employees in an agency, as well as the type of employee training should be in accordance with their respective career paths. Thus, factors of training variables that affect the performance of employees in this study are: the type of training according to the needs of employee tasks, in accordance with the specifications of skills, assessment and training development can dilakukakan gradually, and training employees in the organization must be oriented so that the growth of the organization can run effectively and efficiently.

While job satisfaction variables of 2,067 or significant at α 5%. Thus the factors of job satisfaction variables that affect the performance of employees in this study were: employee career development, assurance in professional development, employee performance records that exist in DP3, position and title obtained by employees, and the fit between task and ideals life for an employee.

Exposure to the partial test results (t-test) above address issues that training and job satisfaction variables individually significant influence on employee performance Muna Education and Training Agency.

In test F-test obtained 9.345 of F-arithmetic. Therefore it is proven that the alternative hypothesis which states all the independent variables (education and training and job satisfaction) simultaneously and significantly affect the dependent variable (performance).

The indicators of education and training that affect performance are the type of education and training in accordance with the needs of employee duties, and in accordance with the specifications of the required skills. In line with the theory put forward by (Siswanto, 2003) that education and training can be conditioned by the cognitive, affective, and psychomotor tasks and labor to work.

Furthermore (Handoko, 2000), the selection of appropriate education and training methods to enhance the knowledge and experience to both new employees. So it can be said that, the type of education and training that must be followed by employees in accordance with the duties and specifications of the respective employee's skills in order to increase knowledge and experience.

While indicators of job satisfaction variables that affect performance is employee career development and assurance in professional development. In line with the theory (Koesmono, 2007), job satisfaction highly coveted by all parties because the process is full of challenges both psychologically and physically. Next (Rita Johan, 2002), that a person feel satisfaction in the work will seek as much as possible with all the capabilities they have to complete the job duties.

Thus, it can be said that to improve the performance of employees must be oriented to the professional development and career guarantees that an employee can feel satisfied with the work that they are responsible. The results of simultaneous test (F-test) is addressing the problems that education and training and job satisfaction variables together significantly influence employee performance Muna District Education and Training Agency.

The results of the above study was supported by the results of the test R^2, which is a measure that states how good (goodness of fit) of the regression equation. The results of this study indicate that the coefficient of determination R^2 of 0.250. This figure shows a 25.0% variation in performance variable can be explained by education and training variables (X_1), and job satisfaction (X_2).

The above results in line with the theory Setiaji (2004: 20) states that the greater R^2 or close to 1, the more precise models. For the data are cross-sectional survey data obtained from respondents at the same time, the value of R^2 of 0.2 or 0.3 is good enough.

In this study the authors found namely the value of R^2 includes a small .250 away from number one. In this study the model selection is quite good, with reasons survey data obtained from respondents at the same time. The larger the sample used, then the value of R^2 will be smaller. In this study the samples were taken by 51 respondents. It shows a large enough sample, then the value of R^2 becomes small.

The coefficient of determination only 25.0% 75.0% means no more be explained by other variables that are not included in this research model. Variables outside the model that may explain the variation of the model's performance is discipline, motivation, work environment, work culture, leadership, infrastructure, morale, and others (Riana Etykawaty, 2007).

IV. Conclussion

a. Tests on the first hypothesis provides empirical evidence that education and training and job satisfaction simultaneously positive effect on the performance of employees in Education and Training Agency Muna District. This is indicated by the value of F calculated in this study amounted to 9.345 greater than the F table 4,03 or F sig (0,000) < 0.05.

b. There is a positive and significant impact of education and training on employee performance Muna District Education and Training Agency. This is indicated by the value of the variable t-test education and training for 3,505 greater than t-table of 2.01 or t-sig (0,001) < 0.05.

c. There is a positive and significant effect of job satisfaction on employee performance Muna District Education and Training Agency. This is indicated by the value of the variable t-test of 2,067 job satisfaction is greater than t-table of 2.01 or t-sig (0,044) < 0.05.

Suggestion

The results of this study were obtained coefficient of determination R2 of 0.250 which indicates that only 25% of employee performance is influenced by education and training and job satisfaction. Therefore, to improve the performance of staff education and training and job satisfaction should be improved.

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