

## **The Influence of Work Facilities and Competence on the Performance of Dapodik Operators at Public Middle Schools in Jember Regency**

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### **Abstract**

The complexity of school operator work is a challenge for every institution to maintain optimal data quality. However, several institutions show that the operator's work targets have not been achieved in carrying out their duties and functions. Therefore, the purpose of this study is to directly determine and analyze the influence of work facilities and competence on the performance of junior high school operators in the Jember Regency Education Office. The number of samples in this study was 94. Validity test and reliability test analysis were used as an effort to determine the validity and reliability of a construct. Hypothesis test analysis was also carried out in order to obtain direct influence results. The results of the data analysis showed that the work facility variable had a significant effect on operator performance. Meanwhile, employee competence also had a significant effect on the performance of junior high school operators in the Jember Regency Education Office. This study provides a very important contribution related to the relationship between work facilities, competence and employee performance. The results show that facilities and competence show that they can improve employee performance, which theoretically strengthens the idea that facilities and competence can improve performance.

### **Keywords:**

Work Facilities; Competence; Operator Performance; Junior High School.

## **1. INTRODUCTION**

In an increasingly competitive era of globalization, Human Resource Management (HRM) remains a crucial aspect in determining the success of an organization. According to Azhad (2015), the importance of HRM practices in influencing employee performance is in line with the classical view that HRM includes planning, procurement, development, and maintenance of HR. According to Sinambela (2011), a comprehensive perspective on HRM in building a solid work team to improve performance emphasizes a holistic approach to HR management. It is very important to manage HR in order to provide the best performance for an organization considering the increasing competition in all lines of business. Employee performance, as a result of effective HRM practices, is the main focus in achieving organizational goals. According to Mangkunegara (2019), performance as a result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to Qomariah (2020), performance can be interpreted as the results of work and work behavior that have been achieved in completing the tasks and responsibilities given in a certain period in an organization. Thus, every organization is required to improve employee performance because it will affect the performance of the organization. Organizations will compete with other organizations in gaining customers. Many factors can increase performance in an organization. Some of these factors include work facilities for employees and also the competencies possessed by employees.

Work facilities also play an important role in supporting employee performance. Adequate facilities can support employee performance while for service recipients it can provide a sense of comfort and satisfaction during the service process (Jufrizan & Hadi, 2021). Work facilities are an important aspect in creating a

conducive work environment and supporting employee productivity. Moekijat (2013) defines work facilities as physical facilities that can process input to the desired output. In line with that, Flippo (2013) explains that work facilities are the facilities and infrastructure needed to help employees complete their work more easily so that they can improve their performance. If work facilities in a company can provide comfort in working, employees will feel calm in working and will be able to complete the work assigned by their superiors or leaders. Thus, there is a positive relationship between work facilities and employee performance. A number of studies have shown a positive influence of work facilities on employee performance. A study by Wulandari & Damrus (2022) stated that facilities and motivation have an impact on the performance achievement of employees of the Aceh Singkil Regency Secretariat. In line with that, research by (Refma & Al, 2021) on Employees at PT Kawan Lama Sejahtera Surabaya also confirmed the positive influence of work facilities on performance. Similar results were found by Qurniawan & Suhendro (2024) in their research on teachers. A study by Sjahruddin et al. (2022) at the North Makassar II Samsat Office also showed a positive influence of work facilities on performance. Likewise, research by Sari et al. (2023) confirmed the significant influence of work facilities on performance. On the other hand, there are also studies that show different results. A study by Trihartati et al. (2024) on employees of the Pasuruan City Transportation Department found that work facilities did not have a significant effect on employee performance. Similarly, research Nababan & Simanjuntak (2024) on employees of SMP Negeri 2 Balige also concluded that work facilities did not have a significant influence on employee performance.

The second factor is employee competence as a key factor in optimizing performance and realizing HR objectives. Employee competence is a key factor in the success of an organization in an era of increasingly tight global competition. Moheriono (2014) defines competence as a characteristic that underlies a person related to the effectiveness of individual performance in their work. Wibowo (2012) states that competence is an ability to carry out or do a job that is based on skills and knowledge and supported by the work attitude required by the job. Meanwhile, Sutrisno (2015) explains that competence is an ability that is based on skills and knowledge supported by work attitudes and their application in carrying out tasks and work in the workplace that refers to the established work requirements. Developing employee competence through effective HR practices can increase job satisfaction, maximize the use of work facilities, and ultimately optimize employee performance.

Several studies have shown a positive influence of competence on employee performance. Studies by Amdani et al. (2019); Indiyaningsih et al. (2020); Manik & Syafrina (2018); Nyoto et al. (2020); Rande (2016); Setiawati (2017); Wongso et al. (2020), found that competence has a significant effect on performance. In line with that, studies Adam & Kamase (2019); Friolina et al. (2017); Mukhtar (2018); Mustikawati & Qomariah (2020); Pinca (2015); Wasiman (2020); Widjianto & Mersa (2018); Yamin & Ishak (2018) also confirmed the positive influence of competence on performance. On the other hand, there are also studies that show different results. A study by Utomo et al. (2019) found that competence had no significant effect on employee performance. Similarly, a study by Chandra et al. (2020) at Private Vocational High Schools (SMKS) in all of Bondowoso Regency also concluded that competence had no significant effect on employee performance.

Thus, it can be concluded that HR, performance, work facilities, and competence are interrelated aspects and play an important role in the success of an organization. Proper management of these five aspects can create strong synergy, encourage increased employee performance, and ultimately contribute to the achievement of overall organizational goals. Education is one of the crucial aspects in human resource development and the progress of a nation. In Indonesia, efforts to improve the quality of education continue to be carried out, one of which is through the establishment of Minimum Service Standards (SPM) for education. SPM for education includes 8 national education standards that serve as references in the implementation and management of education throughout Indonesia, including in Jember Regency, East Java. Jember Regency, as one of the areas with a fairly large population in East Java, has its own challenges in efforts to improve the quality of its education.

The Jember Regency Education Office is responsible for ensuring that all schools under its auspices, including public junior high schools, can achieve the standards set in the SPM for education. In this case, the role of school operators is very important as the spearhead in managing data and information related to the achievement of education standards. Although the achievement of the 8 education standards in the SPM in Jember Regency tends to increase from year to year, there is still a gap between the actual conditions and the targets that have been set. This shows that there is still room for improvement and increasing the quality of education in Jember Regency, especially at the public junior high school level. This gap can be caused by various factors, ranging from limited resources, lack of understanding of the standards set, to obstacles in implementing programs to improve the quality of education.

Given the importance of achieving these education standards, an in-depth study is needed on the performance of public junior high school operators within the Jember Regency Education Office. School operators have a strategic role in managing data and information related to the achievement of the 8 education standards, as well as being a liaison between schools and the Education Office. Therefore, this study will focus on the analysis of factors that influence the performance of school operators, as well as their impact on efforts to achieve the target of 8 education standards in SPM in Jember Regency. Looking at the

category of achievement of Minimum Service Standards which include basic services regulated in the Regulation of the Minister of Home Affairs (Permendagri) Number 59 of 2021. Based on the Regional Government's Education and Data-Based Planning (PBD) Report, the Minimum Service Standards (SPM) Achievement Index in the education sector which includes basic services in 2023 is 61.64%, with the category of Young Completed achievement. In this case, school operators play an important role in inputting data and data accuracy according to the conditions of each educational institution. Based on the data contained in the performance of junior high school operators in the Jember Regency Education Office, it shows that the achievement of the operator's work achievements has not reached the target. This shows that the operator's performance in the data entry process is still less than optimal. So, the phenomenon in this study is the less-than-optimal performance of the Dapodik (Basic Education Data) SMP Negeri operators in the Jember Regency Education Office. Selection of population in the Basic Education Data operator because of the importance of the database for the development of education information in Jember Regency. Some factors raised to overcome this phenomenon are operator facilities and competence. Thus, this research is worth doing considering that there is still a research gap and this research has the aim of knowing the impact of facilities and competence on operator performance.

The conceptual framework of this study uses three variables, two independent variables consisting of facilities (X1) and educator competence (X2) and one dependent variable, namely operator performance (Y). Then this study is presented in a conceptual framework which is a description of the relationship between theories or variables that support the research and is used as a guideline in compiling the research systematics. In this case, the description of the conceptual framework used in this study.

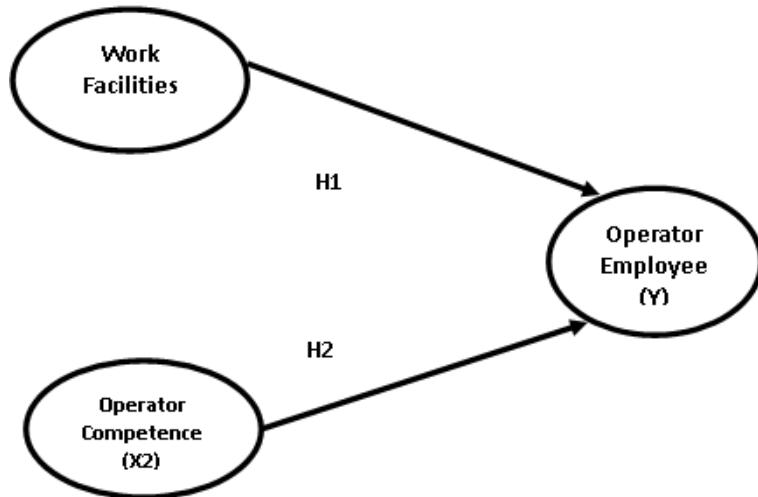


Figure 1: Conceptual Framework

#### Research Hypothesis

- Work facilities have a positive impact on operator performance
- Operator competence has a positive impact on operator performance

## 2. RESEARCH METHOD

This research was conducted based on the background, problem formulation and research objectives, so the research method used a quantitative descriptive approach. Based on its nature, the type of data used in this study is quantitative research. According to Sugiyono (2017), quantitative research is an effort to find knowledge, investigate problems based on empirical experience and involve various theories, designs, hypotheses and determine research subjects. This research was conducted in the Jember Regency Education Office located in Jember Regency, Jl. dr. No. 29 Jember. The population and sample in this study were all 94 State Junior High School Operators. The sampling technique in this study used the saturated sampling technique. Validity test analysis, reliability test and hypothesis test were used in this study.

## 3. RESULTS AND DISCUSSION

### 3.1. Results

#### 3.1.1. Validity Test Results

The results of the analysis of the validity test that has been carried out are presented in Table 1.

Table 1. Validity Test Results

Indicator	Work Facilities (X1)	Operator Competence (X2)	Operator Employee (Y)	P-value
X1.1	0.744	-0.258	-0.466	<0.001
X1.2	0.701	0.203	0.711	<0.001
X1.3	0.793	0.128	-0.091	<0.001
X1.4	0.797	-0.231	-0.125	<0.001
X1.5	0.713	0.216	0.032	<0.001
X2.1	0.043	0.849	-0.105	<0.001
X2.2	-0.187	0.784	0.154	<0.001
X2.3	-0.593	0.750	0.299	<0.001
X2.4	0.185	0.769	-0.439	<0.001
X2.5	0.564	0.765	0.050	<0.001
Y1	-0.089	-0.080	0.858	<0.001
Y2	-0.256	-0.175	0.885	<0.001
Y3	0.186	-0.093	0.883	<0.001
Y4	-0.035	0.254	0.837	<0.001
Y5	0.214	0.119	0.787	<0.001

The calculation results in Table 1 show that each value in the cross-loadings factor has reached a value above 0.7 with a p-value below 0.05 (Ghozali, 2016).

### 3.1.2. Reliability Test

Reliability testing is conducted to ensure that the research instrument used can provide consistent concept measurements without bias. The results of data processing on the reliability test are presented in Table 2.

Table 2. Reliability Test Results

Research Variables	Cronbach's alpha coefficients	Results
Work Facilities (X1)	0,782	Reliable
Operator Competence (X2)	0,827	Reliable
Operator Employee (Y)	0,904	Reliable

The basis used in the reliability test is the Composite reliability coefficients and Cronbach's alpha coefficients above 0.7 (Ghozali & Latan, 2015). The results in Table 2., show that the questionnaire instrument in this study has met the requirements of the reliability test.

### 3.1.3. Hypothesis Test Evaluation

Based on the results that have been analyzed, the results of the hypothesis test are presented in Table 3.

Table 3. Direct Influence Path Coefficient Values

No	Hypothesis	Path coefficients	P values	Results
1.	Work Facilities (X1) → Operator Employee (Y)	0,364	0,001	Significant
2.	Operator Competence (X2) → Operator Employee (Y)	0,299	0,001	Significant

Based on Table 3, it can be seen that for testing the Work Facilities variable (X1) on operator performance (Y), the Path coefficient value is 0.364 with a p-value of 0.001. Because the p-value is smaller than  $\alpha$  ( $0.001 < 0.05$ ),  $H_0$  is rejected, thus there is a significant effect of Work Facilities (X1) on operator performance (Y). Based on Table 3, it can be seen that for testing the Operator Competence variable (X2) on operator performance (Y), the Path coefficient value is 0.299 with a p-value of 0.001. Because the p-value is smaller than  $\alpha$  ( $0.001 < 0.05$ ),  $H_0$  is rejected, thus there is a significant effect of Operator Competence (X2) on operator performance (Y).

## 3.2. Discussion

### 3.2.1. The Effect of Work Facilities on Operator Performance

Based on the test results, it shows that there is a significant effect of work facilities (X1) on operator performance (Y). This means that work facilities have a significant effect on the performance of operators of State Junior High Schools in Jember Regency, proven true or  $H_1$  is accepted. Based on the test results showing a significant effect of work facilities (X1) on operator performance (Y) at State Junior High Schools in Jember Regency, several important conclusions and implications can be drawn. First, this finding emphasizes the importance of providing adequate work facilities for school operators. The work facilities in question can cover various aspects, ranging from information and communication technology (ICT) devices, supporting infrastructure such as electricity and internet, to office equipment and ergonomic workspaces. When operators have access to good facilities, they tend to be able to carry out their tasks more efficiently

and effectively. For example, an up-to-date computer and a stable internet connection can speed up the process of data processing and communication, while a comfortable workspace can increase concentration and productivity. Second, the significant effect of work facilities on operator performance shows that investment in improving and updating work facilities is not just an expense, but a strategic step to improve the overall quality of education. School operators play a crucial role in the administrative and operational management of schools. By improving their performance through the provision of better facilities, schools can optimize various processes, from student data management, scheduling, to academic reporting. This in turn can have a positive impact on the operational efficiency of schools and the quality of educational services provided to students. Third, these findings also underline the importance of continuous evaluation and updating of school work facilities. Given the ongoing technological developments and changes in administrative needs, schools and related education agencies need to regularly assess the adequacy and suitability of existing facilities. This can involve surveying operator satisfaction with available facilities, identifying emerging new needs, and planning appropriate budgets for facility updates and improvements. With a proactive approach to work facility management, schools can ensure that operator performance remains optimal in the face of ever-evolving educational challenges and demands. The influence of facilities on employee performance has been the focus of much research and theory in the field of human resource management. Recent research also supports the importance of work facilities in improving employee performance. For example, a study by Anggrainy et al. (2017) found that the quality of work facilities has a significant effect on employee productivity. Good facilities not only improve physical comfort but also affect employee mental health and job satisfaction. With a supportive work environment, employees feel more appreciated and motivated to give their best in their work. This study shows that investing in good work facilities is an effective strategy to improve overall employee performance. Furthermore, research by Jufrizien & Hadi (2021) shows that adequate facilities can increase creativity and innovation in the workplace. In an environment equipped with advanced technology and facilities that support collaboration, employees find it easier to share ideas and work together in teams. Facilities such as flexible workspaces, access to the latest technological devices, and comfortable meeting rooms allow employees to work more productively and creatively. This study confirms that a supportive physical environment can be a catalyst for improved performance through increased collaboration and innovation. In addition, previous research by Refma & Al (2021) also supports the relationship between work facilities and employee performance.

### 3.2.2. The Influence of Operator Competence on Operator Performance

Based on the test results, it shows that there is a significant influence of operator competence (X2) on operator performance (Y). This means that operator competence has a significant effect on the performance of SMP Negeri operators in Jember Regency, proven true or H2 is accepted. The importance of competence in the work environment cannot be ignored, because competence is an important factor that must be possessed by every operator. In line with this, an empirical study conducted by (Basriani, 2016) which examined the performance of lecturers at the Persada Bunda Pekanbaru Education Foundation showed that lecturer competence has a strong positive impact on individual and team performance. Recent research by Abusama et al. (2017) on teachers Colleges in District South Halmahera in North Maluku province revealed that teacher competence directly affects performance. This finding is reinforced by other studies that also discuss the problem of the relationship between competence and employee performance conducted by Galih et al. (2023); Hendrawan & Sanosra (2023); Irawan et al. (2024); Qomariah et al. (2023); A. Kurniawan et al. (2023); Prahastyo et al. (2024); Qomariah & Utamy (2023); Setiawan et al. (2023); Puspitasari et al. (2024); Untari et al. (2024). Meanwhile, research that is not in line with this research where employee competence has no impact on performance was conducted by M. A. Kurniawan et al. (2021); Utomo et al. (2019).

## 4. CONCLUSION

Based on the research findings that have been described in Chapter IV, the conclusions in this study are as follows: the test results prove that work facilities have a significant effect on the performance of SMP Negeri operators in Jember Regency. The test results prove that operator competence has a significant effect on the performance of SMP Negeri operators in Jember Regency.

The suggestions that can be given are: allocate a special budget to improve work facilities in SMP Negeri. Provision of adequate work tools, a comfortable work environment, and sufficient resources will directly contribute to improving operator performance. Organize ongoing training and development programs for school operators. Focus on improving their technical and managerial competence, so that they can carry out their duties more efficiently and effectively.

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