



THE EFFECT OF EDUCATION AND TRAINING AND WORK ENVIRONMENT ON THE WORK ACHIEVEMENT OF THE INSPECTORATE EMPLOYEES OF HULU SUNGAI UTARA DISTRICT

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Abstract

The purpose of this study was to determine the effect of education and training and the work environment on the work performance of the employees of the Hulu Sungai Utara District Inspectorate. This research method is carried out using a quantitative approach with the causal method. The study population was all employees of the inspectorate office in Hulu Sungai Utara Regency as many as 36 people with a total sampling technique, namely the entire population was used as the research sample, so the sample of this study was 36 employees who worked in the inspectorate office in Hulu Sungai Utara Regency. The research instrument is a questionnaire/questionnaire. Data analysis techniques used percentage descriptive analysis and inferential statistical analysis, namely multiple linear regression analysis with F test (simultaneous test) and t test (partial test). The results showed that there was an effect of education and training (Diklat) on the work performance of the employees of the Hulu Sungai Utara District Inspectorate. There is an influence of the work environment on the work performance of the Inspectorate of Hulu Sungai Utara Regency. There is an effect of education and training (Diklat) and the work environment on the work performance of the Inspectorate of Hulu Sungai Utara District. Based on the results of the study, it is advisable to improve the work performance of the employees of the Hulu Sungai Utara Regency Inspectorate in providing opportunities for employees to attend training and provide a supportive work environment so that employees can work better.

Keywords: Training, Work Environment, Employee Work Performance.

INTRODUCTION

Development and development means dynamic change, an acceleration which is expected to have a positive impact. One aspect of development is the creation of a conducive work environment. The work environment is factors outside of humans, both physical and non-physical in an organization (Sudaryana, 2011; Sofyan, 2013; Gitta, 2019). The purpose of the company, employees and the community is that it is hoped that there will be training for an employee so that they are more skilled in their field and make them able to carry out their duties, apart from that, a good work environment will be able to create values that they can adhere to in terms of making themselves better at work and getting achievements. good work for the future (Afiyin, 2016; Supriatin & Priadana, 2018; Kumalasari & Rusmana, 2019).

In connection with research conducted on employees of the Inspectorate of Hulu Sungai Utara Regency, they try to always emphasize all their human resources to be able to achieve good work performance, but in an effort to achieve work performance it is not as easy as imagined where the process and obstacles in achieving this are influenced by various factors.

Education and training are very important for an employee in improving their work performance at the Hulu Sungai Utara Regency inspectorate office. According to Yanti (2009); Sintong (2013); Ichsan & Nasution (2021), education and training is a vehicle to build Human Resources towards the era of globalization which is full of challenges. Therefore, according to Siswadi (2017); Marganingsih & Pelipa (2017); Syahmarani & Nasution (2020) training activities cannot be ignored, especially in entering an era of increasingly fierce, sharp, and tough competition in this century. In line with Azhari & Wicaksono (2017); Siregar et al. (2020); Sinambela (2021), of course, organizational development cannot be separated from the development of the quality of human resources.

The real condition at the Hulu Sungai Utara Inspectorate is the inadequate physical condition of the office both in terms of physical and supporting infrastructure such as air conditioners, computers, old tables and chairs, a warehouse containing equipment to measure activities in carrying out tasks that are still lacking so that sometimes it makes you bored for a long time. carry out daily tasks. While the non-physical conditions themselves such as co-workers who admit the lack of attention from superiors in terms of motivating employees. So far, judging from the work carried out, their work performance is still lacking because as inspectorate employees who carry out the supervisory function, professional, capable and skilled employees are required to be able to contribute to creating good governance (Good Governance), and clean in the area is still lacking. in performing their duties as employees.

According to Government Regulation No. 46 of 2011 employee work targets (SKP) are work plans and targets to be achieved by a civil servant. Based on the size of the quality or not, the criteria for the value of 50 and below are the results of the service work below the standard. Criteria 51-60, namely the service is not sufficient to meet the specified standards. Criteria 61-75 are services that are sufficient to meet the specified standards. Criteria 76-90 are services that have predetermined standards. Criteria 91-100, namely perfect work, no errors, no revisions and service above the specified standard, and others. In connection with improving the performance of employees within the Inspectorate, one of the important elements in the implementation of supervision is the existence of adequate competence compatibility from educational background, abilities, knowledge, behavior and expertise of employees with the supervisory duties of the Inspectorate of Hulu Sungai Utara Regency employees.

The results of Hernidatiatin & Susijawati's research (2017) *The Effect of Education Level on Employee Work Performance Through Work Motivation as an Intervening Variable*, the results of path analysis show that education level can have a direct effect on employee work performance and can also have an indirect effect, namely from education level to work motivation (as an intervening variable) then to employee performance. Because the coefficient of the direct relationship is greater than the coefficient of the indirect relationship, it can be said that the actual relationship is direct.

The results of Mashar's research (2015) on the *Effect of Training on Employee Work Performance at the Inspectorate of Rokan Hulu Widyawati Regency*, based on the results of the t test conducted that there is a significant effect between training and work performance. The results of Latifah & Nurmalasari's research (2018) *The influence of the work environment on work performance at the mining and energy office of Ketapang Regency*, Based on the results of the Mining and Energy Office of Ketapang Regency, this shows the effect of physical work environment variables (X1) and non-physical work environment variables (X2) simultaneously on the work performance variable (Y) is 61.1% and the rest is influenced by other variables.

Supported by the results of Andi Nurhasanah's research (2010) *The Effect of Work Environment on Employee Performance at Bank Indonesia Samarinda Branch*, the results showed that there was a positive and significant influence either partially or simultaneously between the physical environment or the non-physical environment on employee work performance.

6 The results of Togas & Uhing's (2015) research, *The Effect of Work Environment, Motivation, and Skills on Employee Work Performance at Bank Bri Manado Branch*, The results show that the work environment, motivation, skills simultaneously and partially have a positive and significant effect on work performance. The management of Bank Rakyat Indonesia (BRI) Manado branch should continuously improve employee performance by improving the work environment, motivation, and skills of employees working in their agency.

The gap analysis above is the result of a survey of current real conditions. Based on the research gap, this study explores "The Influence of Education and Training and the work environment on the work performance of the employees of the Hulu Sungai Utara Regency Inspectorate."

RESEARCH METHOD

This study uses a quantitative approach with a survey design, namely by taking a sample from a population and using a questionnaire as the main data collection tool. Sugiyono (2012) suggests that the quantitative method can be interpreted as a research method based on the philosophy of positivism that is used to examine certain populations or samples.

The type of research used is explanatory research, namely research that explains the causal relationship between variables through hypothesis testing. The method used in this study is causal associative research which is carried out on data collected after an event occurs. Identification of the event with respect to the variables that influence and influence it.

The variables in this study consisted of 2 independent variables and 1 dependent variable. According to Lestanti (2015); Fikri et al. (2016); Nurlaeli (2017), independent variables are variables that influence or cause other variables, while the dependent variable is a variable that is influenced or caused by other variables.

The research population was all employees at the Inspectorate Office in Hulu Sungai Utara Regency as many as 36 people. The sample of this study amounted to 36 employees who work in the Inspectorate Office in Hulu Sungai Utara Regency.

Based on the above understanding, it can be seen from the elaboration of each variable as follows:

1. Education and Training (Training)

Education and Training is part of education. The training is specific, practical and immediate. Education and training is one of the important factors in human resource development. Education/Training (Training) includes the implementation time of the training, participants, methods of delivering materials, instructors, facilities and infrastructure, and training materials.

2. Work environment

The work environment is a place where employees perform activities every day. A conducive work environment provides a sense of security and allows employees to work optimally. The work environment is an environment in which employees carry out their daily work. The indicators of the work environment used are 1) a physical work environment and 2) a non-physical work environment.

3. Work performance

Work performance is a function of motivation and ability. Work performance is the result of work that has been achieved by someone from his work behavior in carrying out work activities. People believe that individual work performance is a combined function of three factors, namely: 1) A worker's abilities and interests. 2) Clarity and acceptance of the explanation of the role of a worker, and 3) Level of work motivation.

The data collection technique used in this study consisted of a questionnaire. The questionnaire is intended to collect data on education, training (training) and work environment as well as work performance. The questionnaire used was validated and tested for reliability before being used. Data were analyzed by descriptive analysis technique. Grouping the employee statement scores for the three variables, namely education and training (Training) and the work environment with employee performance with the following classification:

- Mi + 1 Sdi and above : H
- Mi – 1 Sdi s.d ≤ Mi + 1 Sdi : Medium
- Mi – 1 Sdi and below : Low

RESULTS AND DISCUSSION

1. Characteristics of Respondents

The results of the characteristics of the respondents studied in terms of age, last education, and length of work can be described as follows:

Table 1. Age distribution of respondents

No	Respondent age (year)	F	Percentage
1.	30-35	6	16.7%
2.	36-45	19	52.8%
3.	46-50	8	22.2%
4.	>51	3	8.33%
	Total	36	100%

The result of the age of the respondents is that most of the respondents are between 36-45 years old as many as 19 people (52.8%). Most of them are 36-45 years old because that age is still considered productive and they can still achieve good work performance in the office.

Table 2. Distribution of respondent's last education

No	Respondent education	F	Percentage
1.	SMA	8	22.2%
2.	S1	22	61.1%
3.	S2	6	16.7%
	Total	36	100%

The results of the last education of the respondents are that most of them have the latest education is 22 people (61.1%), most of them have S1 and they are expected to achieve good work results in their work.

Table 3. Distribution of respondents' length of work

No	Respondent's working time	F	Percentage
1.	0-7	4	11.1%
2.	8-15	9	25%
3.	16-20	20	55.6%
4.	>20	3	8.33%
	Total	36	100%

The result of the highest length of service from respondents was 16-20 years of service as many as 20 people (55.6%). Those who work longer hours are because they should get more priority in getting education and training so that they can understand the work to be carried out in the future.

2. Instrument Validity and Reliability Test Results

The results of the validity of the instrument data found, then from each variable can be seen in the table below:

Table 4 The results of the instrument validity test of the education and training (Diklat) variable (X1), the work environment (X2), and the employee's work performance (Y)

No items	Variable	R count	R table	Description
1.	Training	0.688	0.2709	Valid
2.		0.864	0.2709	Valid
3.		0.716	0.2709	Valid
4.		0.688	0.2709	Valid
5.		0.924	0.2709	Valid
6.		0.776	0.2709	Valid
7.		0.924	0.2709	Valid
8.		0.864	0.2709	Valid
9.		0.924	0.2709	Valid
10.		0.924	0.2709	Valid
11.		0.502	0.2709	Valid
12.		0.616	0.2709	Valid
13.		0.864	0.2709	Valid
14.		0.716	0.2709	Valid
15.		0.924	0.2709	Valid
16.		0.502	0.2709	Valid
17.		0.924	0.2709	Valid

18.		0.502	0.2709	Valid
19.		0.616	0.2709	Valid
20.		0.924	0.2709	Valid
21.		0.776	0.2709	Valid
22.		0.502	0.2709	Valid
23.		0.716	0.2709	Valid
1.	Work environment	0.924	0.2709	Valid
2.		0.895	0.2709	Valid
3.		0.732	0.2709	Valid
4.		0.736	0.2709	Valid
5.		0.800	0.2709	Valid
6.		0.930	0.2709	Valid
7.		0.895	0.2709	Valid
8.		0.930	0.2709	Valid
9.		0.485	0.2709	Valid
10.		0.673	0.2709	Valid
11.		0.732	0.2709	Valid
12.		0.930	0.2709	Valid
13.		0.485	0.2709	Valid
14.		0.930	0.2709	Valid
15.		0.485	0.2709	Valid
16.		0.673	0.2709	Valid
17.		0.930	0.2709	Valid
18.		0.800	0.2709	Valid
19.		0.485	0.2709	Valid
20.		0.673	0.2709	Valid
21.		0.800	0.2709	Valid
22.		0.736	0.2709	Valid
23.		0.895	0.2709	Valid
24.		0.732	0.2709	Valid
25.		0.736	0.2709	Valid
26.		0.800	0.2709	Valid
27.		0.930	0.2709	Valid
28.		0.895	0.2709	Valid
1.	Work performance	0.931	0.2709	Valid
2.		0.700	0.2709	Valid
3.		0.931	0.2709	Valid
4.		0.458	0.2709	Valid
5.		0.810	0.2709	Valid
6.		0.469	0.2709	Valid
7.		0.469	0.2709	Valid
8.		0.547	0.2709	Valid
9.		0.931	0.2709	Valid
10.		0.810	0.2709	Valid
11.		0.590	0.2709	Valid
12.		0.931	0.2709	Valid
13.		0.810	0.2709	Valid
14.		0.469	0.2709	Valid
15.		0.931	0.2709	Valid
16.		0.931	0.2709	Valid

The results of the validity test of the instrument can be explained that all items from each variable are valid because the value of r table = 0.2709 with a one-way test by examining the corrected items deleted, it is known that all items are valid. The results of the data reliability test of each variable can be seen in the table below:

Table 5. Reliability test results

No	Variable	Reliable count value	Reliable standard value	Description
1.	Education and Training (Diklat) (X1)	0.950	0,60	Reliable
2.	Work environment (X2)	0.973	0,60	Reliable
3.	Employee work performance (Y)	0.965	0,60	Reliable

The test results show that all data are reliable because the value of Education and Training (X1) is 0.950, Work environment (X2) is 0.973, and employee performance (Y) is 0.965. The reliable results show that all data are more than the standard reliable value of 0.60.

3. Discussion

a. Effect of Education and Training (Diklat) on Work Performance of Inspectorate Employees of Hulu Sungai Utara Regency

Based on the results of the t-test, it can be seen that there is an effect of education and training (Diklat) on the work performance of the employees of the North Hulu Sungai Regency Inspectorate, this can be seen from t count $2.318 > t$ table 1.68 with a significant level of $0.027 < 0.05$. This means that H_a is accepted and H_o is rejected.

The influence of education and training (Diklat) on the work performance of the Inspectorate of Hulu Sungai Utara Regency employees is due to the existence of education and training that can make employees more aware of the work they will do in the office. Education and training is an effort to develop human resources, especially to develop intellectual abilities and human personality. Education and training in organizations provide great benefits for training participants. One of the benefits obtained from training and education is that it can develop abilities, increase knowledge, skills, abilities and be able to work efficiently. The implementation of education and training is expected to improve employee performance or be better than before the education and training was held. Therefore, education and training are very important to be implemented in improving the performance of Civil Servants.

According to Septianingrum (2014), explaining that education and training is an effort to develop human resources, especially to develop intellectual abilities and human personality. The use of the terms education and training in an institution or organization is usually combined into education and training. The unit that handles employee training is commonly called Pusdiklat (Center for education and training). Education and training can be seen as a form of investment. Therefore, every organization or agency that wants to develop, then the training for its employees must receive great attention. According to Nugroho (2019), meaning that education and training is an effort to maintain, improve the ability, capacity and professionalism of employees. This is important because of the method used by the organization to maintain, maintain, maintain public employees in the organization and at the same time improve the skills of employees so that they can then improve their performance. 5

The relationship with work performance is due to work performance or performance as a result of work in quality and quantity achieved by an employee in carrying out his duties in

accordance with the responsibilities given to him. What is meant is that every job responsibility given to employees will shape the quantity and quality of their work to determine the achievements of their workers. According to Mashar (2015) work performance is the result of work that has been achieved by someone from his work behavior in carrying out work activities. Which means that the work activities carried out by employees so far have produced a proud achievement. With aspects of work results, worker knowledge, initiative, mental agility, attitude and time discipline.

The conclusion is that there is an effect of education and training (Diklat) on the work performance of the employees of the North Hulu Sungai Regency Inspectorate. The better the education and training (Diklat) the better the employee's work performance and conversely the more there is no education and training (Diklat), then the work performance of the employees of the Hulu Sungai Utara Regency Inspectorate will certainly be less well implemented while working.

b. The Influence of Work Environment on Work Performance of Inspectorate Employees of Hulu Sungai Utara Regency

The results showed that the work environment had an effect on the work performance of the employees of the North Hulu Sungai Regency Inspectorate. This can be seen from the test results with t count $2.054 > t$ table 1.68 with a significant level of $0.048 < 0.05$. This means that H_a is accepted and H_o is rejected.

These results indicate that the work environment has an influence on an employee's performance because a supportive work environment will be able to make employees comfortable and feel safe when they carry out their work. A work environment that supports an employee's work performance during a work environment that can help them in carrying out their daily work. Organizations in improving employee performance need the development of appropriate human resources with a supportive work environment.

One of the performance achievements of employees is by paying attention to work environment factors. The organization as the parent company must provide a comfortable and conducive work environment that is able to provoke employees to work productively. Providing a comfortable work environment will be able to provide satisfaction to employees for the work done and give a deep impression to employees which in the end employees will have good performance. The work environment itself has two dimensions, namely the physical dimension (room coloring, lighting, cleanliness, spatial planning, etc.) and the non-physical dimension (employee welfare, work atmosphere, relations between employees, etc.). Organizations must be able to provide these two dimensions in good condition so that they are able to make employees to continue to work productively and cooperate with each other between employees and with leaders to achieve organizational goals.

This is supported by the results of Latifah & Nurmalasari's research (2019) The influence of the work environment on work performance at the mining and energy office of the Ketapang district. non-physical (X2) simultaneously on the work performance variable (Y) is 61.1% and the rest is influenced by other variables. Supported by research results by Nurhasanah (2010) The Effect of Work Environment on Employee Performance at Bank Indonesia Samarinda Branch, the results show that there is a positive and significant influence either partially or simultaneously between the physical environment or the non-physical environment on employee work performance. Therefore, with a good work environment, the work performance of an

employee will be better developed and based on an assessment, their performance will increase, especially for employees in the North Hulu Sungai Regency Inspectorate.

c. The Influence of Education and Training (Diklat) and Work Environment on Work Performance of Inspectorate Employees of Hulu Sungai Utara Regency

The results showed that education and training (Diklat) and work environment had an effect on the work performance of the employees of the North Hulu Sungai Regency Inspectorate. The results of the F test indicate that the results of this influence can be proven by the results of the calculated F value of 10,988 > F table 3.28, with a significant level of 0.000 < 0.05. This means that the two variables have an effect of only 40%.⁷

Education and training (Training) and the work environment strongly support an employee's work performance, because with good training and a good work environment it will be able to make an employee able to improve his work performance in the future. Handoko (2014: 92) explains that one of the things that has an influence on work performance is the education and training received by employees because in this way it can have an impact on the work they will do on a daily basis. One of the factors that causes low employee performance is the lack of education and training obtained by employees.

Setyawan & Bawono (2017) state that the work environment is everything around employees both physically and non-physically that can affect them in carrying out all the work assigned to them. There are two kinds of work environment, namely physical work environment and non-physical work environment. Work environment means a situation in which employees do work every day. There are times when every employee has the same right to get comfortable at work. Because if employees feel comfortable with work, then employees will do the job wholeheartedly without complaining. For example, the lack of air conditioning in the administrative workspace, employees work less comfortable and unfocused because of the heat caused by no incoming air circulation. The comfort created by this work environment affects the seriousness of employees in working so as to encourage employees to be able to work better because of environmental support.

⁶ The results of Togas' research (2015), The Effect of Work Environment, Motivation, and Skills on Employee Work Performance at Bank Bri Manado Branch, The results show that the work environment, motivation, skills simultaneously and partially have a positive and significant effect on work performance. The management of Bank Rakyat Indonesia (BRI) Manado branch should improve employee performance continuously by improving the work environment, motivation, and skills of employees working in their agencies.

People believe that individual work performance is a combined function of three factors, namely: 1. A worker's abilities and interests. Psychologically, employee abilities consist of potential abilities (IQ) and reality abilities (knowledge + skills). This means that employees with adequate education for their positions and skilled in doing daily work, will more easily achieve the expected performance. 2. Clarity and acceptance of the explanation of the role of a worker. Provide clarity to employees regarding the role and job description of the work that he or she does in certain positions, so that the work he does is directed and in accordance with the role of the employee. 3. Level of work motivation. Motivation is a condition that moves employees who are directed to achieve organizational goals (work goals). Achievement motivation is an encouragement within employees to carry out an activity or task as well as possible in order to be able to achieve work performance with a commendable predicate (Mashar, 2015).

There are two factors that affect work performance, namely individual and environmental factors. The individual factors in question are: 1. Efforts that show a number of physical and mental synergies used in carrying out task movements. 2. Abilities, namely personal traits needed to carry out tasks 3. Role or task perception, namely all behaviors and activities that are deemed necessary by individuals to complete a job (Tanjung, 2017; Rajagukguk, 2017).

CONCLUSION

There is an influence of education and training (Diklat) on the work performance of the employees of the Inspectorate of Hulu Sungai Utara Regency. Therefore it is concluded that H_a is accepted and H_0 is rejected. This means that the existence of training can have an impact on the work of an employee because with the training it can provide knowledge to Inspectorate employees in carrying out their daily work. There is an influence of the work environment on the work performance of the employees of the North Hulu Sungai Regency Inspectorate. Therefore it is concluded that H_a is accepted and H_0 is rejected. A good work environment can make an employee better at work because a supportive work environment is not only physical in carrying out work but also a non-physical work environment such as his relationship with humans both with the leadership or with fellow employees so that they can carry out directed and more focused work. Well done. There is an influence of education and training (Diklat) and work environment on the work performance of the employees of the North Hulu Sungai Regency Inspectorate. Therefore it is concluded that H_a is accepted and H_0 is rejected. Education and training and the environment have an influence on the work performance of an employee so far. Because these two variables can support the work performance of an inspectorate employee in carrying out his daily work well.

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