

**THE EFFECT OF EDUCATION, INCOME AND EXPERIENCE ON EMPLOYEE ACHIEVEMENT AT SAM RATULANGI UNIVERSITY***PENGARUH PENDIDIKAN, PENDAPATAN, DAN PENGALAMAN PADA PRESTASI KARYAWAN DI UNIVERSITAS SAM RATULANGI*

By:

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**Abstract:** Nowadays manpower as a human resource has a very important role because the performance of employees as human resources can affect other factors. Realizing that humans are a determining factor and become the center of attention in every operational activity, a company or an agency is required to manage human resources so that the expected goals can be achieved through an orientation on the use of human resources effectively and efficiently. This research is using a quantitative approach. To collect the research data, primary data collection was used through questionnaires. A questionnaire is a research instrument consisting of a series of questions (or other types of prompts) for the purpose of gathering information from respondents. From the results above Education are not able to influence Employee Achievement at Sam Ratulangi University, while Income and experience are able to influence Employee Achievement at Sam Ratulangi University. This test shows that together Income and Experience on employee may affect the employee achievement at Sam Ratulangi University. For the next writer is expected to add other variables for used as an indicator in further research. This is because it still is variables that affect work performance that have not found by the author. For the next researchers also must take the approach and use other data analysis so that it will produce better research.

**Keywords:** employee achievement, education, income, experience

**Abstrak:** Tenaga kerja sebagai sumber daya manusia dewasa ini memiliki peran yang sangat penting karena kinerja pegawai sebagai sumber daya manusia dapat mempengaruhi faktor-faktor lain. Menyadari bahwa manusia merupakan faktor penentu dan menjadi pusat perhatian dalam setiap kegiatan operasional, maka suatu perusahaan atau instansi dituntut untuk mengelola sumber daya manusia agar tujuan yang diharapkan dapat tercapai melalui orientasi pada penggunaan sumber daya manusia secara efektif dan efisien. Penelitian ini menggunakan pendekatan kuantitatif. Pengumpulan data penelitian dilakukan dengan pengumpulan data primer melalui kuesioner. Kuesioner adalah instrumen penelitian yang terdiri dari serangkaian pertanyaan (atau jenis petunjuk lainnya) untuk tujuan mengumpulkan informasi dari responden. Dari hasil diatas Pendidikan tidak dapat mempengaruhi Prestasi Kerja Pegawai Universitas Sam Ratulangi, sedangkan Pendapatan dan Pengalaman dapat mempengaruhi Prestasi Pegawai Universitas Sam Ratulangi. Hasil pengujian menunjukkan bahwa secara bersama-sama Pendapatan dan Pengalaman pada karyawan dapat mempengaruhi prestasi kerja karyawan pada Universitas sam ratulangi. Untuk selanjutnya penulis diharapkan menambahkan variabel lain untuk digunakan sebagai indikator dalam penelitian selanjutnya. Hal ini dikarenakan masih terdapat variabel-variabel yang mempengaruhi prestasi kerja yang belum ditemukan oleh penulis. Bagi peneliti selanjutnya juga harus melakukan pendekatan dan menggunakan analisis data lain sehingga akan menghasilkan penelitian yang lebih baik.

**Kata Kunci:** prestasi karyawan, pendidikan, pendapatan, pengalaman

## INTRODUCTION

### Research Background

Current developments in the world economy are increasingly fast and unpredictable. This is also in line with the development of increasingly sophisticated science and technology. Such conditions require companies and other organizations to compete in improving the quality of their respective organizations, with make improvements and improve themselves to meet various challenges and changes that are increasingly progressing and very difficult to predict. One of the challenges faced in the future is to create organizations that demand effective and efficient management. Organizations are required to be able to properly manage all the resources they have including human resources, both in performance and welfare so that they are a common goal can be achieved maximally. In Indonesia alone there are various kinds of state agencies have their respective duties in various fields, ranging from health, economy, population, staffing, and so forth. The agency also requires employees to drive the organization's wheels towards achieving the goals previously set. Just like organizations in general, government agencies also have complex problems in human resource management that they have, namely employees, ranging from performance, salary, and discipline issues. Nowadays manpower as a human resource has a very important role because the performance of employees as human resources can affect other factors. Realizing that humans are a determining factor and become the center of attention in every operational activity, a company or an agency is required to manage human resources so that the expected goals can be achieved through an orientation on the use of human resources effectively and efficiently.

Human Resources (HR) are the most valuable company assets that must be managed properly. Human Resources (HR) is the most important part that has a big role in the company because human resources are part of managing, regulating and driving the wheels of the company in achieving its goals. Companies can develop or not depend on the quality of Human Resources (HR) owned by the company, therefore the quality of human resources is the main factor needed by the company as a first step to achieving the goal. Quality of human resources are understanding about science and have the ability and skills in a field. As a human resource, initial steps to improve and enhance the quality of self is by education, namely formal education conducted in school and college. Education is no stranger to our ears, because indeed since childhood we have been introduced to education. In fact, we may know education since we were in the womb of the mother. Education is an important matter and is a milestone for the younger generation to create a nation civilization that understands science.

Based on the description above, employees can grow well and be directed so that it is hoped that the work achievement of employees will increase so that the company's goals can be achieved. So the authors wish to conduct this research to find out what affects the work Achievement of employees in a company by taking the title "The Effect of Education, Income and Experience on Employee Achievement at Sam Ratulangi University" Thus, to create Unsrat that is able to compete with other educational institutions, it must also pay attention to factors in terms of education, income and work experience of employees who are able to bring their employees to improve achievement, but in order to achieve these goals it is not easy for Unsrat to do.

### Research Objectives

The aims of this research are:

1. To find out the effects of education, income and experience the employee achievement in Sam Ratulangi University simultaneously
2. To find out the effects of experience on employee achievement in Sam Ratulangi University
3. To find out the effects of income on employee achievement in Sam Ratulangi University.
4. To find out the effects of education on employee achievement in Sam Ratulangi University partially

## THEORETICAL FRAMEWORK

### Human Resource Management

HRM is really employee management with an emphasis on those employees as assets of the business. In this context, employees are sometimes referred to as human capital. As with other business assets, the goal is to make effective use of employees, reducing risk and maximizing return on investment. According to Dessler (2005), Human Resources Management is the policies and practices to carrying out the "people" of Human Resources aspect in management position including recruiting, screening, training, rewarding and appraising.

Human Resources management is the process of acquiring, training, appraising and compensating employees, and attending to their labor relations, health and safety and fairness concerns.

### **Achievement**

An achievement is something an employee does, such as reaching a goal or completing a project, using her skills, effort and persistence. According to psychologists Abraham Maslow, Fredrick Herzberg and David McClelland, the need for achievement is a psychological motivator that employees can develop. Every employee looks for progression within the job and the opportunity of personal development somehow determine the level of employee satisfaction.

### **Income**

According to the national wage research council in Husnan (2000), wages are an acceptance as a reward from the granting of work to the recipient of work for a job or service that has been and will be carried out, serves as a guarantee of the survival of a decent life for humanity and the production is expressed or valued in the form of money determined according to agreements, laws and regulations and are paid on the basis of a work agreement between the employer and the recipient work.

### **Education**

Everyone also has a definition of education itself. There are those who think that education is a learning process that occurs in a room or class that is led or directed by someone or more who masters the learning itself. Education is also considered as a process and a series of activities which aim at enabling an employee to assimilate and develop knowledge, skills, values and understanding which are not simply related to a narrow field of activity but allow a broad range of problems to be defined, analyzed and solved.

### **Experience**

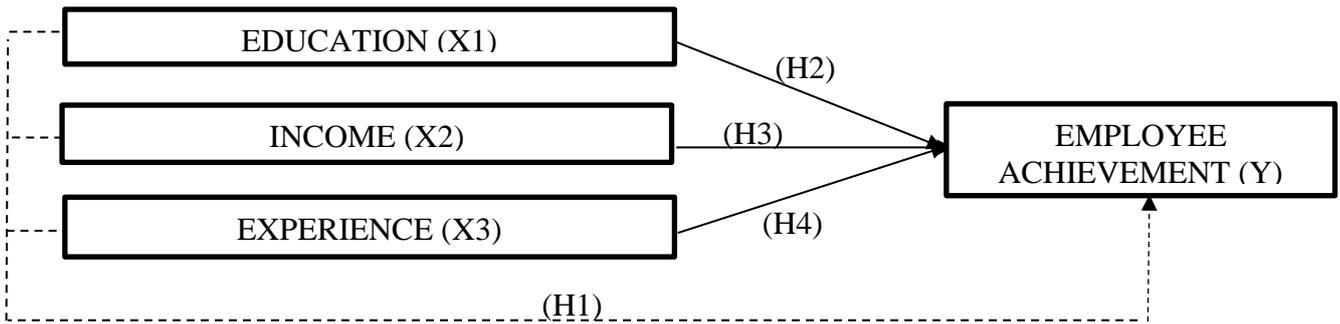
Employee experience encapsulates what people encounter and observe over the course of their tenure at an organization. Every company invests in the customer experience. And as organizations increasingly recognize people as their greatest assets, they're investing in the employee experience as well (Sutrisno, 2009). Employee experience is about the people behind the company, much in the same way that customer experience is about the people behind the purchase. Understanding what motivates, inspires, and drives action for employees is key to creating better, lasting experiences for them.

### **Previous Research**

Nishant Uppal, Sushanta Mishra, and Vohra Nishant (2014) analyzed Prior Related Work Experience and Job Performance: Role of Personality. Using a sample of 688 sales persons in the insurance industry, the present study found support for the positive relationship between PRWE and JP. Further, the study found the moderation effect of personality factors on the above relationship. Implication of the study to the practitioners and the academia is discussed.

Aida Mehrad (2014) analyzed The Impact of Income on academic staff Job Satisfaction at Public research Universities, Malaysia. the present study focused on income as external factor that impacts on job satisfaction and examines the association between these two factors among academic staffs at public universities in Malaysia. The sample of the study was 440 academic staff that worked in public universities and completed the job descriptive index inventory. Additionally, the result showed there is significant relationship between income and the amount of job satisfaction that analyzed by ANOVA test. As well, the existing paper supports the effect of income on job satisfaction among academic staff.

Hasan Tutar, Mehmet Altinoz, and Demet Cakiroglu (2011) analyzed The Effects of Employee Empowerment on Achievement Motivation and the Contextual of Employees. The purpose of this study is to investigate the effects of perceived employee empowerment on achievement motivation and performance of employees. For this purpose, the data gathered from employees of public and private banks operating in Ankara have been analyzed, applying statistical techniques and methods. The analysis of the research data has revealed that the perceived employee empowerment had a positive impact on the achievement motivation and contextual performance of employees. The research data has also indicated that employee empowerment is an important predictor variable to achievement motivation and contextual performance of employees.

**Conceptual Framework**

**Figure 1. Conceptual Framework**  
*Source: Data Analysis Method (2019)*

Figure 1 explains the conceptual framework that will be applied in this research. Education, Income and Experience are the independent variables to measure the dependent variables. By using Multiple linear regression to analyze the influence of independent variables and dependent variables partially and simultaneously.

## RESEARCH METHOD

### Research Approach

The purpose of this research is to explain the method used in this research starting from the type of research, population and sample, source and type of data, operation definition, research instruments and data analysis method. Whereas, this research will use a method of Multiple Linear Regression to analyze the data. This research is using a quantitative approach. According to Aliaga and Gunderson (2002), Quantitative research is explaining phenomena by collecting numerical data that are analyzed using mathematically based methods (in particular statistics).

### Population, Sample and Sampling Technique

Population is the entire subject of research. If someone wants to examine all the elements that exist in the area of research, then the population research, the study of liquid population, or Census study (Sabar, 2007). The population of this research is the employee of the Sam Ratulangi University in Manado. In this study, because the population is more than 100 respondents, then the author took 10-15% or 20-25% of the population in Sam Ratulangi University. In measuring the number of sample in this study, the researcher uses Slovin formula. Sample is a set of data collected and/or selected from a statistical population by a defined procedure. The elements of a sample are known as sample points, sampling units or observations.

### Data Collection Method.

To collect the research data, primary data collection was used through questionnaires. A questionnaire is a research instrument consisting of a series of questions (or other types of prompts) for the purpose of gathering information from respondents.

### Data Analysis Method, Validity and Reliability

Analysis of data is a process of inspecting, cleaning, transforming, and modeling data with the goal of discovering useful information, suggesting conclusions, and supporting decision-making. Testing the quality of the data obtained is important before performing data analysis. Data quality test performed that aims to ensure that the quality of the data is valid and reliable. Validity test is conducted to analyze whether all questions used for variables in the questionnaire were valid or not, based on correlation between each question to the total question. A measuring instrument is reliable if it provides consistent results. A reliable measuring instrument does not contribute to validity, but a reliable instrument need not be a valid instrument (Kothari, 2004). Measurements that have high reliability are measurements that can produce reliable data. Reliability of a test refers to the degree of stability, consistency, predictability, and accuracy. A questionnaire is said to be reliable if the one's response to a statement is consistent or stable over time.

**RESULT AND DISCUSSION****Result****Table 1. T-Test Result**

Variable	$t_{count}$	$t_{table}$	Description
Education ( $X_1$ )	1.964	2,660	Unaccepted
Income ( $X_2$ )	4.688	2,660	Accepted
Experience ( $X_3$ )	3.388	2,660	Accepted

Source: Processed Data (2019)

Based on table 1 above regarding the results of the t-test:

- 1)  $T_{count}$  value of Education is 1,964, thus  $t_{count} 1,964 < t_{table} 2,660$ , then Education partially not influence Employee Achievement or H1 is rejected.
- 2)  $T_{count}$  value of Income is 4,688, thus  $t_{count} = 4,688 > t_{table} 2,660$ , then Income partially influence Employee Achievement or H2 is accepted.
- 3)  $T_{count}$  value of Experience is 3,388, thus  $t_{count} 3,388 > t_{table} 2,660$ , then Experience partially influence Employee Achievement or H3 is accepted.

**Discussion****The Effect of Education, Income and Experience on Employee Achievement at Sam Ratulangi**

From the results of the F-Test above, it was found that the hypothesis H1 is rejected, which means that the independent variables not effect the dependent variable Y (employee achievement) simultaneously and H2, H3 is accepted. In other words, Education are not able to influence Employee Achievement at Sam Ratulangi University, while Income and experience are able to influence Employee Achievement at Sam Ratulangi University. This test shows that together Income and Experience on employee may affect the employee achievement at Sam Ratulangi University. From the questionnaire, it can be seen that the respondent are strongly agree about able to solve work problems that arise with the knowledge that they have, which is one of the Employee achievement indicator namely creativity. The questionnaire data also shows that respondents are strongly agree with level of knowledge held. That means Sam Ratulangi University employees could completing the work they carry with that knowledge employees. The reason why they complete their works with the knowledge they have is The salary or wages they receive are in accordance with their work. And another reason is that the education they have attained makes it easier for employees to understand the jobs provided by the company. The respondents are strongly disagree with the statement of education level is very influential in employee performance.

**The Effect of Education on Employee Achievement**

Based on the T-test result, the variable  $X_1$  is partially not influence variable Y. The results of this hypothesis are agree with the results of research by Tariyo and Mulyanto (2012) that the level of education has a negative and insignificant effect on employee performance. In this study, it is possible that the education level variable has no effect on employee achievement performance because the instrument in this study cannot correctly classify problems related to education level so that the inaccuracy of measuring this variable can result in not finding a significant relationship between education level and employee achievement performance.

**The Effect of Income on Employee Achievement**

Based on the T-test result, the variable  $X_2$  is partially influence variable Y and the hypothesis H3 is accepted. That means there is an effect of income on employee achievement. The questionnaire result shows that the respondents are strongly agree that their salaries, are already appropriate with their contribution and performance at work. These results are agree with the results of research conducted Winarni and Utomo (2013) that showed that a significant influence on the performance of employee salaries. It means that the tendency of the respondents to conduct Employee achievement was influenced by how fairly the organization treat them based on their contribution and also satisfied with their remuneration and how fairly the organization treat them according to their performance. Another reason why income may effect employee achievement is because the latest education of employees is influential in their daily needs, in this case the income of employees at Sam Ratulangi University Manado can be said to be sufficient for their daily expenses.

### **The Effect of Experience on Employee Achievement**

Based on the T-test result, the variable X3 is partially effect variable Y and the hypothesis H4 is accepted. That means there is an effect of experience of work on employee achievement. The questionnaire result shows that the respondents are strongly agree that their work experience that employees have an important role in carrying out the tasks assigned. According to Mondy (2008), regardless of the nature of their duties, the experience has the potential to increase a person's ability to perform. Work experience will have a positive impact for seasoned civil servants will be given more types of items you have completed the task so that it has the ability to complete the tasks assigned and the achievement of performance in terms of achievement in the field of employment.

## **CONCLUSION AND RECOMMENDATION**

### **Conclusion**

Based on the research problems, results and discussion that are carried out, it can be concluded as follows:

1. There is not an effect of education on employee achievement at Sam Ratulangi University simultaneously. In this study, probably that the education level variable has no effect on employee work performance because the instrument in this study cannot classify the problems related to the level of education correctly so that the inaccuracy of measuring this variable can result in not finding a significant relationship between education level and employee performance.
2. There is an effect of income on employee achievement at Sam Ratulangi University. The income variable has a significant positive effect on employee performance. This means that the income earned by employees encourages employees to work harder to achieve employee performance
3. There is an effect of experience on employee achievement partially. Work experience has a positive and significant effect on employee work performance. This means that the higher the work experience value, the higher the employee work performance value.

### **Recommendation**

1. In an effort to improve achievement employees, It is expected that Sam Ratulangi University for more to provide a creative education or training program to its employees so can develop knowledge in completing a job given by the company. For Sam Ratulangi University, in an effort to improve the performance of its employees, it is better to always pay attention to the income or wages given to its employees so that employees are enthusiastic about working so that the performance of their employees will also increase. Sam Ratulangi University should be deep recruiting more prospective employees from the experience it has. With the experience in accordance with the field it will provide convenience to these employees in complete the work assigned to him.
2. For the next writer is expected to add other variables for used as an indicator in further research. This is because it still is variables that affect work performance that have not found by the author.
3. For the next researchers also must take the approach and use other data analysis so that it will produce better research.

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