



The Effect of Education and Training on Improving the Quality of Human Resources and Its Impact on The Performance of Cooperative Management in Bengkalis Regency

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ABSTRACT

This study aims to determine the effect of education and training on improving the quality of human resources and its impact on the performance of cooperative management in Bengkalis Regency. The number of samples in this study were 285 cooperative managers in Bengkalis Regency. The data collection technique in this study used a questionnaire. The research instrument testing technique uses SEM PLS. The results showed that education has a positive and significant effect on improving the quality of human resources. Training has a positive and significant effect on improving the quality of human resources. Improving the quality of human resources has a positive and significant effect on performance. Education has a positive effect on performance through improving the quality of human resources. Training has a positive effect on performance through improving the quality of human resources.

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Introduction

The cooperative, small and medium enterprises office of Bengkalis Regency is one of the Regional Apparatus Organizations in Bengkalis Regency. The Office of Cooperatives, Small and Medium Enterprises of Bengkalis Regency has the task of assisting the Regent in carrying out Regional Government affairs based on the principles of autonomy and assistance in the fields of cooperatives, small and medium enterprises. Then the Office of cooperatives, small and medium enterprises also carries out one of its functions as coordinating cooperative education and training for cooperatives.

The phenomenon that occurs in the Office of Cooperatives, Small and Medium Enterprises of Bengkalis Regency while carrying out its duties according to the 2023 performance agreement, in particular, there is one indicator that has not been met, namely the percentage of healthy cooperatives. This is due to the high percentage of inactive cooperatives and limited coaching.



It can be seen that the number of cooperatives in Bengkalis Regency in 2021 amounted to 974 cooperatives consisting of 399 active cooperatives and 575 inactive cooperatives. Then the number of cooperatives in 2022 amounted to 998 cooperatives consisting of 318 active cooperatives and 680 inactive cooperatives. From the recapitulation results, it is known that the total number of cooperatives in Bengkalis Regency has increased from the previous year. However, in 2022, the number of active cooperatives decreased while the number of inactive cooperatives increased. Furthermore, the number of cooperatives in 2023 amounted to 1,012 cooperatives consisting of 329 active cooperatives and 683 inactive cooperatives. From the recapitulation results, it is known that in 2023 the number of cooperatives in Bengkalis Regency as a whole experienced a slight increase from 2022. Likewise, the number of active cooperatives and inactive cooperatives both experienced a slight increase from 2022.

Knowing that there are still many inactive cooperatives, of course, coordinating cooperative education and training for cooperatives is an important concern. The quality of human resources consists of a combination of physical abilities (health) and non-physical abilities (ability to work, think, mentally, and other skills that support) owned by an individual so that they are able to work, create, and have potential in the organization (Kurnia, 2020). Measurement of the quality of human resources can be reviewed through the performance of the cooperative management concerned.

Performance is often referred to as the result of work both in quality and quantity achieved by a person in carrying out tasks according to the responsibilities given (Mangkunegara, 2019). Performance in an organization is influenced by several factors, one of which is the education factor. By pursuing education, a person will gain knowledge that will be useful for building competence in themselves so that it will affect the quality of the work produced (Rahmah, 2023).

In the Big Indonesian Dictionary, education comes from the root word *didik* (educate), which means to maintain and give training (teaching leaders) regarding morals and intelligence of the mind. Education in terms of language comes from the basic word *didik*, and is given the prefix *men-*, which is a verb that maintains and provides training (teaching). According to John Dewey in (Arifin, 2020) education is a process of forming fundamental basic abilities, both concerning thinking (intellectual) and feeling (emotional) power, towards human character and ordinary people. Education as a rearrangement or reconstruction of various experiences and events experienced in an individual's life so that everything new becomes more directed and meaningful. According to the Education System Law No.20 2003 Chapter 1 Article 1 Paragraph 1, the definition of education is a conscious and planned effort to create a learning atmosphere and learning process so that students actively develop their potential to have religious spiritual strength, self-control, personality, intelligence, noble character and skills needed by themselves, society, nation and state. Indicators of education measurement according to Hariandja in (Pariarta & Antari, 2021) are educational background, and knowledge insight.

Apart from education, another factor that can affect performance is training. Training serves to systematically improve skills and knowledge so that they are able to have professional performance in their fields. Training is the process of pursuing the skills needed by employees in carrying out their work, where employee training provides practical knowledge and its application in the world of corporate work to increase work productivity in achieving the desired goals of the company's organization (Dessler, 2020).



Then according to Rivai and Sagala in (Widodo, 2019), said that: “training is a process of systematically changing employee behavior to achieve organizational goals”. Training is related to the skills and abilities of employees to carry out current work. Training indicators (Mangkunegara, 2019) include instructors, participants, materials, methods, goals, facilities.

Then M. Dawam Rahardjo in (Faizi et al., 2022) explains the meaning of Human Resource Quality, namely: “The quality of human resources is not only determined by the aspect of skill or physical strength, but also determined by education or level of knowledge, experience or maturity and attitudes and values”. Human resources can be said to be of quality when they have the ability to carry out the authority and responsibility given to them. This ability can only be achieved when they have sufficient education, training and experience to carry out the assigned tasks and responsibilities (Nafitri, 2020). According to Hutapea and Nurianna in (Eriva et al., 2019) indicators of human resource quality include understanding the field of work, knowledge, work enthusiasm, planning / organizing skills.

Performance comes from the word performance, there are some who interpret performance as work results or work achievements. But actually performance has a broader meaning not only the results of work but also includes how the work process takes place.

Employee performance is what affects how much they contribute to the company which includes output quantity, output quality, output timeframe, attendance at work, cooperative attitude (Jackson, 2019). Performance is the result of work in quality and quantity achieved by an employee in performing his duties in accordance with the responsibilities given to him (Mangkuprawira, 2019). Performance is a display of the overall state of achievement that is influenced by the company's operational activities in utilizing its resources. Behavior is the real behavior that everyone collects as a work achievement produced by employees in accordance with their role in the company (Rivai, 2019). There are three indicators to measure individual employee performance, namely (Robbins, 2019) are work quantity, work quality, and timeliness.

Method

The method used in this research is quantitative research methods. The data collection method used in this study used a questionnaire. In this study the questionnaire was measured using a Likert scale. The Likert scale is used to measure the attitudes, opinions and perceptions of individuals or groups of people about social phenomena.

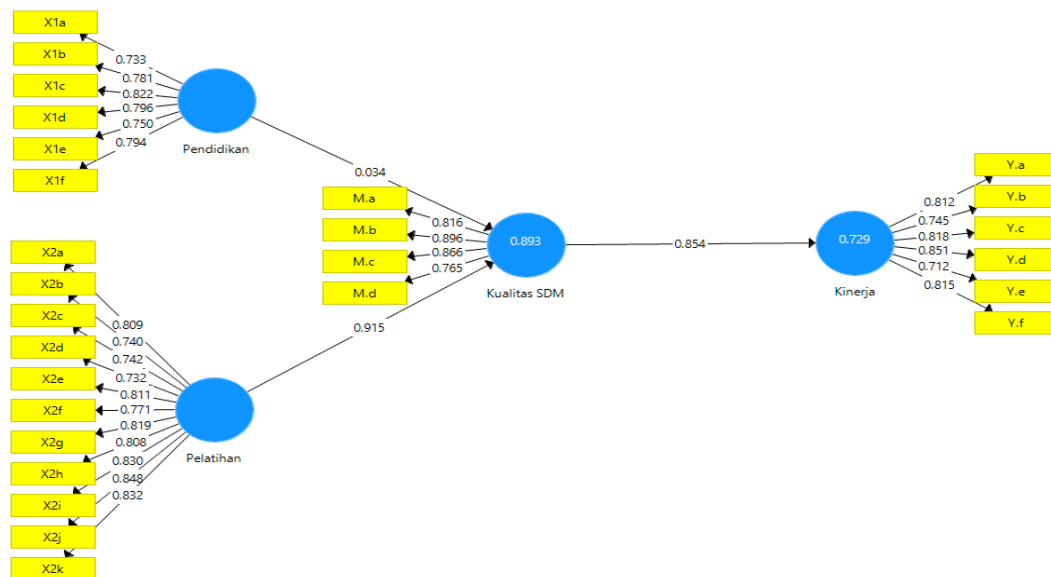
The population in this study were cooperative administrators (chairman, treasurer, secretary) from 329 active cooperatives in Bengkalis Regency. Therefore, the total population in this study was 987 people.

The sample is part of the quantity (number) and characteristics possessed by a population (Sugiyono, 2020). In this study, the determination of the sample using the Slovin formula with a sampling error limit of 5%.

The research sample amounted to 285 samples. The sampling technique used in this study is probability sampling technique with saturated sampling technique where all members of the population have the opportunity to become research samples. The data analysis technique used is descriptive data analysis and Structural Equation Modeling (SEM) PLS.



Results



Source of research data processing results in 2024

It can be seen that the outer loading values of all variables in this study have valid values. So it can be included in the next model. Based on the picture and also the outer loading table above, it is known that the value of the loading factor of all items on the indicator > 0.70 , therefore all items are declared valid. Then to measure convergent validity, the Average Variance Extrated measuring instrument can be used. In convergent validity, the rule of thumb is Average Variance Extrated > 0.5 . The following is the AVE value which will be displayed in the table below:

Table 4.10 Average Variance Extrated (AVE)

| Average Variance Extrated (AVE) | |
|------------------------------------|-------|
| Education (X1) | 0,608 |
| Training (X2) | 0.633 |
| The quality of human resources (M) | 0.701 |
| Performance (Y) | 0.630 |

Source of research data processing results in 2024

Based on the table of Average Variance Extrated values of the variables above, it is known that the Average Variance Extrated values of all variables in this study are > 0.5 . It can be said that all variables in this study have met the requirements and are declared valid. Furthermore, to find out details about the Average Variance Extrated root value of each variable, it can be seen in the table below:



Table 4.11
Average Variance Extrated Root Value

| | Kinerja | Peningkatan Kualitas SDM | Pelatihan | Pendidikan |
|--------------------------------|---------|--------------------------|-----------|------------|
| Performance | 0,793 | | | |
| The quality of human resources | 0,854 | 0,837 | | |
| Training | 0,942 | 0,945 | 0,796 | |
| Education | 0,808 | 0,827 | 0,866 | 0,780 |

Source of research data processing results in 2024

Based on the table above, it is known that the Average Variance Extrated root value of each variable in this study is greater than the Average Variance Extrated root value correlated with constructs in other variables, so that according to the predetermined requirements it can be said that discriminant validity in this study has been met.

Reliability measurement is used in two ways, namely by using Cronbach's Alpha and also Composite Reliability which can provide a fairly low value. However, it is recommended to use Composite Realibility whose value must be more than 0.7. The table of Cronbach's Alpha and Composite Realibility values in this study is:

Table 4.12
Composite Reliability Variabel

| | Cronbach's Alpha | rho_A | Composite Reliability |
|--------------------------------|------------------|-------|-----------------------|
| Performance | 0,881 | 0,887 | 0,910 |
| The quality of human resources | 0,857 | 0,866 | 0,903 |
| Training | 0,942 | 0,946 | 0,950 |
| Education | 0,871 | 0,874 | 0,903 |

Source of research data processing results in 2024

Based on the data above, the Cronbach Alpha, Composite Realibility and rho-A values for each variable have a value of > 0.7 and have met the requirements to be declared reliable.

Table 4.13
R Square Value

| | R Square | R Square Adjusted |
|------------------------------------|----------|-------------------|
| The quality of human resources (M) | 0.893 | 0.892 |
| Performance (Y) | 0.729 | 0.728 |

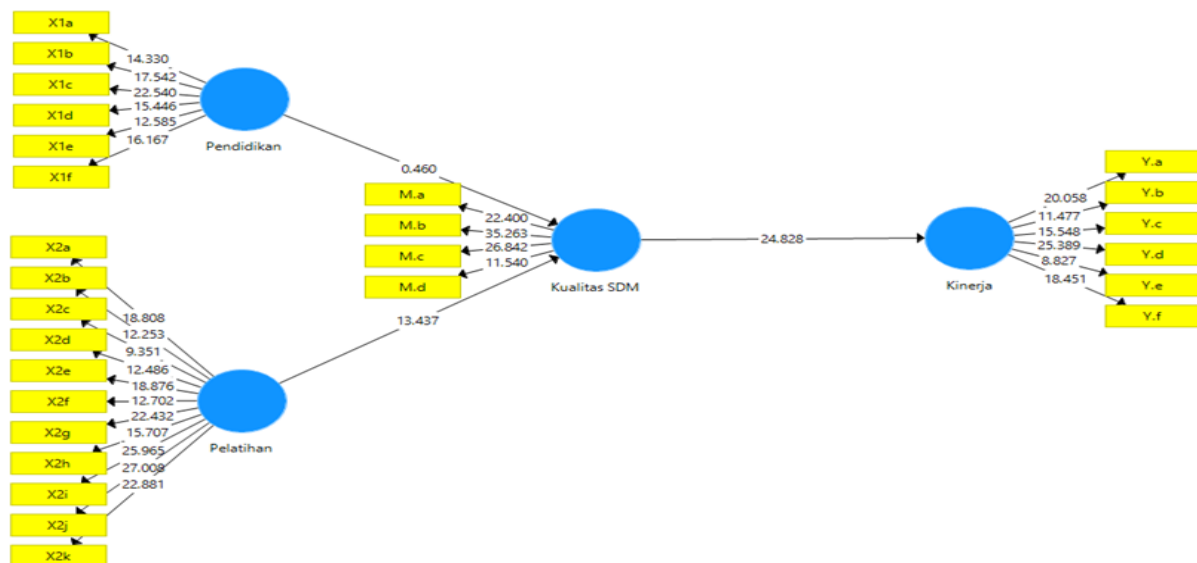
Source of research data processing results in 2024

Based on the table above, it is known that the adjusted r-square value of the model in this study is 0.892, which means that the ability of the independent variables to explain the dependent variable is 89.2% (Medium), so it can be said that the ability of the education (X1)



and training (X2) variables is in a strong category in explaining the mediation variable (M), which is 89.2%. Then the remaining 10.8% is the influence of other independent variables, which are not measured in this study.

Furthermore, in this study, the ability of the mediating variable in explaining the dependent variable is 0.728 or 72.8% (Moderate), so it can be said that the ability of the human resource quality variable (M) is in the moderate category in explaining the performance variable (Y), namely 72.8%, while the remaining 27.2% is the influence of other mediating variables, which are not measured in this study.



Source of research data processing results in 2024

Table 4.14
Path Coefficient

| | Original Sample (O) | Sample Mean (M) | Standard Deviation (STDEV) | T Statistics (O/STDEV) | P Values |
|---|------------------------|-----------------------|----------------------------------|-----------------------------|-------------|
| Education (X1) -> The quality of human resources (M) | 0,034 | 0,043 | 0,073 | 0,460 | 0,002 |
| Training (X2) -> The quality of human resources (M) | 0,915 | 0,907 | 0,068 | 13,437 | 0,000 |
| Peningkatan Kualitas SDM (M) -> Performance (Y) | 0,854 | 0,856 | 0,034 | 24,828 | 0,000 |

Source of research data processing results in 2024

Hypothesis 1: Education has a positive and significant effect on improving the quality of human resources on cooperative boards in Bengkalis Regency through a coefficient value of



0.034 (positive), p-value $0.002 < 0.05$ (significant) which shows a positive direction of influence so that it can be concluded that H_0 is rejected and the first hypothesis (H_1) is accepted, which means that education has a positive and significant effect on improving the quality of human resources on cooperative boards in Bengkalis Regency. This means that the higher the level of education of the cooperative management in Bengkalis Regency, the higher the quality of human resources in the cooperative management.

Hypothesis 2: Training has a positive and significant effect on improving the quality of human resources on cooperative management in Bengkalis Regency with an influence through a coefficient value of 0.915 (positive), p-value $0.000 < 0.05$ (significant) which shows a positive direction of influence so that it can be concluded that H_0 is rejected and the second hypothesis (H_2) is accepted, which means that training has a positive and significant effect on improving the quality of human resources on cooperative management in Bengkalis Regency. This means that the more often training is carried out, the more the quality of human resources on cooperative boards in Bengkalis Regency will increase.

Hypothesis 3: Improving the quality of human resources has a positive and significant effect on the performance of cooperative management in Bengkalis Regency with an influence through a coefficient value of 0.854 (positive), p-value $0.000 < 0.05$ (significant) which shows a positive direction of influence so that it can be concluded that H_0 is rejected and the third hypothesis (H_3) is accepted, which means that improving the quality of human resources has a positive and significant effect on the performance of cooperative management in Bengkalis Regency. This means that the more the quality of human resources in the cooperative management increases, the more the performance of the cooperative management in Bengkalis Regency will increase.

Table 4.15
Indirect Effects

| | Original Sample (O) | Sample Mean (M) | Standard Deviation (STDEV) | T Statistics (O/STDEV) | P Values |
|--|---------------------------|-----------------------|----------------------------------|-----------------------------|-------------|
| Training-> The quality of human resources -> Performance | 0,781 | 0,777 | 0,072 | 10,870 | 0,000 |
| Education-> The quality of human resources -> Performance | 0,029 | 0,037 | 0,063 | 0,459 | 0,647 |

Source of research data processing results in 2024

Hypothesis 4: The results showed that there was a positive and insignificant indirect effect between education on performance through improving the quality of human resources with a coefficient value of 0.029 with a p-value of 0.647. So it can be concluded that H_0 is rejected and the fourth hypothesis (H_4) is accepted, which means that education indirectly has a positive and significant effect on performance through improving the quality of human resources on cooperative boards in Bengkalis Regency. This means that the higher the level of education, the higher the quality of human resources so that the performance of cooperative management in Bengkalis Regency will increase.



Hypothesis 5: The results showed that there was a positive and significant indirect effect between training on performance through improving the quality of human resources with a coefficient value of 0.781 with a p-value of 0.000. So it can be concluded that H0 is rejected and the fifth hypothesis (H5) is accepted, which means that training indirectly has a positive and insignificant effect on performance through improving the quality of human resources on cooperative boards in Bengkalis Regency. This means that the more often training is carried out, there is an increase in the quality of human resources so that the performance of cooperative management in Bengkalis Regency will increase.

Discussion

The effect of education on improving the quality of human resources

Education is an effort to teach individuals various kinds of knowledge and abilities. Education provides certain values for humans, especially in opening their minds and accepting new things and also how to think scientifically. Education teaches humans to be able to think objectively about things that are happening in society (Firdaus et al., 2019). Education consists of indicators in the form of educational background and knowledge insights.

The results of this study indicate that education has a positive and significant effect on improving the quality of human resources. According to Hasibuan (2019) education is one of the important factors in improving the quality of human resources. Quality education can help produce reliable resources. Education can also help increase economic growth, both for individuals, communities and governments. To improve the quality of human resources generally focuses on education, because education is the most important way to produce quality human resources.

The results of this study are supported by research (Mandawari, Muhammad Idris, 2021) which conducted research on the effect of education, training and discipline on the quality of human resources at the Polewali Mandar Regency Regional Disaster Management Agency which showed the results that education has a positive effect on the quality of human resources. Then research from (Fitria & Pratiwi, 2020) on the quality of human resources in terms of education level, job training and work experience at the Technopark Ganesha Sukowati Sragen Job Training Center (Blk) shows the results that the level of education has a positive and significant effect on the quality of human resources.

The effect of training on improving the quality of human resources

Training is a series of individual activities in improving skills and knowledge systematically so that they are able to have professional performance in their fields (Mardiana, 2021). According to Dessler (2020) training has an influence in improving the quality of human resources. Training can improve employee abilities and skills, help employees complete work quickly and satisfactorily, increase work productivity, and help employees achieve company goals.

The results of this study are supported by research (Pratiwi, Shonia Lingga, 2018) on the effect of education and training on improving the quality of human resources at Bank Syariah Mandiri Kcp Lamongan which shows the results that partially training has a significant effect on improving the quality of human resources.



The effect of improving the quality of human resources on performance

The quality of human resources is the work achieved by an employee in carrying out his duties with the responsibilities given (Mangkunegara, 2019). Good quality human resources can help the development of an organization or company. According to Mangkunegara (2019) the quality of human resources affects employee performance based on the level of knowledge, abilities, and skills. The importance of the quality of human resources is due to its role as a driving force that can affect the ability and success of achieving performance which is the goal of the organization effectively and efficiently.

The results of this study are supported by research (Rahayu & Yuliamir, 2021) on the effect of human resource quality, job satisfaction and work environment on employee performance at the Indonesian College of Tourism Economics Semarang which shows the results that partially the quality of human resources has a positive and significant effect on employee performance. Then research from (Faizi et al., 2022) on the quality of human resources and work motivation on employee performance at the Inspectorate of Lampung Province shows the results that the quality of human resources affects employee performance.

The effect of education on performance through improving the quality of human resources

Education is a program that is expected to provide a stimulus to someone to be able to improve abilities in certain jobs to gain general knowledge and understanding of the overall work environment (Mangkunegara, 2019). Education is one way to create quality human resources and education can affect employee performance in an organization.

The results of this study are supported by research (Pamungkas, Hamid, 2017) on the effect of education and work experience on the work ability and performance of employees of PT INKA (Persero) which shows that education affects performance through the quality of human resources because education can improve employee skills and knowledge. Quality education can produce human resources who are competent, have integrity, and are able to compete in the era of globalization. Education can improve employees' knowledge and skills, so that they can do their tasks on time, neatly, and well.

The effect of training on performance through improving the quality of human resources

Training is an activity to improve employee skills, abilities, knowledge, and behavior (Meidita, 2019). Training is one way to improve the quality of human resources through learning activities that are tailored to certain methods. With training, of course, it can improve the quality of human resources. According to Rivai (2019) the quality of human resources is a drive of effort and desire that activates, empowers, and directs employee behavior to carry out duties and responsibilities so that it can indirectly affect employee performance.

Research from (Nehe, 2023) on the effect of training on employee performance at the Fanayama District Office, South Nias Regency shows that training affects performance. Then research from (Ananda et al., 2019) on the effect of the quality of human resources on work effectiveness and its implications for the performance of Executive employees at PT Perkebunan Nusantara III (Persero) shows that the quality of human resources affects employee performance. Thus, from the discussion and results of previous research, it can be concluded



that training indirectly has an influence on performance through improving the quality of human resources.

Conclusion

Below are some conclusions from the research results and discussion in this study, namely:

1. Education has a positive and significant effect on improving the quality of human resources on cooperative boards in Bengkalis Regency with a coefficient value of 0.034 (positive) and a p-value of $0.002 < 0.05$ (significant). This means that the higher the education level of the cooperative management, the higher the quality of human resources. Conversely, the lower the level of education of the cooperative management, the quality of human resources will decrease.
2. Training has a positive and significant effect on improving the quality of human resources on cooperative management in Bengkalis Regency with a coefficient value of 0.915 (positive) and a p-value of $0.000 < 0.05$ (significant). This means that the more often training is carried out, the quality of human resources will increase. Conversely, the less frequent training is carried out, the quality of human resources will decrease.
3. Improving the quality of human resources has a positive and significant effect on the performance of cooperative management in Bengkalis Regency with a coefficient value of 0.854 (positive) and a p-value of $0.000 < 0.05$ (significant). This means that the more the quality of human resources increases, the performance of the cooperative management will also increase. Conversely, the more the quality of human resources decreases, the performance of the cooperative management will also decrease.
4. Education has a positive and significant indirect effect on performance through improving the quality of human resources on cooperative boards in Bengkalis Regency with a coefficient value of 0.029 (positive) with a p-value of 0.647. This means that the higher the level of education, the quality of human resources will increase and the performance of the cooperative management will increase. Conversely, the lower the level of education, the quality of human resources decreases and the performance of the cooperative management also decreases.
5. Training has a positive and insignificant indirect effect on performance through improving the quality of human resources on cooperative boards in Bengkalis Regency with a coefficient value of 0.781 (positive) with a p value of 0.000. This means that the more often training is carried out, the quality of human resources will increase and the performance of the cooperative management will also increase. Conversely, the less frequent training is carried out, the quality of human resources decreases and the performance of the cooperative management also decreases.

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