

# The Impact of Motivation Mediation and Its Effect on the Level of Education and Work Facilities on Employee Performance (Case Study of Education Office, West Sumatera Province)

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## ABSTRACT

The purpose of this study is to analyze and determine: 1) Influence of education level and work facilities on work motivation Employee Education Office of West Sumatra province. 2) The influence of education level, work facilities, and work motivation on Employee Performance of Education Office of West Sumatra Province. 3) The Effect of Education Level and Work Facilities through Work Motivation has an indirect effect on Employee Performance of the Education Office of West Sumatra Province. The population in this research amounted to 266 people and a sample of 160 by using the slovin formula. The analysis used is path analysis with SEM PLS data analysis techniques. The results of the study and hypothesis testing showed a positive and significant influence on the variable level of education on work motivation, education level on performance, work motivation on performance, and work facilities on employee performance. While indirectly the level of education affects performance through work motivation. However, the Work Facility does not indirectly influence performance through work motivation. The results of the analysis of the coefficient of determination (R<sup>2</sup>) of 0.29, 1 and 0.069, meaning that the Level of Education and Work Facilities on Motivation of work and employee performance is 29.1%, and 6.9%.

**Keywords:** motivation, level of education, work facilities, performance, and SEM pls.

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## INTRODUCTION

Human resources are valuable assets owned by an organization that must be managed properly to achieve organizational goals. To achieve organizational goals requires employees who are following the requirements in the organization and must also be able to carry out the tasks that have been determined by the organization. In addition, organizational goals can also be achieved if the organization always strives to improve the performance of its employees. "Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties by the responsibilities assigned to him" (Mangkunegara, 2015). "Several factors that can affect employee performance include employee education level, work motivation, and work facilities provided by the organization. level of education is the education stage, defined by the level of development of learners, objectives to be achieved, and abilities are developed" (Helmawati, 2015). The formal education level consists of basic education, secondary education, and higher

education. According to (Rohman, 2016), "a higher level of education will make it easier for a person or society to absorb information and implement it in Indonesian behavior and lifestyle".

In Indonesia itself, citizens are required to take a minimum of 9 years of education, this has been regulated and contained in Article 6 paragraph (1) of Law no. 20 of 2003 which contains a minimum of 9 years of compulsory education, consisting of 6 (six) years of elementary school and 3 (three) years of junior high school. However, recently, not a few people continue their education up to the High School level and even up to the tertiary level. In addition to increasing knowledge within oneself, another goal of continuing education is to be able to work in large companies later, because education is a bridge to enter and join institutions and companies. Besides, education is a step to improve the quality of human resources. The following data shows the level of education of the West Sumatra Provincial Education Office employees

**Table 1.** Education Levels of West Sumatra Provincial Education Office Staff

No	Level of education	Number of people)	Percentage
1	High school	119	45%
2	Bachelor	114	43%
3	Masters	33	12%
	<b>Total</b>	<b>266</b>	<b>100%</b>

Source: West Sumatra Provincial Education Office (2019).

From table 1 it can be seen that almost half (45%) of the West Sumatra Provincial Education Office employees are high school graduates. This certainly has a very big influence on performance considering that along with

current technological developments, employees are required to be able to master technology. This aims to facilitate employees in completing their work. The low level of employee education will have an impact on their

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low ability to master the technology so that it causes low employee performance. Apart from the level of education, employees must also have high motivation to improve their performance. One of the motivations given by the education office to its employees is a reward in the form of traveling to a tourist destination. Based on the narrative of the Finance Head of Education Department, for 2018 the government motivates the Education Office employees that if the Education Office wins the title of WTP West Sumatera for the seventh time, all related employees will be invited to travel to the island of Bali. This has proven to make Education Office employees more enthusiastic about working for the motivation provided by the government. The West Sumatera Education Office won the title of WTP West Sumatera for the 7th time and went on a trip to the island of Bali. However, for some employees, this motivation is still lacking because there are still some employees who are often late in providing monthly reports to the finance department of the West Sumatera Provincial Education Office. This of course should be of particular concern to the government so that the performance of all employees is optimal. Not only motivation, the work facilities provided can also support employee performance. The facilities provided by the government for the convenience of Education Service employees at work are full air-conditioned rooms, wifi, prayer rooms, canteens, elevators, and computers. However, computer facilities are inadequate. For example, there are only 2 computers per room which makes it difficult for employees to work on data processing. The availability of computer facilities is not proportional to the number of employees in the West Sumatera Provincial Education Office. A company or organization must make a good facility plan so that the selected facilities are in accordance with their needs. The use of efficient and effective facilities will be able to facilitate the implementation of employee work so that the performance of the organization or company will realize its goals. Education level, motivation, and work facilities are some of the factors that will affect employee performance. This research has been carried out by many previous researchers such as research conducted by Neysa and Erwin concerning the Effect of Education Level and Work Facilities on Employee Performance at the Metro Training Center (BLK) where the results of the research show the level of education and work facilities partially and simultaneously significant to employee performance (Putubasai, 2018). Likewise with research conducted by Dita and Alini on "the Effect of Work Motivation On the Performance Of Civil Servants, where the results show that work motivation has a significant effect on employee performance" (Dita Aditya Rahmawati; Alini Gilang, 2017).

Based on the above, the following problems can be formulated: 1) Does the level of education and work facilities affect the work motivation of the employees of the Education Office of West Sumatera Province. 2) Do the level of education, work facilities and work motivation affect the employee performance of the Education Office of West Sumatera Province. 3) Does the level of education and work facilities through work motivation affect the

employee performance of the education office of West Sumatera province

### **REVIEW OF RELATED LITERATURE**

According to (Helmawati, 2015), "the level of education or education level is the stage of education which is determined based on the level of development of students, the goals to be achieved, and the abilities developed". The education level or education level also functions to improve the quality of a person, both as an individual and as a group in community life. The high average level of public education is important for the nation's readiness to face global challenges in the future. Where a higher level of education will make it easier for a person or society to absorb information and implement it in Indonesian behavior and lifestyle (Rohman, 2016). The formal education level consists of basic education, secondary education, and higher education (Daryanto, 2015).

George R Terry argues that motivation is the desire in an individual who stimulates him to take action (Sedarmayanti, 2017). Motivation comes from the Latin word "movere" that means encouragement or to move. Motivation (motivation) in management is only aimed at human resources in general and subordinates in particular. "Motivation questions how to direct the power and potential of subordinates so that they are willing to work together productively to achieve and achieve predetermined goals" (Hasibuan, 2017). Anwar Prabu defines motivation as a condition or energy that moves employees who are directed or aimed at achieving company organizational goals (Mangkunegara, 2015). So, it can be concluded that motivation is an impetus that moves a person to participate in achieving the goals set by the company. Apart from motivation, work facilities are also needed to support one's performance.

According to (Alma, 2016) a facility is a provider of physical equipment to provide convenience to its users so that the needs of the facility users can be met. According to (Evans, 2017), working facilities are a means given by the company to support the company in achieving the goals set by the control. According to (Husnan, 2017), services that provide facilities are activities that normally need to be taken care of by employees themselves in their daily lives. Work facility competencies are skills, knowledge, talents, and other personal characteristics that lead to superior performance (Wibowo, 2017).

According to (Mulyadi, 2016), "performance is the result of work achieved by workers or employees in quality and quantity in accordance with their duties and responsibilities". Performance is the result of work that has been achieved by someone who has become their responsibility and one of the efforts to achieve mutually agreed organizational goals (Zahriyah, 2015). Whittaker's opinion in (Nawawi, 2016), "states that a performance measurement is a management tool used to improve the quality of decision making and accountability".

Based on the foregoing, a conceptual framework for this study can be made as shown in Figure 1 below:

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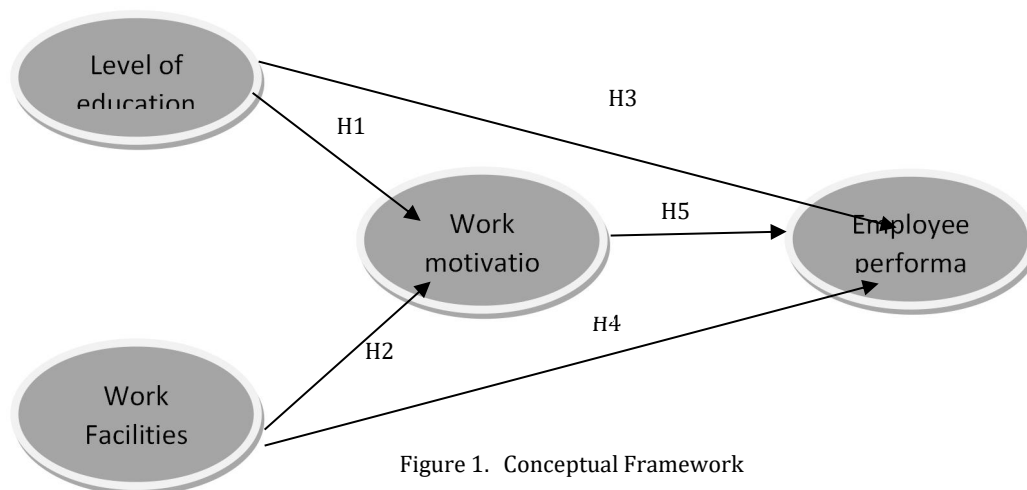


Figure 1. Conceptual Framework

From the figure 1 of the conceptual framework, the following research hypothesis can be made:

- 1) It is assumed that the level of education has a significant effect on the work motivation of the employees of the Education Office of West Sumatra Province.
- 2) It is suspected that work facilities have a significant effect on the work motivation of the employees of the Education Office of West Sumatra Province
- 3) It is assumed that the level of education has a significant effect on the Employee Performance of the Education Office of West Sumatra Province.
- 4) It is suspected that work facilities have a significant effect on the Employee Performance of the Education Office of West Sumatra Province.
- 5) It is assumed that work motivation has a significant effect on the Employee Performance of the Education Office of West Sumatra Province

**RESEARCH METHODS**

This study was conducted at the Education Office Of West Sumatra Province. The population in this study were all employees Of the West Sumatra Provincial Education Office, totaling 266 people. The samples were determined using the Slovin formula. The sample is a portion taken from the population using certain scientific methods

(Agussalim, 2015). The sample in this study amounted to 160 people.

The analytical method used in this research is descriptive and quantitative analysis. The quantitative analysis that is used is path analysis with SEM Pls. Hypothesis testing is done by t-test (partial) and F test (simultaneous) with an error tolerance of 5 percent. Before further analysis, the research instrument was tested (questionnaire with validity and reliability). "The validity test aims to measure the validity/validity of a questionnaire" (Malhotra, 2009). According to (Ghozali, 2006), a questionnaire is said to be valid if the value of the variable loading factor is greater than 0.5 (0.5 > Sig.). The reliability test is an index that indicates a questionnaire is reliable or not (Ghozali, 2006).

**RESULTS AND DISCUSSION**

**a. Descriptive Analysis**

Descriptive analysis carried out includes descriptive statistics and descriptive descriptions of each research variable.

Descriptive statistics include minimum, maximum, and average. The results of descriptive statistical analysis can be seen in Table 2 below:

**Table 2. Descriptive Statistics Results**  
**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Level of education	160	52.00	73.00	62.9625	5.10011
Work motivation	160	47.00	71.00	61.7625	5.31816
Work Facilities	160	73.00	117.00	101.0063	7.81347
Employee performance	160	81.00	118.00	102.1187	7.33422
Valid N (listwise)	160				

Source; Appendix for Primary Data Processed Results, 2020.

From table 2 above, it can be seen that the variable value for the highest education level is 73 while the value for the lowest level of education is 52. If it is observed as a whole, the average value of the education level of the organization is 62.9625 with a standard deviation of 5.10011. Variable

work motivation highest value obtained was 71 being k 's value work motivation lowest was observed overall 47. If the obtained average - the average value of the work motivation of the organization amounted to 61.7625 with a standard deviation of 5.31816. Work facilities

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variable, the highest value obtained is 117, while the lowest value of work facilities is 73. If observed as a whole, the average value of work facilities is 101.0063 with a standard deviation of 7.81347. The employee performance variable has the highest score of 118 while the lowest employee performance score is 81. If it is observed as a whole, the average employee performance score is 102.1187 with a standard deviation of 7.33422. It can be concluded that the highest average score is in the employee performance variable while the lowest average score is in the work motivation variable.

### 1) Variable Descriptive

Variable descriptive analysis aims to see the condition of each variable which includes the variable level of education, work facilities, work motivation, and employee performance of the Education Office of West Sumatra Province descriptively. The results of the descriptive analysis of each research variable can be explained as follows:

a) Education level from the results of distributing questionnaires about the level of education which includes basic education, secondary education, and tertiary education, the average value of the Respondents' Achievement Level is in the range of 81% - 100%, which means that the variable education level of the West Sumatra Education Office employees is very good. This is also indicated by the large number of employees of the West Sumatra Provincial Education Office who have carried out advanced studies from high school to tertiary education. The high desire of employees to improve their quality through further education will have an impact on improving employee performance later.

### b) Work Facilities

A descriptive analysis of work facilities with four indicators shows the following results: the facilities and infrastructure indicators obtained an average TCR value of 81% with a very good category. In the health insurance indicator, the average TCR value was 81% with the very good category. In the incentive indicator, the average TCR value is 79% with a good category. In the compensation indicator, the average TCR value is 81% with the very good category. In the career path indicator, the average TCR value is 81% with the very good

category. From the overall data above, it can be concluded that the average value of the Work Facility variable with the respondent's achievement level (TCR) is in the range of 81% - 100%, which means that the Work Facilities variable is in the very good category.

### c) Work Motivation

The results of descriptive analysis of work motivation indicated by each indicator, namely the indicators of the need to achieve success, obtained an average TCR value of 83% with the very good category. In the indicator of the need for warmth, the average TCR value is 82% with the very good category. In the indicator of the need to master, the average TCR value is 82% with the very good category. From the data above, it can be concluded that the average value of the  $X_2$  variable with the respondent's achievement level (TCR) is in the range 81% - 100%, which means that the  $X_2$  variable is in the very good category.

### d) Performance

The results of the descriptive analysis of each performance indicator show that the indicator of accuracy in completing the task shows that the average TCR value is 83% with the very good category. In the suitability indicator of working hours, the average TCR value is 81% with the very good category. In the presence level indicator, the average TCR value was 82% with the very good category. In the indicator of cooperation between employees, the average TCR value is 81% with the very good category. On the job satisfaction indicator, the average TCR value is 82% with the very good category. From the overall data above, it can be concluded that the average value of the Y variable with the respondent's achievement level (TCR) is in the range 81% - 100%, which means that the Y variable is in the very good category.

## **b. Validity and Reliability Test Results**

Before testing the hypothesis, first evaluating the measurement model to verify the latent indicators and variables for further testing. Indicator reliability shows how many variances of indicators can be explained by latent variables. In indicator reliability, a reflective indicator must be eliminated (removed) from the measurement model when the loading value ( $\lambda$ ) is less than 0.5. The following is the result of the loading value ( $\lambda$ ) obtained.



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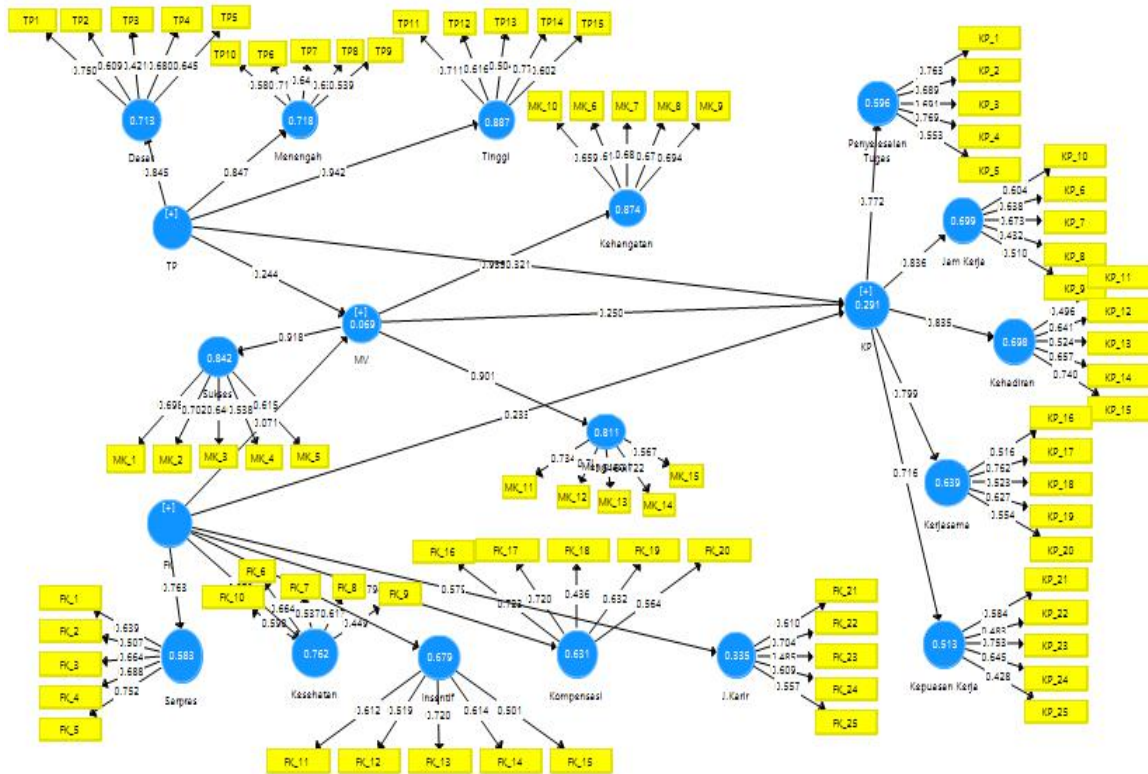
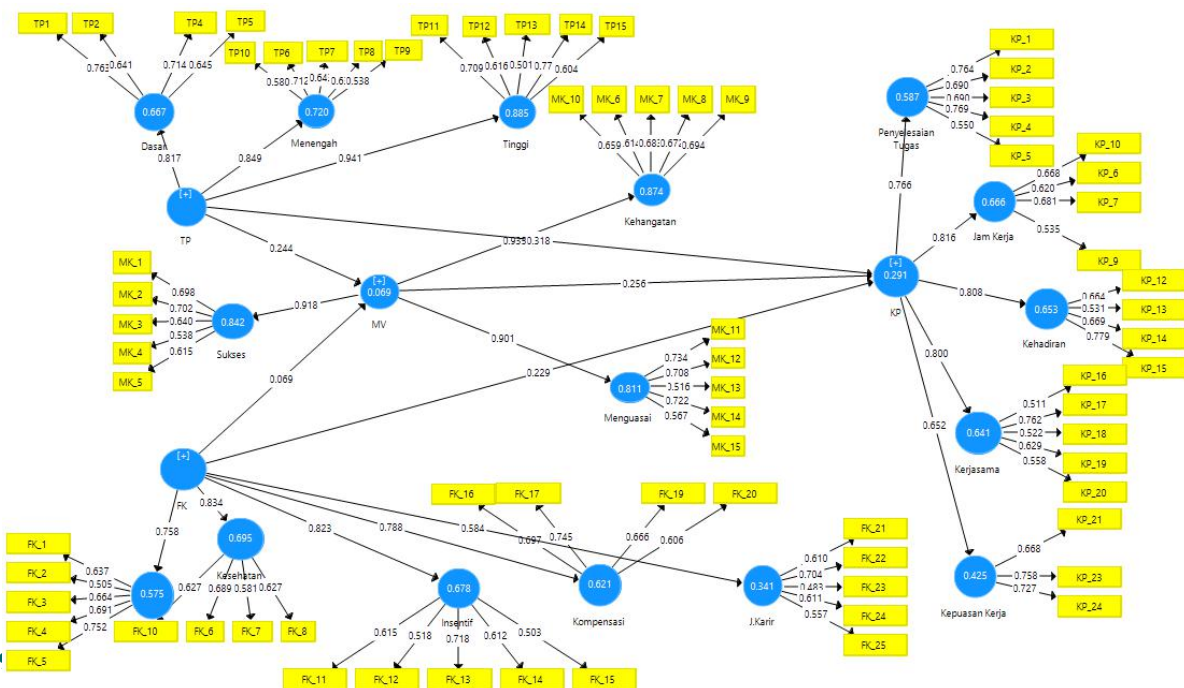


Figure 2. Path Diagram with Loading Factor value

Source: Smart PLS Processing Results 3, 2020

Based on Figure 2 above, the indicator TP3, FK9, FK18, FK23, KP8, KP11, KP22, and KP25 should be eliminated from the model because it has a loading factor of less than 0.5. According to Yamin and

Kurniawan, LF values of 0.5 - 0.6 are still acceptable (Haryono, 2017). Therefore, the analysis must be carried out again to obtain a new path diagram as shown in Figure 3 below.



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Figure 3. The final path diagram with the Loading Factor value  
Source: Smart Pls Processing Results 3, 2020

Based on Figure 3, it can be seen that the loading factor value shown by each indicator is > 0.5 so it can be concluded that the convergent validity of all endogenous construct groups is valid. The higher the

loading factor value in the construct, the higher the contribution of the indicators to the construct. For the reliability test results of each variable in this study can be seen in table 3.

**Table 3.** Reliability Test Results

Variable	Composite Reliability	Cronbach's Alpha	Information
Education Level (X1)	0,867	0,836	Reliable
Work Facility (X2)	0,870	0,845	Reliable
Work Motivation (Z)	0,983	0,870	Reliable
Performance (Y)	0,883	0,861	Reliable

Source: Smart Pls Processing Results 3, 2020

Based on table 3, it can be seen that the composite reliability value is above 0.70. A model is said to be reliable if it has a composite reliability value above 0.70. So, it can be concluded that the four research variables are reliable.

**c. Hypothesis Test Results**

Smart Pls hypothesis test is done by evaluating the inner model and partial test to answer the research hypothesis.

Testing on the significant model (Figure 3) is carried out by looking at the t-statistical value of the loading results, provided that the t-statistic must be greater than the critical t value of 1.65 (2-tailed) at the 5% significance level. The loading results along with the t-statistic value obtained from the bootstrapping process can be seen in Table 4 below.

**Table 4.** Results of t-statistics

Variable/ indicator	Standard error	t-Statistik	P-Value
<b>Education Level (TP)</b>			
Basic TP (X <sub>1.1</sub> )	0.032	25,883	0,000
Intermediate TP (X1.2)	0.029	29,185	0,000
TP High (X1.3)	0.012	80,442	0,000
<b>Work Facility (FK)</b>			
Infrastructure (X2.1)	0.060	12,735	0,000
Health (X2.2)	0.034	24,374	0,000
Incentives (X2.3)	0.033	25,295	0,000
Compensation (X2.4)	0.040	19,592	0,000
Career path (X2.5)	0.094	6,215	0,000
<b>Motivation (MV)</b>			
Keb. Success (Z1.1)	0.014	65,122	0,000
Keb. Warmth (Z1.2)	0.015	62,911	0,000
Keb. Master (Z1.3)	0.030	29,864	0,000
<b>Employee Performance (KP)</b>			
Completion of Tasks (Y1.1)	0.054	14,290	0,000
Hours of Work Suitability (Y1.2)	0.040	20,549	0,000
Tk. Attendance (Y1.3)	0.035	22,809	0,000
Employee Cooperation (Y1.4)	0.039	20,346	0,000
Job Satisfaction (Y1.5)	0.085	7,683	0,000

Based on table 4, the P-value for each indicator is 0.000 <0.05, so it can be concluded that the indicators of each variable are declared valid and significant. So that some equations can be made as follows:

$$X1.1 = 0,817 TP + e1$$

$$X1.2 = 0,849 TP + e2$$

$$X1.3 = 0,941 TP + e3$$

$$X2.1 = 0,758 FK + e4$$

$$X2.2 = 0,834 FK + e5$$

$$X2.3 = 0,823 FK + e6$$

$$X2.4 = 0,788 FK + e7$$

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$$\begin{aligned} X2.5 &= 0,584 FK + e8 \\ Z1.1 &= 0,918 MV + e9 \\ Z1.2 &= 0,935 MV + e10 \\ Z1.3 &= 0,901 MV + e11 \\ Y1.1 &= 0,766 KP + e12 \\ Y1.2 &= 0,816 KP + e13 \\ Y1.3 &= 0,808 KP + e14 \\ Y1.4 &= 0,800 KP + e15 \\ Y1.5 &= 0,652 KP + e16 \end{aligned}$$

Based on these equations, it can be concluded that the smallest contribution is shown by the Indicator **career (X2.5)** and the largest contribution demonstrated by the indicator **Level Higher education (X1.3)**.

To determine the model of structural (inner models) is a model that describes the relationship between latent variables that were evaluated using the path coefficient, R<sup>2</sup>, F<sup>2</sup>, and Q<sup>2</sup>. The value of R square is a test of the model's goodness-fit. The results of the R square test can be seen in table 5

**Table 5.** R<sup>2</sup> value

Variable	Composite Reliability
Work Motivation (Z)	0,069
Employee Performance (Y)	0,29 1

From Table 5. The R square value for the variable employee performance (Y) and work motivation (Z) is 0, 29 1 and 0, 069. It can be concluded that the contribution of the level of education and work facilities on the motivation and performance of employees amounted to 29.1 % and 6.9 %. For the Model Fit Test (goodness of fit test) using the Q- square equation as follows:

$$\begin{aligned} Q^2 &= 1-(1- \text{Work Motivation}) (1- \text{Employee Performance}) \\ &= 1-(1-0,291) (1-0,069) \\ &= 1-(0,709) (0,931) \\ &= 0,34. \end{aligned}$$

Thus, the value of Q<sup>2</sup> = 0,35 > 0 which means that the model has a fit. The results of the hypothesis test can be seen in table 6.

**Table 6.** Coeffisient Path

Variable	P value
TP (X1) Work Motivation (Z)	0,045
TP (X1) Employee Performance (Y)	0,005
FK (X2) Work Motivation (Z)	0,536
FK (X2) Employee Performance (Y)	0,020
MV (Z) Employee Performance (Y)	0,016

Based on table 4, the results of the hypothesis test can be explained as follows:

- 1) The value of the ρ value of Education Level on Work Motivation is 0.0 4 5 < 0.05. It can be concluded that the level of education and the positive impact significantly on motivation work.
- 2) The value ρ value of Education Level on Employee Performance is 0.00 5 < 0.05, so it can be concluded

that the Education Level has a positive and significant effect on Employee Performance.

- 3) he values of ρ value of Work Facilities on Work Motivation is 0.536 > 0.05, so it can be concluded that Work Facilities have a positive and insignificant effect on Work Motivation.
- 4) The value of ρ value of Work Facilities on Employee Performance is 0.020 > 0.05, so it can be concluded that Work Facilities have a positive and significant effect on Employee Performance.
- 5) The value of ρ value of work motivation on employee performance is 0.016 < 0.05, so it can be concluded that work motivation has a positive and significant effect on productivity.

## DISCUSSION

### The Effect of Education Level on Employee Performance

The results of the path analysis and the t hypothesis test show that there is a positive and significant influence between the Education Level variable on the Employee Performance of the Education Office of West Sumatra Province. The effect of the level of education on employee performance which is positive means that any increase in the level of education will have an impact on increasing the performance of the education office of the West Sumatra province. The higher the education level of employees, it is expected that their performance will also increase. Besides, the level of education can also determine the quality of a person is doing work. According to (Helmawati, 2015) education level or education level is the stage of education that is determined based on the level of development of students, goals to be achieved, and abilities developed. The level of education is needed by an organization or organization to improve the performance of its employees. With a better level of education, the ability and skills of an employee will be even better, this can encourage the employee's performance to be better and provide greater opportunities to increase the satisfaction of their needs. Many things affect a person's education level, including ideology, socio-economy, socio-culture, development of science and technology, and one's psychology. Basically, the higher the level of education of a person, the more skilled that person is in working and applying the knowledge he has gained. For this reason, it is fitting for leaders to involve their employees in the education process so that employee performance will increase. The research is also supported by research earlier as research conducted (Putubasai, 2018); (Uhing, 2018); (Raisa Onibala, 2017); (Vivi Nila Sari, 2019) and (Triswanto, 2016), (No et al., 2017), and (Islam et al., 2011), where the results of their research state that the education level of air- influence on employee performance.

### The Effect of Work Facilities on Employee Performance

The results of the research and hypothesis testing indicate that there is a positive and significant influence between the Work Facilities variable on the Employee Performance of the West Sumatra Provincial Education Office. The effect of Work Facilities on Employee Performance which is positive means that any increase in Work Facilities will have an impact on the increase in Employee Performance of the Education Office of West Sumatra Province. According to (Alma, 2016) a facility is

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a provider of physical equipment to provide convenience to its users so that the needs of the facility users can be met. The facility is a physical means that can process an input (input) to the desired output (output). Facilities are also a means to facilitate and facilitate the implementation of functions. Work facilities are important for the organization because they can support employee performance such as in completing work. Work facilities are tools or facilities and infrastructure provided by organizations to help employees complete their work more easily and so that employees work more productively. By providing work facilities, employees will feel comfortable at work and generate morale to get the results expected by the organization. Thus, if an organization can create a pleasant work environment in the sense that there is a good relationship between employees and superiors and maintaining health, safety in the workspace, it will be able to increase employee work productivity. The facilities referred to in this study are how to use and complete work facilities that support employee performance. So that the work results achieved by employees are by organizational goals. The results of this study are following the research conducted (Sitompul, 2018) which states that work facilities affect employee performance. (Putubasai, 2018) which states that work facilities affect employee performance. (Rifa'i, 2019) which states that work facilities affect employee performance. (Nurhadian, 2019) which states that work facilities affect employee performance. and (Anam, 2017), which states that work facilities affect employee performance.

### **The Influence of Level of Education on Work Motivation**

The results of the research and hypothesis testing show that the level of education has a positive and significant effect on the work motivation of the employees of the Education Office of West Sumatera Province. The existence of a positive influence on the level of education is expected to encourage employee motivation in a better direction. According to (Edy Sutrisno, 2016) states that motivation is something that causes work impulses. To motivate employees, managers must know the motives and motivations that employees want. People want to work is to be able to meet needs, both conscious needs and unconscious needs, in the form of material or non-material, physical, or spiritual needs. This research supported by research (Wirawan, 2019) and (Mamahit, 2013), (Riyanto et al., 2017), (Bastari et al., 2020), (Prayetno & Ali, 2017), (Rivai et al., 2017), and (Chauhan et al., 2019).

In accordance with (Jayasman, 2013) study, the level of education of a person can affect one's work motivation. This means that the higher the level of an employee, the greater the skill, knowledge and attitude changes of the employee. According to (Thora, 2004), employees who have an adequate level of education certainly have hopes of occupying a higher position later.

### **The Effect of Work Facilities on Work Motivation**

The result of this study and hypothesis testing that work facilities have a positive and insignificant effect on the work motivation of the West Sumatera Provincial Education Office employees. The more complete work facilities provided by an organization, the more work motivation of its employees will be in completing their work.

Furthermore, work facilities are also very much needed for increasing employee motivation. However, this study shows that work facilities have an insignificant effect on work motivation. This means that if the work facilities are improved it will only have a small impact on increasing work motivation. Even so, work facilities are still needed to support employee performance in an organization. If the facilities are inadequate, the possibility of completing the work will be long and difficult so that it can cause an indirect decrease in employee motivation. According to (Evans, 2017) work facilities are a means provided by the company to support the company's tone in achieving the goals set by the controlling holder. Work facilities are tools or facilities and infrastructure provided by organizations to help employees complete their work more easily and so that employees work more productively. This research is supported by research (Anggraini, 2018) and (Munawirsah, 2017), that work facilities have significant effect on motivation.

### **The Effect Of Work Motivation On Employee Performance**

The results of the research and hypothesis testing indicate that there is a positive and significant influence between the work motivation variable on the employee performance of the West Sumatera Provincial Education Office. Work Motivation influence on employee performance is positive which means any increase in work motivation will have an impact on the improvement of the Employee Performance Education Office of West Sumatera Province. With positive influence, it is hoped that one way to improve employee performance is to increase work motivation. According to (Hasibuan, 2017), motivation comes from the Latin word *moovere* which means encouragement or to move. Motivation (motivation) in management is only aimed at human resources in general and subordinates in particular. Motivation questions how to direct the power and potential of subordinates to be willing to work together productively to achieve and achieve predetermined goals. Work motivation is a potential strength that exists in a human being, which can affect one's performance results positively or negatively. Here the role of motivation is very significant in guiding and directing a person towards their job behavior. Excellent performance is seen from the high level of employee attendance, high employee work productivity, proficiency in carrying out tasks, and has carried out work with full discipline and can be completed properly and has gone according to plan. Every human being has work motivation, but some people are more active than others. Most people are willing to work harder if they do not encounter obstacles in realizing what is expected. As long as the work drive is strong, the greater the chance for the individual to be more consistent with work goals. In achieving the stated goals, a government or private organization, large and small, must go through activities driven by a person or group of people who actively act like actors. Performance is a description of the level of achievement of the implementation of an activity, program, policy in realizing the goals, objectives, mission, and vision of an organization. This research is following the research conducted by (Eliyanto, 2018); (Hamdani, 2017); (Syaifuddin, 2016); (Orocoma, 2018) and (Widhianingrum, 2017), where the results of their research state that work motivation affect employee performance and this research is supported by research



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(Yanti, 2018), (Riyanto et al., 2017), (Prayetno & Ali, 2017), (Ridwan et al., 2020), (Djoko Setyo Widodo, P. Eddy Sanusi Silitonga, 2017), and (Agussalim et al., 2016). which states that work motivation affects employee job satisfaction.

This article discusses the variables Employee performance, motivation, level of education, and work facilities. These variables have been studied by many previous researchers, including: Employee Performance: (Riyanto et al., 2017), (Prayetno & Ali, 2017), (Ridwan et al., 2020), (Djoko Setyo Widodo, P. Eddy Sanusi Silitonga, 2017), and (Agussalim et al., 2016). Work Motivational or motivation (Riyanto et al., 2017), (Bastari et al., 2020), (Prayetno & Ali, 2017), (Rivai et al., 2017), (Chauhan et al., 2019). Education level or Education (No et al., 2017), and (Islam et al., 2011).

## CONCLUSION

The conclusions of this study are:

- 1) The level of education has a direct effect on the work motivation of the West Sumatra Provincial Education Office employees due to the P-value <0.05.
- 2) The level of education has a direct effect on the Employee Performance of the West Sumatra Provincial Education Office due to the P-value <0.05.
- 3) Work facilities have no indirect effect on employee performance through work motivation of the West Sumatra Provincial Education Office employees because P value > 0.05
- 4) Work facilities have a direct effect on the Employee Performance of the West Sumatra Provincial Education Office, P-value <0.05.
- 5) The level of education has an indirect effect through work motivation on the performance of the Education Office of West Sumatra Province P-value <0.05.

## RECOMMENDATION

Technical recommendations: 1) To the Head of the West Sumatra Provincial Education Office to always encourage employees to continue to improve their quality through education to a higher level. Besides, existing work facilities such as air conditioning, the internet should be added to their capacity so that they can make it easier for employees to complete their work. 2) West Sumatra Provincial Education Office employees must also have a high internal motivation to support their performance. Academic recommendations: This research needs to be followed up again by adding other independent variables that can affect employee performance, such as work behavior, employee diversity, compensation, organizational culture, leadership, and others.

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