

THE INFLUENCE OF KNOWLEDGE AND WORK EXPERIENCE ON EMPLOYEE PERFORMANCE AT BKKBN REPRESENTATIVES IN RIAU PROVINCE

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ABSTRACT

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Knowledge, Work Experience, and Employee Performance

The purpose of this study was to analyze the effect of knowledge and work experience on employee performance in the BKKBN Riau Province. Knowledge and work experience are important factors that can affect employee performance in carrying out their duties and responsibilities. This research uses a quantitative method with a survey approach, which involves collecting data through questionnaires distributed to employees at the BKKBN Riau Province. Data analysis was conducted using multiple regression statistical techniques to identify the influence of each independent variable, namely knowledge and work experience, on the dependent variable, namely employee performance. The result of this study is that there is a simultaneous significant influence between knowledge and work experience on employee performance in the BKKBN Riau Province. The results of the study are expected to provide useful insights for the management of BKKBN Riau Province in formulating effective human resource development strategies to improve employee performance. In addition, this research is also expected to contribute to the literature on factors that affect employee performance in the government sector.

INTRODUCTION

The human resource problem is still the spotlight and pedestal for an agency to continue to achieve targets in carrying out its duties. Human resources have a major role in every activity in an agency. In completing the work, knowledge will be needed so that it can achieve good work without experiencing obstacles.

Obstacles at work will be overcome by the existence of knowledge as a tool in improving abilities in routine tasks that must be completed optimally. Experience at work is widely used in work, especially in making urgent decisions where someone was previously in a position as a decision maker.

Work performance is the result of a person's work, based on the performance standards that have been carried out. Simamora 1995 states that employee performance is the level of employee work results in achieving the given job requirements. performance is the answer to the success or failure of the organizational goals that have been set.

An organization's success is greatly influenced by the performance of its individual employees. One aspect that can support the success of employees in achieving work success is performance capability. With adequate work ability, employees can overcome all work problems so that work tasks can be completed properly.

A person's knowledge about an object contains two aspects, namely positive aspects and negative aspects. Ability is the implementation of a job or task based on skills and knowledge and supported by the performance attitude set by the job. (Siagaan and Sondang: 2015)

work experience is related to the ability and proficiency of employees in carrying out the tasks assigned to them. To measure the level of experience available, you can see the level of knowledge possessed and the level of skills that an employee has mastered. With a lot of experience, the mastery of skills is increasing. Ranuprodjo 2001 in (Pamungkas, Hamid, and Prasetya 2020)

Work experience is also very necessary for employees to improve their performance. Work experience is the length of time employees work at work from the time they are accepted at work until now.

The National Population and Family Planning Agency (BKKBN) of Riau Province has an important role in formulating policies and implementing population and family planning programs in the region. To achieve these goals, the performance of BKKBN employees must be optimal. However, to achieve the desired level of performance, it is important to understand two key factors: employee knowledge and work experience.

According to the author's observations during the field work practice at BKKBN Riau Province, there are several performance problems such as some employees who do not understand the use of digital technology, are late for work, and many employees rarely enter the office. Initial observations that I made to one of the employees in the staffing sector at BKKBN Riau Province, the level of knowledge and level of work experience of employees are different. The level of employee knowledge can be seen from how far level of education an employee has taken. Employee knowledge data can be seen in the following table.

Table 1
Data on employee knowledge

Education	Employee
elementary school	1
junior high school (SMP)	0
senior high school (SMA)	14
Associate Degree (D3)	3
bachelor's degree (S1)	35
Master's Degree (S2)	12
Amount	65

Sources: BKKBN Riau Province Personnel

From the data above, it can be seen that the knowledge of employees at BKKBN Riau Province, 1 employee graduated from elementary school, 14 employees graduated from high school, 35 employees graduated from S1, and 12 employees graduated from S2. It can be seen that there are still some employees who have a low education. This is likely to result in the work performed by employees not knowing their duties and can affect their performance.

Employee performance that is not good can also be seen due to the lack of work experience possessed by employees. Work experience is related to the ability and proficiency of employees in carrying out the tasks assigned to them, where the longer the working period, the better the quality of employee work because the time taken by an employee at work can make the employee understand the tasks of the job and will carry it out properly. The following is data on employee work experience at BKKBN Riau Province.

Table 2
Working Experience Data

Job Duration	Employee
1-5 year	20
6-10 year	7
11-15 year	16
15-20 year	6
21-25 year	1
26-30 year	4
31- 35 year	4
35 year >	7
amount	65

Sources: BKKBN Riau Province Personnel

Based on the data above, it can be seen that the percentage of employee tenure in BKKBN Riau Province. There are still many employees who have a low working period, namely 20 employees with a working period of 1 to 5 years, 7 employees 6 to 10 years and only 1 employee at 21-25 years.

Referring to the background of the above problems, the authors are interested in conducting research entitled "The Effect of Knowledge and Work Experience on Performance at BKKBN Representative of Riau Province"

Formulation of The Problem

Based on the background of the problems described above, the problem formulations that can be put forward by researchers are:

1. Does knowledge affect employee performance at the BKKBN Representative of Riau Province?
2. Does work experience affect performance at the BKKBN Representative of Riau Province?

Research Purpose

The purpose of this research is:

1. To determine the effect of employee knowledge on employee performance at the BKKBN Representative of Riau Province.
2. To determine the effect of employee work experience on employee performance at the BKKBN Representative of Riau Province.

LITERATURE REVIEW

a. Knowledge

knowledge is an asset that everyone has and can be obtained based on their own experience and the experience of others. in the Big Indonesian Dictionary (1988: 884) explains that knowledge is everything that is known, everything that is known regarding work matters.

Knowledge is information that a person has, especially in a specific field. Knowledge is a person's ability that affects the actions taken. Yunarsih and Suwanto 2013 in (Purwanti and Brotojoyo 2021).

The dimensions and indicators used in this study adapt the theory expressed by Yuniarsih and Suwatno (2011) which are divided into dimensions and indicators as follows:

1. Dimensions of education
2. Experince dimension
3. Interest dimension

b. Experience

Work experience is the level of mastery of knowledge and skills that employees have in working which can be measured by the length of service and the type of work that employees have done during a certain period (Aristarini 2014 in(Rum 2019). According to Handoko (2014: 24) in (Pamungkas, Hamid, and Prasetya 2020) work experience is the mastery of employee knowledge and skills as measured by the length of service, the level of knowledge and skills possessed by employees.

Some of the things used to measure a person's work experience according to Asri 1986 in Ismanto (2005) are as follows:

1. Movement is steady and smooth
2. The movements are rhythmic
3. Responds more quickly to signs
4. Can expect difficulties to arise so that they are better prepared to face them.
5. Work calmly

According to Foster in Aristarini (2014), there are several indicators of work experience, namely:

1. Length of time/period of employment
2. Level of knowledge and skills possessed
3. Mastery of work and equipment, the level of one's mastery in the implementation of technical aspects of equipment and work techniques

c. Employee Performance

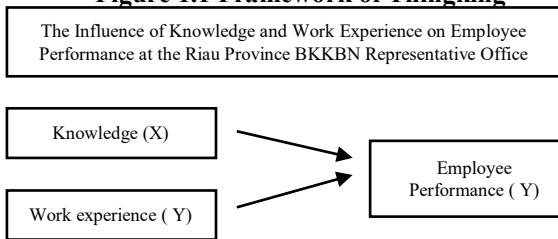
Employee performance is the result of work achieved by a person based on job requirements (Bangun, 2012) in (Putra, Hasanuddin, and Wirastuti 2018). Kinerja karyawan merupakan hasil kerja karyawan yakni sebuah proses manajemen atau suatu organisasi secara keseluruhan yang hasil kerjanya tersebut harus dapat ditunjukkan buktinya secara konkrit dan dapat diukur. Sedarmayanti, 2007 dalam (Sekti and Bodroastuti 2014).

Indicators of performance in the study are as follows:

1. Able to increase work targets
2. Able to complete work on time
3. Able to create innovations in completing work
4. Able to create creativity in completing work
5. Able to minimize work errors (Guritno dan Wardin, 2015:21)

d. Framework of Thingking

Figure 1.1 Framework of Thingking



e. Hypothesis

Ha = It is suspected that there is an influence of Knowledge and Work Experience on Employee Performance at the BKKBN Representative of Riau Province

H0 = It is suspected that there is no effect of Knowledge and Work Experience on Employee Performance at the BKKBN Representative of Riau Province.

METHODS

In research conducted data in the form of numbers or data calculated in the form of numbers called quantitative data (Sugiyono, 2011: 13). Samples or total sampling are components of the population. According to Sugiyono (2019), a census is a sampling technique in which all members of the population are taken as samples. All civil servants at the BKKBN Riau Province are the sample of this study. Since the study population was below 100, a census was used. All of them are like research subjects or like respondents providing information. This research will collect a sample of 65 civil servants in BKKBN Riau Province.

RESULT AND DISCUSSION

Responden Identity

In research into the influence of knowledge and work experience on employee performance in the BKKBN Riau Province, respondent characteristics are categorized by gender, age, and education.

Table 3
Identity Responden

Respondents characteristics	Number	Percentage
Gender		
Male	34	52%
Female	31	48%
Job Title		
Junior principal advisor	1	2%
Grade 1 supervisor	4	6%
Pembina	4	6%
Grade 1 administrator	13	20%
Administrators	3	5%
Junior stylist level 1	24	37%
Junior administrator	9	14%
Grade 1 regulator	2	3%
Regulator	3	5%
Junior regulator	2	3%
Latest education		
S2	12	18%
S1	35	54%
D3	3	5%
SMA	14	22%
SMP	0	0%
SD	1	2%
Working period		
1-5 year	20	31%
6-10 year	7	11%
11-15 year	16	25%
16-20 year	6	9%
21-25 year	1	2%
26-30 year	4	6%
31-35 year	4	6%
35 years >	7	11%

Source: Primary data processed in 2024

Data Quality Test

Validity Test

Validity test is used to determine whether an instrument is valid or not in research. The answer of each respondent for each statement will be compared with the r table value. The value of r table is obtained from (df = n-2) df = 65-2 = 63 with a significant level of 5%.

Table 4
Validity Test

Variable	Item	r- calculat ion	r Table	Description
Employee Performance	Y1	0.428	0.2441	Valid
	Y2	0.626	0.2441	Valid
	Y3	0.435	0.2441	Valid
	Y4	0.400	0.2441	Valid
	Y5	0.712	0.2441	Valid
	Y6	0.469	0.2441	Valid
	Y7	0.469	0.2441	Valid
	Y8	0.474	0.2441	Valid
	Y9	0.662	0.2441	Valid
	Y10	0.541	0.2441	Valid

Knowledge	X1.1	0.461	0.2441	Valid
	X1.2	0.534	0.2441	Valid
	X1.3	0.436	0.2441	Valid
	X1.4	0.623	0.2441	Valid
	X1.5	0.670	0.2441	Valid
	X1.6	0.519	0.2441	Valid
	X1.7	0.735	0.2441	Valid
	X1.8	0.608	0.2441	Valid
Work Experience	X2.1	0.646	0.2441	Valid
	X2.2	0.646	0.2441	Valid
	X2.3	0.654	0.2441	Valid
	X2.4	0.532	0.2441	Valid
	X2.5	0.627	0.2441	Valid
	X2.6	0.506	0.2441	Valid
	X2.7	0.504	0.2441	Valid
	X2.8	0.641	0.2441	Valid
	X2.9	0.612	0.2441	Valid
	X2.10	0.457	0.2441	Valid

Source: SPSS Processed Data, 2024

Based on the table above, the variables of employee performance, knowledge, and work experience are declared valid because $r_{count} > r_{table}$.

Reliability test

Reliability testing in this study to show the level of internal consistent reliability the technique used is measuring Cronbachs Alpha with the SPSS program. According to Sugiyono (2018: 220) an instrument is declared reliable if the reliability coefficient is at least 0.6.

Table 5
Reliability test

No	Variable	Cronbachs Alpha	Description
1	Knowledge	0.688	Realibel
2	Work Experience	0.753	Realibel
3	Employee Performance	0.708	Realibel

Source: SPSS Processed Data, 2024

Based on the table above, the Cronbachs Alpha value is greater than 0.60. The Knowledge variable has an α value of $0.688 > 0.60$, the Work Experience variable has an α value of $0.753 > 0.60$, and the Employee Performance variable has an α value of $0.708 > 0.60$. So that all variables can be said to be reliable.

Multicollinearity Test

Table 6
Multicollinearity Test

Model	Colinearity Statistics	
	Tolerance	VIF
Knowledge	0.951	1.052
Work Experience	0.951	1.052

Source: SPSS Processed Data, 2024

On the table above, each variable has a Tolerance value and Variance Inflation Factor (VIF). The Knowledge variable has a tolerance value of 0.951 and VIF 1.052, the Work Experience variable has a tolerance value of 0.951 and VIF 1.052. In all the variables above the tolerance value >

0.10 and $VIF < 10$, then this regression equation is declared not to occur multicollinearity.

Heteroscedasticity test

Table 7
Heteroscedasticity test

Variable	Sig
Knowledge	0.440
Work Experience	0.059

Source: SPSS Processed Data, 2024

Based on the table above, all variables have a significant value. For the knowledge variable of 0.440, and the work experience variable of 0.059. All variables have a significant value > 0.05 , this indicates that the model in this study does not occur heteroscedasticity.

Clasic assumption test

Normality test

Table 8
Normality test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual	
N		65	
Normal Parameters ^{a,b}	Mean	.0000000	
	Std. Deviation	2.20108113	
Most Extreme Differences	Absolute	.142	
	Positive	.088	
	Negative	-.142	
Test Statistic		.142	
Asymp. Sig. (2-tailed)		.002 ^c	
Monte Carlo Sig. (2-tailed)	Sig.	.131 ^d	
	99% Confidence Interval	Lower Bound	.122
		Upper Bound	.139

a. Test distribution is Normal.

b. Calculated from data.

Source: SPSS Processed Data, 2024

Based on the table above, the Monte Carlo Sig. (2-tailed) value of $0.131 > 0.05$. It can be concluded that the data is normally distributed because the P-Value obtained is greater than 0.05 (95% or 0.05 statistical confidence level).

Data Analysis

Multiple linear regression analysis

As a result of the regression coefficient in the table above, the following equation can be made.

$$Y = 27,162 + 0,237 X_1 + 0,247 X_2 + e$$

Table 9
Linear Regression Analysis
Coefficients^a

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.
	B	Beta		
1 (Constant)	27.162		6.659	.000
Pengetahuan	.237	.281	2.540	.014
Pengalaman Kerja	.247	.387	3.495	.001

a. Dependent Variable: Kinerja

Source: SPSS Processed Data, 2024

The results of the calculation of the table above obtained a significant value of knowledge $0.014 < 0.05$ and t count $2.540 > 1.999$ t table, it is stated that variable X1 has a contribution to variable Y so it can be concluded that H1 is accepted, namely knowledge has an influence on employee performance..

The results of the calculation in the table above obtained a significant value of work experience of $0.001 < 0.05$ and t count $3.495 > 1.999$ t table, it is stated that variable X2 has a contribution to variable Y so it can be concluded that H2 is accepted, namely work experience has an influence on employee performance.

Test F (Simultaneous)

If significant > 0.05 and f hitung $< f$ table then the hypothesis is rejected (regression coefficient is not significant). Together, the independent variables have no significant effect on the dependent variable. Conversely, if significant < 0.05 , and f count $> f$ table then the hypothesis is accepted (regression coefficient is significant).

Table 10
Simultaneously test
ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	118.920	2	59.460	11.890	.000 ^b
	Residual	310.065	62	5.001		
	Total	428.985	64			

a. Dependent Variable: Performance

b. Predictors: (Constant), Work Experience, Knowledge

Source: SPSS Processed Data, 2024

Based on the table above that the significant value is below $0.000 < 0.05$ and f count $11.890 > 3.15$ f table, it can

be stated that the variables of knowledge and work experience simultaneously affect employee performance.

Coefficient of Determination test (R²)

Table 11
Coefficient of Determination test (R²)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.527 ^a	.277	.254	2.23630

a. Predictors: (Constant), Pengalaman Kerja, Pengetahuan
Source: SPSS Processed Data, 2024

Based on the table above, it shows that the R Square value in the regression model is obtained at 0.227. This shows that the variables of knowledge and work experience used in this study can affect employee performance by 27.7% while the remaining 72.3% is influenced by other variables not examined in this study.

CONCLUSION

Once the researcher conducts research directly by distributing questionnaires, it can be concluded that:

1. Knowledge has a significant effect on employee performance, this shows that the higher the level of knowledge, the better the employee's performance.
2. Work experience has a significant effect on employee performance, this shows that the more experience he has, the more skillful he is in carrying out his work..
3. Simultaneously, there is a significant influence between knowledge and work experience on employee performance in the BKKBN Riau Province..

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