The Influence of Social Support and Skill Upgrade on The Performance of ASN Employees in Dairi Regency

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Abstract

Social support and skill upgrade are two important elements that affect employee performance. The purpose of this study is to determine the effect of social support and skill upgrade on employee performance. Research Method The approach used in this study is quantitative. The type of data used in this study is primary data. The method used to collect data in this study is a questionnaire. The questionnaire was chosen because data collection is effective and efficient in today's technological era. The questionnaire will be given to respondents who meet the research criteria using a google form that is filled out under the supervision of the researcher when filling out so that it is easy to obtain accurate information. Research Results based on the results of the hypothesis testing analysis, it can be concluded that social support (X1) and skill upgrade (X2) partially and simultaneously affect employee performance with an R2 value of 0.485. The coefficient value obtained shows that social support and skill upgrade are able to influence changes in Employee Performance by 48.5%, while the remaining 51.5% of other contributions are influenced by other variables that are outside the measurement framework used in this study.

Keywords: social support, skill upgrade, employee performance

Introduction

The development of unlimited information and technological advances cause the environment to change increasingly rapidly (Zh et al., 2024). Organizations or companies that want to survive must have an advantage so that they can be distinguished from other organizations (Kamilah & Zh, 2022). This advantage will direct the organization to be competency-based. Human resources are the key to excellence that is difficult for other organizations to imitate. Human resources have become one of the important players in the overall management function. Every organization will always try to improve employee performance, so that it can create organizational goals (W., Cahyani, & Frianto, A. (2019). Therefore, the organization encourages its employees to be able to excel and be able to create conducive situations and conditions so that employees will not experience boredom, boredom and laziness at work which results in slackening work enthusiasm because employees function as implementers in achieving the organization (M., Lazim, & NaXis, R. W. 2023).

Performance is a description of the level of achievement in implementing an activity or policy program in order to realize the goals, objectives, missions, and visions of the organization, as stated in the formulation of the organization's strategic scheme (Darmasaputra, 2013). Good performance is optimal performance, namely performance that is in accordance with organizational standards and is able to support the achievement of organizational goals. Improving employee performance is very important because it will encourage organizational progress in providing satisfactory services. Therefore, various efforts to improve employee performance are a big challenge, considering that the success of the organization and its survival are very dependent on the quality of the performance of the human resources in it. In addition, performance can also be interpreted

as the result of a person's efforts achieved through abilities and actions in certain situations. Employee performance is an indicator of the success or failure of achieving the goals of the organization that have been set. Therefore, performance can be used to measure the level of achievement, both by individuals and groups. The success of achieving organizational goals is very dependent on how the performance process is carried out consistently and effectively.

Performance measurement, especially in public organizations, is important to do because it can be a reference in improving and increasing the quality of the organization in a sustainable manner. This assessment not only reflects current achievements, but also serves as evaluation material for the development of organizational performance in the future (Rini & Enzovani, 2017). In the following case, Bkpsdm in the Dairi district environment also did the same thing to see the achievement of ASN performance there as follows :

Table 1
ASN Performance Achievements in Dairi Regency

No	Indikator	Target	Realization
1	ASN Professionalism Index	57	75
	- Achievement of employees who have competencies according to provisions	79,13 %	7,7 %
	- Achievements of ASN who have higher education	52,92%	61,32 %
	- Achievement in filling positions according to needs	74,34 %	85,10 %
	- The performance of employees who have a minimum SKP value of good	100 %	100 %
	- Achievement of decreasing employee discipline	0,17 %	0,03 %

Source: Dairi Regency BKPSDM Performance Report (2024)

Based on the table above, it can be seen that the decline in employee performance in ASN in Dairi Regency can be clearly seen in the employee performance indicators that have competencies according to the provisions. Although the overall ASN professionalism index shows a realization figure that exceeds the target, which is 75 out of a target of 57, if you look deeper, there are indicators that have experienced a significant decline. The realization of employee performance that has competency according to the provisions only reached 7.7%, very far from the target of 79.13%. This shows that the majority of ASN do not yet have the skills and work abilities that are in accordance with the standards of the positions they hold. Referring to the background, identification of problems, and research statements that have been explained previously, the objectives of this study are as follows: (1) To analyze the influence of social support on the performance of ASN employees in Dairi Regency. (2) To analyze the influence of skill upgrades on the performance of ASN employees in Dairi Regency, (3) To analyze the influence of social support and skill upgrades on the performance of ASN employees in Dairi Regency.

Methods

This study uses a quantitative approach that focuses on collecting and analyzing numerical data to answer research questions in order to test hypotheses. The type of research used is associative research. According to Sugiyono, (2018) associative research is research that aims to determine the relationship between two or more variables. This research was conducted in the Dairi Regency State Civil Apparatus (ASN) environment. Sampling in this study used the probability sampling technique. According to Sugiyono (2018) Probability sampling is a sampling technique that provides an equal opportunity for each element (member) of the population to be selected as a sample member. The

probability sampling technique used is proportional random sampling and the calculation uses the Slovin formula. Based on the Slovin formula above, the number of respondents who will be used as research samples is 193 people.

Results and Discussion

Based on the validity and reliability tests, the collected questionnaire results contain valid and reliable statements, making it easier to process the data for the next stage. Subsequently, classical assumption tests were conducted, including the normality test and multicollinearity test.

Classical Assumption Test

The classical assumption test is used to determine the accuracy of the data used in the study. The classical assumption tests used include normality tests, multicollinearity tests, and heteroscedasticity tests. The explanation is as follows :

Table 3 Classical Assumption Test

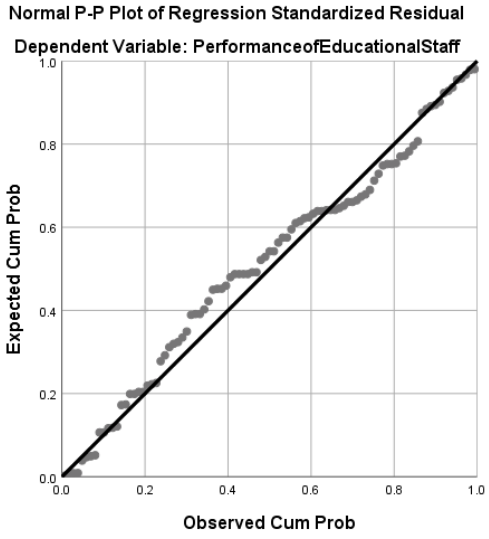
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		95
Normal Parameters[a,b]	.0000000	.0000000
	.98930451	4.08552636
Most Extreme Differences	.091	.114
	.057	.073
	.091	-.114
Test Statistic		.091
Asymp. Sig. (2-tailed)		. 0,200

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.

Source: Data processed, SPSS (2025)

Based on the results in Table 3 above, it shows that the significance value is greater than 0.05, which is 0.200. This means that the residual data is normally distributed. This can also be explained by the results of the graphical analysis, namely the Normal Probability plot graph as follows :



Source: Data processed, SPSS (2025)

Based on the results of the normality test above, it can be concluded that the significance value is > 0.05, specifically 0.200. Additionally, as shown in Figure 1, the plotted points in the "Normal P-P Plot of Regression Standardized Residual" consistently follow and closely align with the diagonal line. Therefore, according to the decision-making guidelines for the normality test using the probability plot technique, it can be concluded that the residual values are normally distributed.

Multicollinearity Test

The multicollinearity test is necessary to determine whether there is a strong correlation between independent variables in the regression model. If the Variance Inflation Factor (VIF) ≤ 10.00, multicollinearity does not occur. If the Tolerance value ≥ 0.10, multicollinearity does not occur. The results of the multicollinearity test are presented in the following table :

Table 4 Multicollinearity Test

Coefficients[a]								
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
			Std. Error	Beta			Tolerance	VIF
1	(Constant)	4.5121	2.105		2.143	.035		
	social support	.186	.075	-.233	-2.471	.015	.629	1.590
	skill upgrade	.141	.118	.813	8.625	.000	.629	1.590
a. Dependent Variable: Employee performance								

Source: Data processed, SPSS (2025)

Based on the results of the multicollinearity test above, the tolerance value for both variables is 0.629, which is ≥ 0.10, indicating that multicollinearity does not occur. Meanwhile, the VIF value for both variables is 1.590, which is ≤ 10.00, further confirming the absence of multicollinearity. Thus, it can be concluded that there is no multicollinearity between the independent variables in this study.

Multiple Linear Regression Test

The multiple linear regression test aims to test social support (X1) and skill upgrade (X2) on employee performance (Y). The results of the multiple linear regression equation to see the Influence of social support (X1) and skill upgrade (X2) on employee performance (Y) are shown in the results of the regression calculation as in table 2 below:

Table 5 Linear Regression Test

Coefficients[a]								
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	4.512	2.105		2.143	.035		
	social support	.186	.075	-.233	-2.471	.015	.629	1.590
	skill upgrade	.141	.118	.813	8.625	.000	.629	1.590
a. Dependent Variable: Employee performance								

Source: Data processed, SPSS (2025)

Based on the test results presented in table 5 above, the multiple linear regression equation model can be formulated as follows :

$$Y = \alpha + \beta 1x1 + \beta 2x2 + \epsilon i$$

$$4{,}512 + 0{,}186X1 + 0{,}141X2 + \boldsymbol{\epsilon i}$$

Di mana:

Y = Employee performance

α = Constant

β1 – β2 = Regression coefficient of independent variables

X1 = social support as an independent variable 1

X2 = skill upgrade as an independent variable 2

ϵi = Error Term

From the multiple linear regression equation above, it can be concluded that:

1. The constant value obtained is 4.512, which means that if the independent variable has a value of 0 (constant), then the dependent variable has a value of 4.512.
2. The regression coefficient value of variable X1 is positive (+) at 0.186, which means that if variable X1 increases, variable Y will also increase and vice versa.
3. The regression coefficient value of variable X2 is positive (+) at 0.141, which means that if variable X2 increases, variable Y will also increase and vice versa.

Hypothesis Testing

T test

According to Ghozali (2012) in Dita Puspita (2016), the t-test is used to determine the effect of independent variables on the dependent variable partially. This test is conducted by examining the significance value. If sig < α (0.05) and Tcount > Ttable, then H_0 is rejected, and H_a is accepted. If sig > α (0.05) and Tcount < Ttable, then H_0 is accepted, and H_a is rejected. The following table presents the results of the partial hypothesis test (t-test).

Table 6 T Test

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.512	2.105			
	social support	.186	.075	.233	2.471	.015
	skill upgrade	.141	.118	.813	8.625	.000

a. Dependent Variable: employee performance

Source: Data processed, SPSS (2025)

Based on the results from the table above, the t-count for social support is 2.471, while for skill upgrade, it is 8.625. The obtained t-count values are greater than the t-table value (1.286), and the significance value (sig = 0.000) is less than 0.05. Thus, it can be concluded that both independent variables (social support and skill upgrade) have a significant partial effect on the dependent variable (employee performance).

F test

According to Ghozali (2012) in Sekar Arum (2019), the F-statistical test essentially determines whether all independent variables included in the model have a simultaneous effect on the dependent variable. This test is conducted by examining the significance value : If sig < α (0.05) and Fcount > Ftable, then H_0 is rejected, and H_a is accepted. If sig > α (0.05) and Fcount < Ftable, then H_0 is accepted, and H_a is rejected. The following table presents the results of the simultaneous hypothesis test (F-test)

Table 7 F Test

ANOVA[a]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	Regression	524.770	2	262.385	43.342
	Residual	Residual	556.956	92	6.054	
	Total	Total	1081.726	94		

a. Dependent Variable: Employee performance
b. Predictors: (Constant), social support, skill upgrade
Source: Data processed, SPSS (2025)

Based on the results from the table above, the F-count for social support (X1) and skill upgrade (X2) is 262.385. Since the F-count value is significantly high, it can be concluded that both independent variables simultaneously (together) influence the dependent variable, employee performance.

Coefficient of Determination Test

Table 8 Results of Determination Coefficient Test

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.697a	.485	.474	2.460	1.956

a. Predictors: (Constant), social support, skill upgrade
b. Dependent Variable: Employee performance
Source: Data processed, SPSS (2025)

In Table 8, there are two sub-structural testing frameworks analyzed in this study. In the first sub-structure, the R^2 value is 0.485. The obtained coefficient indicates that social support and skill upgrade changes in Performance of Educational Staff by 48,5%, while the remaining 51,5% is influenced by other variables outside the measurement framework used in this research.

Conclusion

Based on the results of the hypothesis testing analysis, it can be concluded that social support (X1) and skill upgrade (X2) have both partial and simultaneous effects on employee performance. The R^2 value is 0.485, indicating that social support and skill upgrade account for 48.5% of the employee performance. Meanwhile, the remaining 51.5% is influenced by other variables outside the measurement framework used in this study.

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