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RESEARCH ARTICLE

IMPROVED PERFORMANCE FOR THE HUMAN RESOURCES APPARATUS THROUGH TRAINING AND PROMOTIONS PUBLICATIONS ON PUBLIC SERVICE IN DEPARTMENT OF INVESTMENT AND INTEGRATED SERVICES OF THE MALANG REGENCY.

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Abstract

This research is an explanative explanation of causality that aims to analyze the influence of education and training variables (*Diklat*) as well as promotion of position on the performance of employees that have implications for the service to the community. The research was carried out at the Investment and Integrated Service Department at the District of Malang, East Java Province. The sampling was conducted by census, where the whole population was sampled, that is 70 respondents. Data analysis was done by quantitative approach using inferential statistic with multiple linear regression to answer the research objective by knowing the influence between independent variable to dependent variable. The results of this study indicate that there is positif influence and significant variables between Diklat and promotion positions on employee performance, as well as there is a positive and significant influence Training and promotion of positions to public services, and subsequently there is a significant influence also, between employee performance variables to community services. It means that service of government apparatus to society can be improved by improving apparatus performance. This performance improvement can be done by providing education and training as well as promotion of positions to employees who deserve to be promoted

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Introduction:-

Since the enactment of Law No.32 of 2004 on Regional Government which has been renewed by Law no. 23 of 2014 and the latest Law no.9 of 2015 every Local Government either District Government or City or Province has special authority to develop their respective territories. The implementation of regional autonomy based on the paradigm shift of centralization to the decentralization paradigm not only strengthens the authority of local government and produces the progress of democracy at the local level but also the sustainable empowerment of both provincial and district/city governments. Regional autonomy basically has purpose to welfare the people equally, and make every region have the right to arrange their own rule especially doing area development, not least with Malang Regency Government. Malang Regency as one of the regencies in East Java is an area that has the potential to improve the welfare of the community through the improvement of service to the prime society. Increased service is one of them can be done with an increase in performance apparatus, it is determined by the mentality and capacity of human resources. Therefore the mentality of human resources is important for public organizations considering human resources are the subject of organizational drive. If the mentality of human resources possessed is inadequate

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it will have implications for the decrease in organizational performance. Kaloh (2002) states, the function of local government in the era of autonomy includes three things: the servant to the community (service); stipulation of guidelines / directions or provisions to the community (regulation); and empowering. Wasistiono (2000) states that one of the most important tasks of the government is to provide public services to the public, so that government organizations are often referred to as "public servants". Strategic issues that often arise in the era of regional autonomy include institutional issues, human resources (local government apparatus), network and environment are constantly changing, so it becomes a challenge for the Regional Device Work Unit (Satuan Kerja Perangkat Daerah) or OPD (Organization of Regional Devices) as technical implementers in local government wheels, thus every OPD is required to always be responsive and quickly anticipate the situation and conditions of development of each region in order to adjust the development in accordance with the dynamics that occurred. This condition requires local governments to work more productively in creating more optimal performance. Improved performance will improve both social and economic aspects. Organizational performance can be monitored from organizational goals in accordance with established vision and mission. To improve the performance required information that can be used as a tool to evaluate the work process whether it is in line with the goal or not. Mangkunegara (2000) states the performance of the organization is the work of quality and quantity of a person in performing the function in accordance with the responsibilities given. Thus, the performance achieved by each regional head must be tailored to the mission and vision of both quality and quantity, as accountability to the community.

The District Government is a public organization at the local level responsible for development. In addition, the District Government is a bridge in the implementation of the programs of the Central and Provincial Governments. So the District Government is required to have a good performance in order to impact on improving people's welfare. In improving the performance of the Government of Malang Regency to prepare a work agreement in accordance with Presidential Regulation No. 29 of 2014 on Performance Accountability System of Government Institutions. The District Government is a public organization at the local level responsible for development. In addition, the District Government is a bridge in the implementation of the programs of the Central and Provincial Governments. So the District Government is required to have a good performance in order to impact on improving people's welfare. In improving the performance of the Government of Malang Regency to prepare a work agreement in accordance with Presidential Regulation No. 29 of 2014 on Performance Accountability System of Government Institutions.

According to the technical guidelines of performance agreements, performance reporting and evaluation procedures of government agencies contained in PERMENPAN no. 53 Year 2014, Performance Agreement is a sheet / document containing the assignment from the Regent / Mayor as a trustee to the Head of WTO as the recipient of the mandate to implement the program / activity accompanied by performance indicators. This Agreement aims to realize the commitment and agreement between the Regent / Mayor as the trustee and the Head of WTO as the recipient of the mandate in order to have a measurable performance based on task, function and authority. Approved performance is not limited to the performance resulting from the activities of the year concerned, but includes performance that must be realized due to the activities of previous years, so as to achieve a continuity of performance each year.

Based on field observations, currently the performance of some OPD Malang Regency Government still needs to be optimized, one of them is the Investment Service and One Stop Integrated Service. This can be seen from the performance of OPD performance which is derived from the less optimal performance of employees (ASN). This decrease in performance will have an adverse impact on development in Malang Regency.

Based on the above description is reflected that employees have a dominant role to assume responsibility in the achievement of programs / activities related to the empowerment of local government resources. To achieve these objectives then required the ability and performance of the maximum apparatus. This is in line with the opinions of Orsbone and Gaebler (1992) which state that the main problem facing governments today is not focused on what to do but how to do. To be able to achieve good public service, it is necessary to create performance for the executor of the task, because with the higher performance of the task implementation the higher the results of work produced. The higher the assessment of the activity the higher the satisfaction of the activity. Therefore Malang Regency Government needs to create employee performance as stated by Kuswandi et al. (2015) and Yang, et al. (2011) states that performance has a significant effect on service quality. If performance is not created, then the quality of service will not be created.

In this regard, in order to empower local government resources, it should first consider possible likelihood factors such as opportunities, opportunities, challenges and constraints. So that resources will be utilized will provide optimal results in providing services to the community and ultimately will produce good governance. To be able to create good governance, it needs government apparatus who have commitment, competence and high work culture in performing their duty and function as element of service to public.

The regulation on public services has been regulated by the Ministerial Decree and the Empowerment of State Apparatus (KEPMENPAN) no. 63 of 2003 on general guidelines for the provision of public services. In addition, it is written in Samsara article (2013) that the public service based on Law No.25 of 2009 is an activity in the framework of fulfilling the needs of services in accordance with the laws and regulations for every citizen and residents of goods, services or administrative services provided by public service providers.

This indicates that State apparatuses such as government officials in Malang Regency are required to be able to fully serve the public who need public services. Once important is the role of public services, it is considered necessary that the performance of employees in the organization is a key success factor for realizing administrative services for citizens in need of public services. Therefore, it needs to be studied in depth about the impact of the performance of employees on the improvement of public services at the Office of Investment and Integrated Services One Pintu Malang Regency. Researchers chose in Malang Regency because geographically become a region that has a densely populated resident of 2,544,315 people spread in 33 subdistricts and 378 villages and 12 villages with an area of 3,534.86 km, with relatively dynamic economic and governmental levels. As a trade and agriculture and fishery area, many people need public services.

Research Objectives:-

1. Knowing the description of the variables Training, promotion positions, employee performance and public services, the Department of Investment and Integrated Services of Malang Regency.
2. Analyzing the effect of training and promotion variables on the performance of employees, the Office of Investment and Integrated Services of Malang regency.
3. Analyzing the effect of training variables and promotion of public service positions, at the One Stop Service Department of Integrated Service of Malang Regency.
4. Analyzing the effect of employee performance variable on public service, at the One Stop Service Department of Integrated Service of Malang Regency.

Theoretical BASIS:-

Performance

Robbin (2011) describes performance as a measure of a result. Performance measurement is absolutely necessary to match the goals and targets to be achieved. Through the measurement also will be able to be taken into account the level of effectiveness and efficiency. However, performance has a broader meaning, not just the work, but includes how the work process takes place. While Performance according to Mangkunegara (2009) is the work of quality and quantity achieved by an employee in performing tasks in accordance with the responsibilities given.

Performance indicator referred to LAN-RI in Pasolong (2013:177) is a qualitative or quantitative measure that describes the level of achievement of a predetermined goal or goal by considering the following indicators:

1. Input indicators are everything needed for the execution of activities to run to produce output. These indicators can be in the form of funds, human resources, information, and policies or legislation.
2. The output indicator is something that is accomplished from an activity that can be either physical or non-physical.
3. Outcome indicators are anything that reflects the functioning of the output of activities on the medium term (direct effect).
4. The benefits indicator is something related to the ultimate goal of the implementation of the activity.
5. The impact indicator is the effect of both positive and negative effects on each level of the indicator based on the assumptions specified.

Mahsun (2006:71) explains things that are not much different from the State Administration of the Republic of Indonesia (LAN-RI) states that performance indicators are quantitative and / or qualitative measures that describe the level of achievement of a predetermined goal or goal.

Education and Training:-

Education and Training or HR development are often heard in the world of work in institutions, organizations, institutions, or even in educational institutions. It can be assumed that the training is very important for the workforce to work more mastered and better for the work being carried out now or in the future. Not too far in educational institutions, Training is often done as an effort to improve the performance of educational workers who are considered not able to carry out their work because of the development factor needs of the community in education.

Promotion of Position:-

Promotion is an important issue, not only in choosing or placing the right people in the right place but also a boost for superiors to plan a policy in the field of personnel in facilitating subordinates to develop themselves to achieve.

According to **Gauzali Saydam (2005: 550)** "Promotion is a change of work or status / position of employees from lower levels to higher levels". Meanwhile, according to **Suwatno, (2001: 97)** "Promotion is the assignment of new duties, responsibilities, and authority to a bigger and better employee and followed by higher wage increase from the beginning due to promotion and promotion". According to **Veithzal Rivai. (2004: 211)** "Promotion occurs when an employee is transferred from one job to another higher in payments, responsibilities and or levels",

Services:-

Service is the activity of providing services from one party to the other. Good service is a service that is done in a friendly, fair, fast, proper and with good ethics so as to meet the needs and satisfaction for those who receive (Hasibuan, 2002: 152).

Another opinion on the definition of service is also conveyed by Kotler stating that service is any action or action that can be offered by a party or other party that is essentially intangible (intangible) and does not result in certain ownership even though there are services that require physical products as the main requirement (Tjiptono, 2005: 11). The main criteria of service quality are as follows:

1. Tangibles, or physical evidence is the ability of an agency to show its existence to external parties. The appearance and capability of physical facilities and infrastructure of the institution and the circumstances of the surrounding environment are clear evidence of the services provided by the service provider. Which includes physical facilities (buildings, warehouses, etc.), equipment and equipment used (technology), and the appearance of employees.
2. Reliability is the ability of an agency to provide the service as promised accurately and reliably performance must be in accordance with customer expectations which means timeliness, same service, for all customers without error, sympathetic attitude, and with high accuracy.
3. Responsiveness, is an ability to help and provide prompt service (responsive) and precise to the customer, with the delivery of clear information. Allowing consumers to wait in the absence of a clear reason leads to a negative perception of the quality of service.
4. Assurance are certainly of knowledge, and the ability of company employees to foster the trust of customers to the agency. It consists of several components such as communication, credibility, security, competence, and courtesy.
5. Empathy, which is to give sincere and individualized attention given to the customer by trying to understand the consumer's wishes. Where an agency is expected to have understanding and knowledge about customers, understand customer specific needs, and have a convenient operating time for customers.

Methodology:-

The object of research in this research is related to the Implication of Human Resource Apparatus through Training and Promotion of Public Service on the Investment Service and Integrated Service of Satu Pintu Malang Regency while the location of this research is in Government of Malang Regency. The main reason for choosing the location is because the agency is one of the institutions that have the main duty and the function of providing public services in the field of licensing and non-licensing in Malang Regency Government. Given the above, it requires a reliable human resources in its management.

Population is the totality of all values of both quantitative and qualitative computations and quantities rather than certain characteristics of a complete and clear set of objects (Sudjana, 2011: 34). Another understanding states that the population is a group of subjects, whether symptoms, test scores, objects or events. Seeing the above

understanding then determined the population in this study is the ASN (government employee) at the Department of Investment and Integrated Services of Malang Regency which amount around 70 people.

The sample is part of the population (Mantra and Kastro and Singaribuan, in Sugiono 2010). The sample is part of the population investigated as the actual data source in a study (Sutrisno Hadi, 2011: 62). The sample in this study was taken all employees amounted to 70 people. So this research is a census study.

Operational Definition and Variable Measurement:-

Training (X):-

Structural education and training is the education and training required for civil servants who will and have occupied structural positions. In accordance with the Decree of the Minister of Home Affairs Number 38 of 2002 on Education and Training of *Prajabatan* and Leadership in the Department of Home Affairs and Regional Article 1 namely:

"Leadership training is the process of teaching and learning that is applied to civil servants in achieving and or completing the requirements of leadership competence in accordance with certain levels of structural positions. Employee Education and Training, hereinafter referred to as DIKLAT, is the process of conducting teaching and learning and mental attitude development in order to improve the quality of knowledge and skills (competence), professional ability, integrity of personality and discipline of employees in carrying out main tasks, functions and authority.

Promotion (X₂):-

Promotion of positions is the transfer of employees / employees, from one position / place to the position / other places higher and followed by duties, responsibilities, and authority higher than previous occupied positions. And in general promotion followed by increased income and other facilities. The rewards for the performance results are usually expressed in the form of promotion.

HR Performance (Y):-

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 the organization contained in strategic planning of an organization (Mahsun, 2006; 31). Employee Performance (Y) is the work achieved by employees in carrying out the tasks assigned to him. The indicators used are: Timeliness of task completion. Job accountability.

Public Service (Z):-

Quality is a standard that must be achieved by a person or group or institution or organization regarding the quality of human resources, workings, processes and work or products in the form of goods and services. Qualified means satisfying to the parties served, both internal and external in the sense of optimal fulfillment of the demands of society or customers (Tjiptono, 2000: 76).

Service is a series of processes consisting of a series of intangible activities that normally (but not necessarily) occur in interactions between customers and employees of services and / or physical resources / goods and / or service provider systems provided as solutions to customer problems (Tjiptono 2005: 11)

Results And Discussion:-

Results:-

According to Supranto (2005) to estimate or predict the value of dependent variable (Y), it is necessary to calculate other variables that influence Y. Thus, between the variables both free and bound must have a relationship or correlation. In this research, dependent variable (Y) is Public Service, then independent variable is Training Education (X₁), Job Promotion (X₂) and Human Resource Performance (Y). Results of multiple correlation and regression analysis using SPSS 18.00 (Appendix) as follows:

Tabel 1:-Result of analysis of influence of independent variable to the dependent variable

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.852 ^a	.725	.712	.40974	1.960
Predictors: (Constant), PROMOTION POSITION (X ₂), DIKLAT (X ₁)					

Dependent Variable: HR PERFORMANCE (Y1)	
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Based on the calculation in the above table it can be seen that the correlation that occurs between the independent variables to the dependent variable is known value $R = 0.852$, this indicates that the free variable training education (X1), Promotion (X2) and Human Resource Performance (X3) to the dependent variable of Public Service (Y), while the relationship that occurs is positive and direction with a high level of relationship.

From the results of multiple linear regression analysis contained in the appendix, it is known that the coefficient of determination is denoted by R^2 of 0.609, this means that the variable of Public Service of employees can be explained by the variables Education training (X1), Promotion (X2) and Human Resource Performance (Y) derived in the model of 0.725%, or in other words the effective contribution (contribution) of independent variables to the variation (change) of Public Service 72.5%. Thus, the remaining 27.5% of the Public Service is explained by another variable variable not included in this research model.

Furthermore, based on the results of multiple linear regression analysis (Appendix), obtained the regression equation as in the following table:

Table 2:-Multiple Regression of Free Variables Against Tied Variables

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	.564	.528		6.296	.000
	DIKLAT (X1)	.379	.099	.345	3.845	.000
	PROMOTION POSITION (X2)	.598	.097	.550	6.183	.000
	HR PERFORMANCE (Y1)	.231	.093	.226	5.340	.000
a. Dependent Variable: PUBLIC SERVICES (Y2)						

$$Y = 0.564 + 0.379 X_1 + 0.598 X_2 + 0.231 X_3 + e$$

From the regression equation can be seen how the influence of training education variables and Promotion of Position and Performance of Human Resources to Public Service of employees at the Office of Investment and Integrated Services One Pintu Malang Regency, the positive influence indicates that changes in independent variables will be in line with changes in Public Service. From the multiple linear regression equation shows that the variables of training education, Job Promotion and HR Performance there is a positive influence means that any change in the independent variable will give a direct influence on the Public Service.

As in the summary of statistical values, in detail the results of multiple linear regression coefficients are:

1. Constanta = 0.564. This indicates that if the education training (X1), and Job Promotion (X2) and HR Performance (X3) variables are assumed to be absent, the level of Public Service is 0.564 units.
2. Regression coefficient $b_1 = 0.379$. If the training education variable (X1) is increased by one unit, it will increase the Public Service by 0.379 units. The assumption used is that another variable, the Promotion of Position (X2) is constant (0).
3. Regression coefficient $b_2 = 0.598$. If Position Promotion (X2) variable is increased by one unit then it will affect the improvement of Public Service equal to 0.598 unit. The assumption used is that the other variable, ie training education (X1) is constant (0).
4. d. Regression coefficient $b_3 = 0.231$. If the variable Performance of human resources (Y) is increased by one unit it will affect the improvement of Public Service of 0.231 units. The assumption used is that other variables, namely Promotion (X2) are constant (0)

Hypothesis Testing and Path Analysis:-

Hypothesis testing is conducted to determine whether the sample data processing can be applied to the population. Path analysis is used to estimate the causal relationship between predetermined causal variables based on theory. Path analysis is the repayment of multiple linear regression analysis. So the basis to answer the problem about the

influence between variables used the results of calculations by multiple linear regression method and simultaneously for testing the hypothesis. While the beta coefficients are seen from standardized beta coefficients for path analysis.

Effect of Training (X1) and Promotion of Position (X2) on HR Performance (Y) directly:-

The first equation is made to know the direct influence between the Training, Promotioy of Position of Human Resources Performance on Public Service. This is done through multiple linear correlation and regression analysis as Table.

Tabel. 3:-Recapitulation of Result of Analysis of Influence of Training Line (X1) and Job Promotion (X2) on Human Resource Performance (Y) directly

Dependent variable	Variable Free	Standardized Coefficients (beta)	T Count	Sig	Status
HR performance (Y)	Training(X1)	0,496	4.248	0,000	Significant
	Promotion position (X2)	0,379	3.799	0,000	Significant
R		= 0,852			
R Square		= 0,725			
Adjusted R Square		= 0,714			
Alpha		= 0,05			

Multiple regression analysis as shown in the next table resulted in a model as follows: $Z_{\text{Public Service}} = 0.496 \text{ Training} + 0.379 Z$

Promotion Position:-

1. Effect of Training (X1) on HR Performance (Y) directly The result of t test shows that t_{count} is 4,248 bigger than t_{table} (1,66) with significance level $0,000 < 0,05$, H_0 , statistic is rejected. This means that the hypothesis that "there is a direct influence between the Training on Human Resource Performance" can be proved true and the hypothesis is acceptable.
2. Effect of Position Promotion (X2) on HR Performance (Y) directly The result of t test shows that t_{count} , 3,799 is bigger than t_{table} (1,66) with significance level $0,000 < 0,05$ then statistically H_{02} is rejected. This means that the hypothesis that "there is a direct influence between the Promotion of Position on Human Resource Performance" can be verified and the hypothesis can be accepted.

The Effect of Training (X1) and Promotion of Position (X2) on Public Service (Z) directly:-

The second equation is made to know the direct influence between the Training (X1) and Promotion of Position (X2) on the Public Service (Z). This is done through multiple linear correlation and regression analysis as Table

Tabel. 4:-Recapitulation of the Result of Influence of Training on Education (X1) and Promotion of Position (X2) on Public Service (Z) directly

Dependent variable	Variable Free	Standardized Coefficient	tCount	Sig	Status
Public service (Z)	Training	0.486	6.393	0,000	significant
	Kinerja SDM	0.380	4.045	0,000	significant
	Promosi Jabatan (X ₂)	0.421	5.791	0,000	significant
R		= 0,850			
R Square		= 0, 722			
Adjusted R Square		= 0,710			
Alpha		= 0,05			

Multiple regression analysis as shown in the next table resulted in a model as follows: $Z_{\text{Public Service}} = 0.486 Z_{\text{Training}} + 0.380 Z_{\text{Promosi Position}} + Z_{\text{Public Service}}$

- a. Effect of Training (X1) on Public Service (Z) directly.

The result of t test shows that t_{count} is 6,393 bigger than t_{table} (1,671) with significance level $0,000 > 0,05$, hence statistically H_03 accepted. This means that the hypothesis stating "there are positive and significant influence directly between the Training and Public Service" can be proven and the hypothesis is accepted.

Effect of Promotion of Position (X2) on Public Service (Z) directly:-

The result of t test shows that t_{count} of 4,045 is bigger than t_{table} (1,66) with significance level $0,000 < 0,05$, H_04 is statistically rejected. This means that the hypothesis that "there is a direct positive and significant influence between Promotion of Position and Public Service" can be proven and the hypothesis can be accepted.

Effect of HR Performance (Y) on Public Service (Z) directly:-

The result of t test in table shows that t_{count} of 4.469 is bigger than t_{table} (1.66) with significance level $0,000 < 0,05$, H_05 statistically rejected. This means that the hypothesis that "there is a direct positive and significant influence between the Performance of Human Resources and Public Service" can be proven and the hypothesis can be accepted.

The Effect of Training (X1) and Promotion of Position (X2) on Public Service (Z) through HR Performance (Y):-

After the calculation of path analysis indirectly on the variables Training (X1) and Promotion Position (X2) on Public Service (Z) through the variable Performance of Human Resources (Y), then obtained the following results:

The indirect influence of Training (X1) on the Public Service (Y2) through Human Resource Performance (Y).

The results of path analysis calculations on the direct effect of Training on Public Services show significant results according to statistical calculations so that it can be seen indirect penagruh between the Training of Public Service through the performance of Human Resources. Thus there is no direct positive and significant influence of Training variable (X1) on Public Service (Z) through Human Resource Performance (Y)

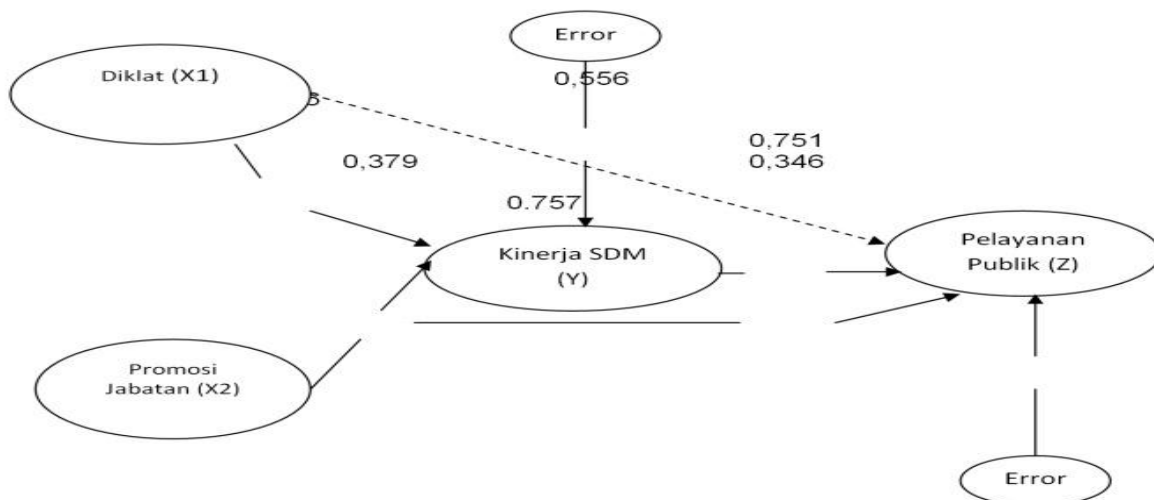
The indirect influence of Promotion of Position (X2) on Public Service (Z) through Human Resource Performance (Y)

$$PTL = P2.1 \times P3.1 = 0,240 \times 0,432 = 0,104$$

The total influence for the Promotion of Position factors (X2) on Public Service (Z) factor
 $P2.2 + (P2.1 \times P3.1) = 0,326 + 0,104 = 0,430$

Pursuant to result of coefficient value of lane significant to indirect influence between variable of Promotion of Position (X2) to Service Public (Z) through Human Resource (Y) with influence value equal to 0,430. Thus the results obtained that "there is a positive influence and indirectly significant variable Promotion Position (X2) on Public Services (Z) through the Performance of Human Resources (Y).

Based on the level of significance of the path, then can be made model of path analysis as follows:



Discussion:-**Discussion of Training and Promotion Factors Positive Positive Affairs and Significant to Human Resources Performance.**

The results showed that Training has a significant effect on Public Service. This is based on statistical findings, where the tcount is 4,248 at the significance level of 0,000 (= 0.05). This figure indicates that the Training variable (x1) is quite significant in affecting the Public Service of government.

Based on the results of data processing through path analysis, obtained the results of the Effect of direct training by 7.18% indirect influence through its relationship with the HR Performance of 7.17%, indirect influence through Promotion Position of 5.84% so the total influence of 20, 19%, This data indicates that Training, Promotion Position in good level. Reality on the ground is particularly encouraging: the spirit of working hard for achievement, relationships with co-workers (working team), and doing work creativity no longer awaiting instructions from the leadership.

The guidance of human resources in this case is the employee covers all the efforts undertaken to prepare a person to be a whole person, able to think logically and rationally and able to perform the function as a creature of God, economic man, social person, citizen, and responsible member of society. It can be seen that coaching is a conscious effort to improve the employee's ability both theoretical, conceptual, skill and attitude and mental. For that coaching must be done continuously because it is a long process to increase the potential of an employee. According to Soesiana (1999: 4) "the human must be learning is an endless process in changing from the original state." Government is one of the decisive factors in the process of steady and dynamic development so it takes a bigger role especially in the implementation of government. The smooth implementation of government and the implementation of development requires a coaching of the state apparatus. Therefore it can not be denied again that the human factor is the main capital that needs to be considered in a government, it is very important because after all the success of an organization in achieving a goal is determined by the quality and ability of the people who are in it.

Based on the results of multiple regression analysis of training education variables on HR Performance, this is in accordance with research Imam Adiwongso (2008), The influence of functional and structural training on employee career Environment Secretariat Pasuruan City Government thus can be interpreted that although the variables in training education have influence which is significant to the Performance Performance of human resources in the future, but it would be better if the competencies can be improved as well as possible. This may be possible because in addition to training and competency education and career performance, there are still other variables that affect employee performance, Education and Training of civil servants as disclosed by Sudiman (2008: 50) "is the implementation of teaching and learning process in order to improve the ability of civil servants in carrying out the duties of office. In essence education and training (training education) is a process of teaching and learning to make a person become good and full of responsibility".

While the definition of education and training according to Notoatmodjo (2009: 25) "is an effort to develop human resources, especially to develop intellectual abilities and human personality." It is strenuous that the emphasis of training is to improve the ability to carry out the current task, while education emphasizes the improvement of the ability to carry out new tasks in the future.

Training and Promotion Function Position Positive and Significant Impact on Public Service

The results showed that Training and Promotion of Position have a significant effect on Public Service. This is based on statistical findings, where the tcount is 3.799 at a significance level of 0.000 (= 0.05). This number indicates that the Position Promotion variable (x2) is significant in influencing the Public Service.

Based on the results of multiple regression analysis of training education variables on Performance, this is in accordance with research Imam Adiwongso (2008), Effect of functional and structural training on employee career thus can be interpreted that although the variables in training education have a significant influence on HR Performance, but it will be better if the competencies can be improved as well as possible. This may be possible because in addition to training and competency education and career performance, there are other variables that affect the quality of public services, Education and Training of civil servants as disclosed by Sudiman (2008: 50) "is the implementation of teaching and learning process in order to improve the ability ASN (public servants) in performing official duties. In essence education and training (training education) is a process of teaching and learning to make a person become good and full of responsibility. " While education and training according to

Notoatmodjo (2009: 25) "is an effort to develop human resources, especially to develop human resources, especially to develop intellectual ability and human personality." It is strenuous that the emphasis of training is to improve the ability to carry out the current task, while education emphasizes the improvement of the ability to carry out new tasks in the future.

Promotion Factors Position positively and directly affects the Public Service.

Promotion (promotion) provides an important role for every employee, even a dream that is always on the look-up. Promotion means trust and acknowledgment of the employee's ability and competence to occupy a higher position. Thus promotion will provide social status, authority, responsibility, and income is increasing for employees.

The existence of an opportunity to be promoted will also mendorornng recruiting (recruiting) applicants who increasingly enter the application so that procurement (Procerement) good employees for agencies will be easier. Conversely, if the opportunity to promote is relatively small / none then the passion of work, morale, work discipline, and employee performance will decrease.

In implementing the policy of providing employee promotion opportunities then the agency must have the principle of promotion itself, so that employees have a handle to promote themselves.

The HR Performance Factor has a positive and significant direct effect on the Public Service:-

Based on the result of data processing through path analysis, the result of the variable of Human Resource Performance have direct influence of 16,73%, indirect influence through correlation with Training 7.99%, indirect influence through Training 7.17% and total influence is by 31.89%.

HR Performance and Training is a process whereby people gain the capability to help achieve organizational goals. Training provides the knowledge, skills and change of specific and identifiable attitudes to be used in their work within the organization (Mathis-Jackson: 2006). Given the knowledge and skills expected to be able to do a job or task that becomes its responsibility by using the maximum resources to achieve the desired results within the time specified in the organization.

The training program should include a learning experience and an organizational activity that is designed and formulated as an effective organizational design consisting of 3 main factors, namely the identification of training needs, the implementation stage of the training and the training evaluation phase.

Training and Promotion Factors Position positively and indirectly affects the Public Service through the Human Resources Performance.

Good planning will produce good results, if supported by a good implementor. For that, required Performance of human resources into a professional resource in order to achieve optimal results through a predetermined plan.

The performance of human resources is very important because human resources play a role in the development of both macro and micro. In line with the opinion of Soekinjo Notoatmodjo, which states that "Development of a nation requires a principal asset called resources, both natural resources and human resources. So according to the opinion of human resource writers more important." (Notoatmodjo, 1992: 3). Human resource performance can be viewed macro and micro.

As stated by Soekinjo Notoatmodjo in his book entitled Human Resources Performance, among others: "The performance of human resources in macro is a peroses of improving the quality or ability of human beings in order to achieve a national development goals. The process of improvement here includes planning, performance, and human resource management "(Notoatmodjo, 1992: 4). While the performance of human resources micro, still according to Notoatmodjo is a process of planning education and training and management of labor or employees to achieve a optimum results (Notoatmodjo, 1992: 5). Performance is an attempt to improve the technical, theoretical, conceptual, and moral skills of employees in accordance with the needs of work / occupation through education and training.

Furthermore Hasibuan added that education enhances the theoretical, conceptual, and employee morale skills, while the exercise aims to improve the technical skills of employee job implementation (Hasibuan, 2000: 68)

Based on some understanding about the performance of human resources above, it can be concluded that the performance of human resources is an effort to improve the quality of human resources through certain ways to achieve optimal performance through education and training. Through this Performance will form a qualified human resources, which can be regarded as a professional resource.

Conclusion:-

1. There is influence of training education variable and promotion of position simultaneously to public service at Dinas Penanaman Modal and Integrated Service on Malang Regency, acceptable.
2. There is influence of training variables and promotion of position partially to public service at Department of Investment and Integrated Service district of Malang. From result of t test, partially variable of education of training and promotion of office showed that there is significant influence between performance to public service. Or from the results of t test above, shown the value of t_{count} . Based on the result of the analysis, thitung of the two variables is bigger than t_{table} ($t_{count} > t_{table}$), then the second hypothesis that there is significant influence between training education and partial promotion on employee performance is acceptable.
3. Variables of promotion promotion positions that have significant influence on public service at the Department of Investment and Integrated Services On Malang Regency. Based on the analysis of each variable shows the standardized beta coefficient (β) with the beta result of training education is the largest beta.

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