

## Psychological Factors Affecting the Performance of Lecturers in Increasing the Competence of Graduates

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**Abstract.** Education has changed from all aspects. In schools nowadays must be done from home. This is, of course, caused by the COVID-19 pandemic that is happening all over the world. Indonesia itself has also entered the scope of this pandemic, which makes the government provide a policy of having to study, work and other activities from home. This online learning system certainly makes universities have to change their learning procedures. Private universities as part of the national education system need to be continuously encouraged to increase growth, roles, responsibilities and quality of education while still taking into account the characteristics of the private universities concerned. This shows that universities must improve the performance of the academic community, including lecturers, so that they are more professional and qualified. The factors that influence the competence of graduates through performance are family environment, university environment, government support and motivation. The purpose of this study was to analyze the influence of the family environment, university environment, government support, motivation on graduate competence through lecturer performance. There are 9 private universities. This study uses path analysis. The results showed that performance was able to mediate all the influences of the family environment, university environment, government support, motivation on graduate competence.

**Keywords :** online learning system, quality of education, lecturer performance

### INTRODUCTION

Education today has changed in all aspects. Indonesia itself has also entered the scope of this pandemic, which makes the government provide policies that must study, work and other activities from home (Ariawan, 2020; Nwagwu, 2020). This is of course to reduce the increase in the number of people affected by the coronavirus. This online learning system certainly makes universities have to change their learning procedures (Dwidienawati, 2020). Private universities as part of the national education system need to be continuously encouraged to increase their growth, roles, responsibilities and quality of education while taking into account the characteristics of the private universities concerned and general educational requirements. This shows that universities must improve the performance of the academic community including lecturers to be more professional and qualified (Meroni et al, 2015). The factors that influence the competence of graduates through performance are family environment, university environment, government support and motivation. According to Jamaludin (2020) performance is the implementation of the plans that have been prepared. The learning environment is also in this case the family environment, university environment and government support very much supports comfort and order. Unlike case with students who have a dirty learning environment, of course it will cause laziness and even contract disease. When starting the teaching and learning process sometimes the classroom looks dirty, so the lecturer will ask the students to clean it first. If this is done continuously, it will interfere with learning time (Abidin et al, 2020). Likewise with the family environment and government support where during this pandemic period, of course, a lot of support must be given to students, such as internet quota assistance. Families must also support students to be more enthusiastic in learning. Therefore, it is necessary to instill care and awareness in students to be able to maintain their environment Fredy et al (2020). One important aspect to improve the ethos of lecturers in improving performance is by providing motivation for lecturers to be enthusiastic about working Sharma (2020). The enthusiasm of the lecturers is very much needed by an institution because with high enthusiasm the lecturers can work with all the power and effort they have (not half-assed) so that their productivity is maximized and allows the realization of the goals to be achieved in accordance with the tridharma of higher education.

It is also known that the competence of graduates at PTS Medan is also currently experiencing a decline. Many people have complained about this, including students themselves, ranging from the discipline of the lecturers to the unsatisfactory ability in learning management, and from the mastery of teaching materials that have not changed to the weakness of the writing culture. As a result, the general description of the teaching profession is more positioned as individuals who transfer knowledge solely, not as producers of knowledge. Lecturers also transfer more knowledge which sometimes has expired, both in terms of the development of science and strata of

thought. In fact, lecturers do not make updates in learning methods. This situation, of course, has implications for the lecturers' performance related to the quality of lecturers' competencies, which in the end leads to the low quality of higher education as a whole. Therefore the importance of motivation given by the university so that lecturers also have motivation in providing knowledge to students.

On campus, lecturers are the first hands to directly relate to students through the teaching and learning process in addition to being supported by all campus personnel and between lecturers and students there must be a close relationship and know the reasons why students are not enthusiastic about taking lessons. Maybe by looking for different learning methods. In addition, the success of learning on campus is also influenced by several supporting factors, namely facilities and infrastructure, physiological conditions, psychological conditions because education without these factors will not run smoothly (Indahri, 2020). A learning environment will be obtained that supports learning activities for students. Students will feel comfortable and safe, if their learning environment is supportive in improving learning achievement.

## **LITERATURE REVIEW**

### **Graduate Competence**

Muzenda (2013), defines competence as a description of what a person must know or do in order to carry out a job well. Competence affects a person's level of work achievement. Achievement of work at a satisfactory or unsatisfactory level depends on the competencies possessed. Competence in work is not only having skills and knowledge about the work being done, but also a person's ability to transfer and apply these skills and knowledge in new situations and increase agreed benefits. Competence also proves the characteristics of the skills and knowledge possessed or needed in each individual. The characteristics of the competencies possessed help individuals to be able to carry out their duties and responsibilities effectively and raise professional quality standards in their work (Purba et al., 2021). The competence describes what people do in the workplace at various levels, identifying the characteristics, knowledge and skills required by individuals in their work (Gunawan, 2020 & Savytska et al., 2021). Based on the understanding of the experts above, the definition of competence can be concluded with an ability to carry out activities or work based on good knowledge and skills.

### **Lecturer Performance**

This online learning system certainly makes universities have to change their learning procedures (Herliandry, 2020). Private universities as part of the national education system need to be continuously encouraged to increase their growth, roles, responsibilities and quality of education while taking into account the characteristics of the private universities concerned and general educational requirements. This shows that universities must improve the performance of the academic community, including lecturers, to be more professional and qualified. According to Long (2016), the factors that influence the competence of graduates through performance are the family environment, university environment, government support and motivation.

### **Family Environment**

Emiyati and Harming's (2020), said that the community environment is a place where people live together which produces culture. Meanwhile, according to Enriquez (2014), the community environment is the third environment in the process of personality formation. There are 3 scopes in the educational environment, namely the family environment, the school/university environment and the community environment (Hutagalung et al., 2017). According to Fredy et al (2020) the function of the family is as a function of affection, economy, education, protection/care, recreation, family status and religion. Meanwhile, according to Dewi (2020) and Goldschmidt (2020) state that the family functions as: (1) Replacing the family, (2) Helping, (3) Regulating and controlling sexual impulses, (4) Mobilizing cultural values, (5) Showing status.

### **Campus Environment**

The campus often viewed with one eye as a factor that also affects learning achievement even though the impact is indirectly on improving learning achievement. The campus learning environment has the same meaning as the educational environment. The educational environment according to Jamaludin (2020), is all conditions and external influences on educational activities. While the educational environment according to Sabiq (2020) is the background where education takes place. The campus environment is a place for students to carry out educational activities to gain knowledge, change attitudes, and life skills.

### **Government Support**

The definition of support according to Su et al, (2018) is the provision of encouragement, motivation, or enthusiasm as well as advice to others who are in a decision-making situation. Furthermore, according to Suchaya (2020) support is all forms of verbal and non-verbal information, suggestions, real assistance and behavior given by a group of people who are close and familiar with the subject in their social environment. Government is a

group of people or organizations that are given the power to govern and have the authority to make and implement laws/laws in a certain area. According to Sumarto (2020), the government is defined as an organization from the state that shows and exercises its power. Governments in Indonesia are organized based on the level between the central government and local governments (provincial, district/city) based on the existence of decentralization that applies to each country and government. As in other unitary states, regions in Indonesia are not state in nature, therefore regions do not have state power and other state attributes such as at the central/national level. What it has is the authority as a derivative of state power to administer 'certain' government affairs according to the principles of regional government administration. From the above understanding it can be concluded that government support is all forms of efforts, both encouragement, motivation, and assistance carried out by the state through its organization, namely local governments.

### Motivation

Motivation is an effort to achieve organizational goals as a reflection of the individual's interest in performance behavior. According to Sharma (2020), there are three main elements (intensity, direction and persistence). Intensity describes how hard a person is in achieving his goals. This is the most important element in motivation (Hanum et al., 2019).

### RESEARCH METHODS

The research was conducted in the city of Medan by looking at 9 private universities. The number of population in this study is unknown so that using the formula from Malhotra (2010) where to find out the number of samples the formula is the number of questions multiplied (x5). The 235 samples which were then carried out by proportional random sampling to 9 private universities in Figure 1 :

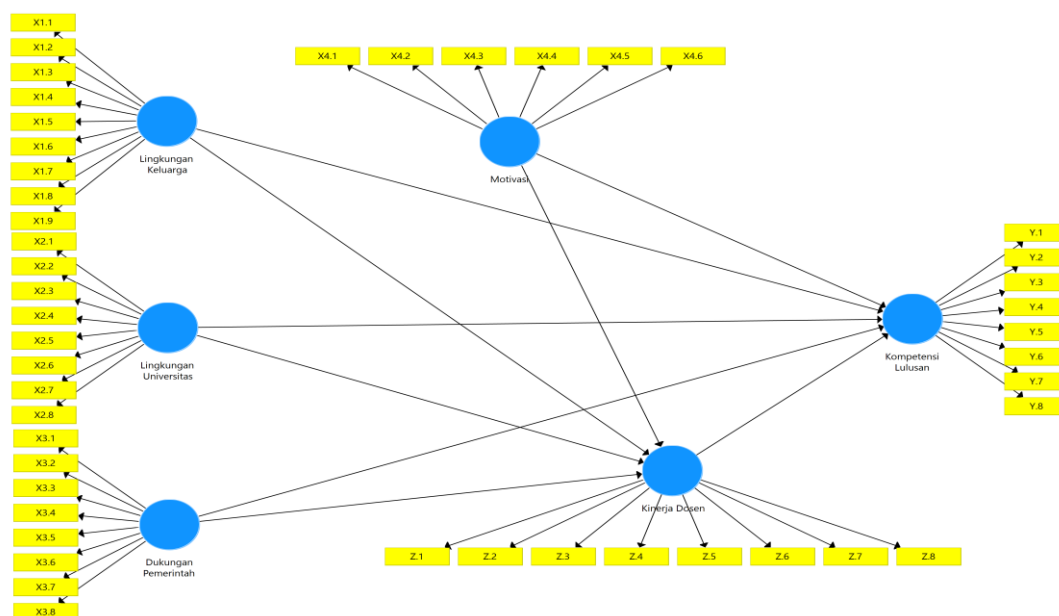


Figure 1. Framework of Research

### FINDINGS AND DISCUSSION

#### Findings

The findings of research as a follows :

Table 1. p value

	P Values
Campus Environment -> Competence of Graduates	0,000
Campus Environment -> Lecturer Performance	0,001
Family Environment -> Competence of Graduates	0,012
Family Environment -> Lecturer Performance	0,008
Government Support -> Competence of Graduates	0,000

<b>Government Support -&gt; Lecturer Performance</b>	<b>0,000</b>
<b>Lecturer Performance -&gt; Competence of Graduates</b>	<b>0,008</b>
<b>Motivation -&gt; Competence of Graduates</b>	<b>0,001</b>
<b>Motivation -&gt; Lecturer Performance</b>	<b>0,023</b>
	<b>P Values</b>
<b>Campus Environment -&gt; Lecturer Performance -&gt; Competence of Graduates</b>	<b>0,009</b>
<b>Family Environment -&gt; Lecturer Performance -&gt; Competence of Graduates</b>	<b>0,002</b>
<b>Government Support -&gt; Lecturer Performance -&gt; Competence of Graduates</b>	<b>0,045</b>
<b>Motivation -&gt; Lecturer Performance -&gt; Competence of Graduates</b>	<b>0,004</b>

Sources : SmartPLS Result (2022).

## Discussion

### Effect of Campus Environment on Graduate Competencies through Lecturer Performance

The results show that the campus environment affects the performance of lecturers and also the competence of graduates. This shows that the campus environment is an important aspect in influencing performance. It is known that a clean campus environment will make lecturers and students enthusiastic in the teaching and learning process. According to (Goldshmidt, 2020) that a clean campus environment will improve lecturer performance in teaching. Therefore, it is important for the campus to create a good campus environment because this can certainly support all aspects such as the performance and competence of student graduates.

### The Effect of Family Environment on Graduate Competence through Lecturer Performance

Statistical analysis results show that family environment has a significant effect on graduate competence through performance. It can be concluded that the family environment can be an aspect that affects the competence of graduates. It is known that during this pandemic, of course, support from the family is very important in influencing the competence of graduates. With a good family environment, students will be enthusiastic in lectures, as well as the importance of coordination between the campus and the family in order to establish a good relationship. This research support by Fredy et al, (2020) and Shahzad (2020)

### The Effect of Government Support on Graduate Competencies through Lecturer

The government support affects graduate competence through lecturer performance. It is known that in this era of online learning, attention from the government is needed. This is because there are still many students who find it difficult to learn online. Likewise with lecturers who of course also need support. Lecturers themselves are a little hampered in terms of the teaching process due to the limited teaching patterns provided by the lecturer, as well as students who tend to be often hampered related to the facilities needed, such as laptops and internet problems. Therefore, support from the government is also very much needed in education at this time, it is important for the government to also see how the condition of the campus is and offer the various needs needed. This of course can increase the performance of lecturers and improve the competence of good graduates for students.

### The Effect of Motivation on Graduate Competence through Lecturer Performance

Motivation is an impulse that can make a person achieve his goals (Saleh, 2020). In this case, lecturers and students themselves really need motivation from various parties. Self-motivation is needed so that the performance of lecturers can increase and the competence of graduates is also better. Lecturers themselves need to be able to advance their careers by being involved in research and community service, the campus itself must provide a place so that lecturers can be more motivated in teaching, researching and doing community service. It is also important for campuses to provide rewards for lecturers who are always active in carrying out the tri dharma of higher education. Another motivation needed can be in terms of providing internet quota assistance for lecturers and students which of course is very much needed in terms of the teaching and learning process. The competence of graduate students must also be further improved. There is also a need for special training or internships that allow students to know the world of work before completing their studies. In this case, it is important for the campus as an institution to provide motivation for its human resources.

## CONCLUSIONS AND RECOMMENDATIONS

### Conclusions

1. Directly campus environment significantly affect the competence of graduates and faculty performance
2. Directly family environment significantly affect the competence of graduates and faculty performance

3. Directly government support significantly affect the competence of graduates and faculty performance
4. Directly motivation significantly affect Graduate competence and lecturer performance
5. Indirectly the campus environment has a significant effect on graduate competence through lecturer performance
6. Indirectly, the family environment has a influence to graduate competence through lecturer performance
7. Indirectly, government support has impact on graduate competence through lecturer performance
8. Motivation has impact on graduate competence through performance of lecturer.

### Suggestions

Overall the campus environment, the class environment Family, government support and motivation have impact on graduate competence and lecturer performance. Lecturer performance as a mediating variable is able to influence the relationship of the campus environment, family environment, government support and motivation to graduate competence. In this case the campus, family and government need to support each other so that the teaching and learning process can run well. The limited facilities and infrastructure make some private universities in Medan City not ready to study online, especially with the implementation of rules work from home which make communication between lecturers, campuses and students difficult. Especially with the current learning media that each campus cannot provide properly. Therefore, it is also important to support the government by providing internet quota subsidies for lecturers and students. It is also necessary to pay attention to private universities which are still having problems with online learning.

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