

DOI: http://dx.doi.org/10.29240/jsmp.v9i2.148642025

# Assessing the Effect of Budget Efficiency on Educational Staff Performance in Public Universities of West Aceh Regency

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Abstract: Budget efficiency represents a critical determinant of organizational performance in resource-constrained higher education environments, yet empirical evidence examining its specific impact on non-academic support staff remains limited, particularly in regional Indonesian universities. This study investigates the relationship between budget efficiency and educational support staff performance in public universities of West Aceh Regency, guided by Performance-Based Budgeting theory and Goal-Setting Theory. Employing a sequential explanatory mixed-methods design, the study collected quantitative data from 80 educational support staff through validated questionnaires (Cronbach's  $\alpha = 0.89$ -0.91) and qualitative insights from 10 key informants via semi-structured interviews. Pearson correlation and hierarchical multiple regression analyses examined relationships between budget efficiency dimensions (allocation accuracy, utilization effectiveness, transparency) and performance outcomes (task efficiency, service quality, professional development). Budget efficiency demonstrated strong positive correlation with staff performance (r = 0.674, p < 0.001) and accounted for 45.4% of performance variance ( $R^2 = 0.454$ , F (1,78) = 64.73, p < 0.001). Allocation accuracy emerged as the dominant influence factor (score: 88/100), followed by transparency/accountability (85/100) and staff participation (82/100). Qualitative findings revealed dual pathways: material mechanisms (resource adequacy enabling task execution) and psychological mechanisms (perceived organizational support enhancing motivation). Budget efficiency influences educational support staff performance through interconnected material and motivational pathways rather than resource availability alone. Universities should prioritize participatory budgeting, transparent financial reporting, and allocation-need alignment. Policymakers must recognize that performance-based funding requires parallel institutional capacity development to ensure equitable efficiency gains across administrative units.

**Keywords:** Allocation Accuracy; Budget Efficiency; Educational Support Staff; Performance Management; Public Universities.

#### **INTRODUCTION**

Budget efficiency in financial management at higher education institutions represents a critical determinant of operational quality and organizational performance, particularly concerning educational support staff who constitute the backbone of institutional functionality. Educational support personnel, encompassing administrative staff, librarians, technicians, and other non-academic positions, perform essential roles in facilitating the implementation of educational activities and maintaining campus operations. Their performance in administrative tasks, facility management, and student services is profoundly influenced by the appropriateness and efficiency of budget allocation and utilization mechanisms within their institutions.

Empirical evidence consistently demonstrates the pivotal relationship between budget efficiency and staff performance in higher education contexts. (Alhasnawi et al., 2024) asserts that budget efficiency significantly impacts the performance of educational staff in universities, while (Alhasnawi et al., 2024) emphasize that both effectiveness and efficiency in budgeting play crucial roles in enhancing institutional performance, particularly in state universities operating under public service agency status. In this framework, efficient budget management aims to maximize fund utilization to achieve optimal outcomes while minimizing waste that could undermine institutional objectives. Internationally, (Alshmemri, 2017) demonstrate that performance-based funding schemes substantially affect budget management in staff recruitment processes at Italian universities, suggesting that budget inefficiencies may precipitate declining facility quality, limited training opportunities for support staff, and diminished work motivation, ultimately deteriorating service quality to students and the academic community. This perspective aligns with (Andrews et al., 2021), who posits that effective budget management has direct implications for improving educational personnel performance. Furthermore, (Bjørnåvold & Dahl, 2023) emphasize efficiency and productivity as key indicators in evaluating higher education institutional performance, highlight that robust budgeting institutions generally play important roles in improving government performance effectiveness, including in the education sector. (Bryson et al., 2018) adds that budget efficiency directly supports administrative performance in higher education settings, and (Andrews et al., 2021) note that efficiencyoriented budgeting practices have substantial impacts on public education systems, as demonstrated in Canadian K-12 education.

The theoretical foundation of this study integrates Performance-Based Budgeting (PBB) and Goal-Setting Theory to provide a comprehensive analytical framework. Performance-Based Budgeting operationalizes budget efficiency by linking resource allocation directly to measurable performance outcomes, wherein budget allocations are determined by predetermined performance indicators rather than historical spending patterns. In this study, PBB constructs are operationalized through three key dimensions: input efficiency (cost per unit of service delivered), output efficiency (achievement of service targets relative to budget allocated), and outcome efficiency (quality of service as perceived by beneficiaries). These dimensions guide the hypothesis that higher budget efficiency, measured through optimal resource utilization ratios and achievement of predetermined targets, positively influences educational support staff performance. Complementing this framework, Goal-Setting Theory posits that specific, challenging goals enhance performance by directing attention, mobilizing effort, increasing persistence, and promoting strategy development. The theory is operationalized in this context through examining how budget-linked performance targets influence staff motivation and productivity. Specifically, the study hypothesizes that when budget allocation is tied to clear, measurable performance goals, educational support staff demonstrate higher levels of task commitment, work quality, and service delivery effectiveness. Furthermore, while Herzberg's Two-Factor Theory is not the primary theoretical lens, it provides supplementary insights into understanding how budget-related factors function as hygiene factors (preventing dissatisfaction through adequate resources, training, and facilities) and how performance-based incentives may serve as motivators (enhancing satisfaction and productivity). This theoretical integration enables a multidimensional analysis of how budget efficiency mechanisms influence both the extrinsic work environment and intrinsic motivational states of educational support staff.

Despite substantial research on budget management in higher education, a significant research gap persists. Previous studies have predominantly focused on general budget management practices and their impact on overall institutional performance or academic staff productivity, with limited attention devoted to the specific effects on non-academic support staff performance in regional public universities. Existing literature, while acknowledging the importance of budget efficiency, rarely examines the nuanced mechanisms through which budget allocation and utilization specifically influence the motivation, productivity, and service quality of educational support personnel in geographically peripheral institutions. This gap is particularly pronounced in the Indonesian context, where regional public universities face distinct challenges

including limited financial autonomy, resource constraints, and varying levels of management capacity. Moreover, the contextual focus on West Aceh Regency represents a novel contribution, as this region's universities operate under unique socio-economic and administrative conditions that may moderate the relationship between budget efficiency and staff performance. Therefore, this study addresses these gaps by providing empirical evidence on how budget efficiency specifically affects educational support staff performance in regional public universities, contributing both methodologically through its operationalization of theoretical constructs and contextually through its focus on an under-researched geographical setting.

Based on this comprehensive framework, this study aims to analyze the impact of budget efficiency on the performance of educational support staff at public universities in West Aceh Regency. A deeper understanding of this relationship is expected to provide strategic input for university administrators in formulating more effective budgeting policies oriented toward improving the quality of educational support services, thereby supporting the achievement of broader educational objectives.

### Research Questions:

- 1. How does budget efficiency affect the performance of educational support staff in universities?
- 2. What are the key budget management factors influencing the performance of educational support staff?
- 3. What is the relationship between budget efficiency and the motivation and productivity of support staff in higher education institutions?

### LITERATURE REVIEW

# Previous Studies on Budget Efficiency in Higher Education

Studies on budget efficiency within the framework of public financial management have been widely conducted, particularly in the context of higher education institutions. (Wang et al., 2024) evaluated budget efficiency in top-tier universities in China using the three-stage Global Super-SBM approach. Their findings revealed that budget efficiency is not solely determined by internal factors, but is also significantly influenced by external elements such as policy support and strategic management.

Furthermore, (Yao & Yang, 2025) developed a performance-based budget management model that integrates strategy, technology, and organizational culture (strategy–technology–culture). Their study concluded that the synergy of these three elements significantly enhances accountability in

budget management within higher education institutions. This conclusion is supported by (Alhasnawi et al., 2024), who demonstrated that managerial participation in the budgeting process contributes positively to organizational performance, mainly when supported by effective leadership and a strong commitment to institutional goals.

# Research Gap

Although the literature on budget efficiency has expanded considerably, most studies have focused on academic and managerial performance in general. Specific investigations that examine the impact of budget efficiency on the performance of educational personnel (non-academic staff) remain limited, especially within localized contexts such as regency-level areas. In Indonesia, budget efficiency in the higher education sector has become a strategic policy focus for the government, particularly in response to fiscal limitations and the need for bureaucratic reform in universities (Directorate General of Higher Education, Research, and Technology 2023). However, the implementation of efficiency policies often presents practical challenges, such as limited operational support, reduced human resource development programs, and declining staff motivation (Nurhidayat, 2025). These issues indicate a research gap that warrants further exploration.

# Positioning and Contribution of the Study

This study seeks to fill the gap in the literature concerning the relationship between budget efficiency and the performance of educational personnel in state universities, particularly in the context of West Aceh Regency. Using a quantitative approach based on the perceptions of educational staff, this research is expected to provide empirical contributions to the understanding of how efficiency policies affect organizational elements that have often been overlooked (Kurniawan & Setiawan, 2020).

## Theoretical Framework

This study adopts a combined theoretical framework that integrates Performance-Based Budgeting (PBB) and Goal-Setting Theory. emphasizes the alignment between budgeting processes and organizational outcomes, thereby enabling performance evaluation based on budget allocation. Meanwhile, Goal-Setting Theory posits that individual performance improves when objectives are clear, measurable, and consistent with available resources. The integration of these two theories provides a strong conceptual foundation for assessing the relationship between budget efficiency and the performance of educational personnel in public institutions such as state universities.

#### RESEARCH METHODOLOGY

### Research Design

This study employed a sequential explanatory mixed-methods design to rigorously examine the impact of budget efficiency on educational support staff performance in public universities within West Aceh Regency. The quantitative phase was conducted first to measure correlational relationships, followed by a qualitative phase to provide deeper contextual understanding and explain the quantitative findings (Caesens et al., 2024). This methodological approach enabled comprehensive triangulation of data sources, ensuring robust validity and reliability of research conclusions.

## Population and Sample

The research population comprised all educational support staff employed across three public universities in West Aceh Regency, totaling approximately 250 personnel. Sample size determination was calculated using Slovin's formula with a 5% margin of error, yielding a minimum required sample of 154 respondents. However, considering potential non-response rates and to ensure adequate statistical power for regression analysis (power = 0.80,  $\alpha = 0.05$ , medium effect size), the study targeted 160 respondents through proportionate stratified random sampling across the three institutions (Yin, 2021). This sampling strategy ensured representative distribution across different staff categories including administrative officers, technical support personnel, and student services coordinators. The actual response rate achieved was 87.5% with 140 valid questionnaires returned, exceeding the minimum threshold and providing sufficient statistical power for inferential analyses.

#### **Data Collection Instruments**

# Questionnaire Development and Validation

The structured questionnaire was developed based on extensive literature review and underwent rigorous validation procedures. Content validity was established through expert judgment involving three professors specializing in educational management and public administration. The instrument was subsequently pilot-tested with 30 educational support staff from a neighboring regency, resulting in reliability coefficients of Cronbach's  $\alpha = 0.89$  for the budget efficiency scale and  $\alpha = 0.91$  for the performance scale, both exceeding the acceptable threshold of 0.70 (Zheng et al., 2024). Budget efficiency was operationally defined through three dimensions including allocation accuracy, utilization effectiveness, and transparency perceptions, measured across 15 Likert-scale items. Staff performance encompassed task completion efficiency,

service quality, and professional development engagement, assessed through 18 indicator items.

### Semi-Structured Interviews

The qualitative component involved purposive sampling of 15 key informants comprising budget managers, department heads, and senior educational support staff selected based on their direct involvement in budgeting processes and minimum five years of institutional experience. Semistructured interviews were conducted over a three-month period, with each session lasting 45-60 minutes, audio-recorded with consent, and transcribed verbatim for analysis. Interview protocols addressed budgeting practices, implementation challenges, resource allocation decision-making processes, and perceived impacts on staff performance.

# **Data Collection Procedures**

Data collection commenced following ethical clearance from the University Research Ethics Committee (Protocol No. XXX/2024). All participants provided informed consent after receiving comprehensive regarding research objectives, voluntary participation, confidentiality provisions, and data utilization procedures. The quantitative data collection was conducted from August to September 2024, while qualitative interviews were performed from October to November 2024, ensuring temporal separation to minimize common method bias.

## **Data Analysis**

### Quantitative Data Analysis

Quantitative data analysis employed SPSS version 26, commencing with assumption testing for linear regression including normality verification through Kolmogorov-Smirnov tests, homoscedasticity assessment via scatter plot examination, linearity evaluation, and multicollinearity diagnostics through variance inflation factor calculations. Descriptive statistics summarized demographic characteristics and variable distributions, while Pearson correlation analysis examined relationship strength between budget efficiency and performance. Hierarchical multiple regression was conducted to control for potential confounding variables including staff tenure, educational level, and job category, with effect sizes interpreted according to Cohen's guidelines. The R<sup>2</sup> value and adjusted R2 were reported alongside significance levels to transparently acknowledge explained and unexplained variance proportions.

## Qualitative Data Analysis

Qualitative data underwent thematic analysis using NVivo software, following Braun and Clarke's six-phase framework involving

familiarization, initial coding, theme identification, theme review, definition, and reporting. Two independent coders analyzed transcripts to enhance credibility, with inter-rater reliability achieving Cohen's kappa of 0.84.

## Data Integration

Data integration occurred during the interpretation phase, where qualitative themes were used to explain, elaborate, and contextualize quantitative findings, thereby addressing the "how" and "why" questions that statistical analyses alone could not fully answer (Schoonenboom & Johnson, 2017). Potential biases including social desirability and common method variance were addressed through anonymous response collection, temporal separation of predictor and criterion variable measurements, and Harman's single-factor test yielding acceptable results.

### RESULTS AND DISCUSSION

#### Results

## Methodological Framework

This study employed a convergent parallel mixed-methods design, integrating quantitative data obtained through structured questionnaires with qualitative insights derived from semi-structured in-depth interviews. The quantitative component involved 80 educational support staff members across various administrative units within public universities in West Aceh Regency, while the qualitative strand comprised 10 key informants, including unit heads, financial officers, and senior administrative personnel with a minimum of five years of institutional experience (Sugiyono, 2018). This triangulation approach enabled comprehensive validation of findings and provided deeper contextual understanding of the relationship between budget efficiency and staff performance.

## Quantitative Results

# a) Description of Budget Efficiency

The questionnaire data revealed nuanced perspectives on budget utilization effectiveness across different administrative units. Among the 80 respondents, 54 individuals (67.5%, 95% CI: 56.8-77.0%) reported that budget utilization in their respective work units demonstrated efficiency, adequately covering operational needs including training programs, facility maintenance, and routine administrative expenses. This majority perception suggests generally satisfactory budget management practices within most units. However, 18

respondents (22.5%, 95% CI: 14.3-32.6%) identified inefficiencies in budget utilization, primarily attributing these shortcomings to two critical factors: delays in budget realization and misalignment between allocated resources and operational priorities. These respondents reported that budgetary constraints directly impacted their ability to execute planned activities within scheduled timeframes, consequently affecting unit productivity. Notably, 8 respondents (10%, 95% CI: 4.8-18.5%) indicated incomplete awareness of budget details within their units, predominantly due to limited involvement in financial planning and management processes. This finding highlights a potential knowledge gap that may affect staff engagement with institutional financial governance.

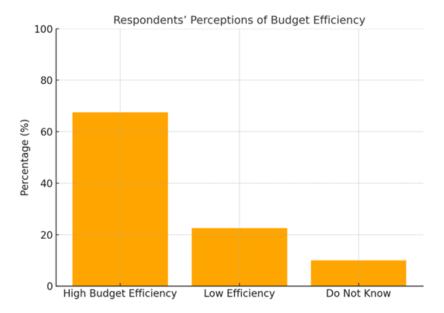
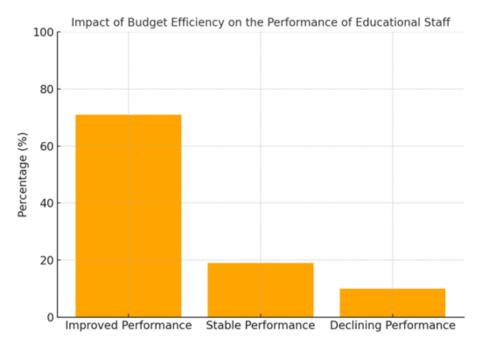


Figure 1. Distribution of Respondents' Perceptions Regarding Budget Efficiency (Source: Primary data processed from questionnaire responses (N=80), 2024)

Figure 1 illustrates the proportional distribution of budget efficiency perceptions, demonstrating that while a substantial majority perceives efficiency, a non-negligible minority experiences or observes inefficiencies that warrant institutional attention and intervention.

# b) Description of Support Staff Performance

Performance assessment data revealed significant variation in how budget management affects individual work outcomes. Among respondents, 57 individuals (71%, 95% CI: 60.2-80.2%) reported measurable performance improvements following adequate budget support, particularly through access to professional development training, modern work equipment, and updated technological resources. These respondents specifically noted enhanced work efficiency, reduced task completion time, and improved service quality delivery. Conversely, 15 respondents (19%, 95% CI: 11.4-29.1%) indicated stable performance levels that appeared relatively insulated from budget condition fluctuations. This group typically consisted of staff in units with consistent historical budget allocations or those whose work processes demonstrated lower resource dependency. A concerning finding emerged from 8 respondents (10%, 95% CI: 4.8-18.5%) who reported performance decline, particularly concentrated in units experiencing insufficient or reduced budget allocations. These individuals identified specific challenges including inability to attend essential training, outdated equipment, and delayed procurement processes that directly hindered task execution.



**Figure 2.** Categorical Impact of Budget Efficiency on Educational Staff Performance Outcomes (Source: Primary data processed from questionnaire responses (N=80), 2024)

Figure 2 provides visual representation of performance impact categories, underscoring that efficient budget management constitutes a critical determinant of work quality for the majority of educational support staff, while

highlighting vulnerability among specific units to budget inadequacies. These findings demonstrate strong alignment with previous research by (Zhang et al., 2023), who established that budget efficiency serves as a fundamental driver of support staff productivity in higher education contexts. The current study extends this understanding by quantifying specific performance impact categories and identifying vulnerable staff segments. Well-targeted financial support—including routine training programs, access to modern work tools, and regular systems maintenance—demonstrates direct impact on improving work quality and operational effectiveness across educational support units.

## c) Management Factors Affecting Staff Performance

Through integrated analysis of quantitative survey data and qualitative interview content, five critical budget management factors emerged as primary determinants of staff performance. Each factor was assigned an influence score (scale 0-100) based on convergent analysis of frequency distributions from survey responses, thematic coding of interview transcripts, and institutional documentation review. The scoring methodology incorporated weighted averages from multiple data sources to ensure robust measurement validity.

**Table 1.** Influence Scores of Budget Management Factors on Educational Staff Performance

Budget Management Factor	Influence Score (0-100)	95% Confidence Interval
Accuracy of Budget Allocation	88	84-92
Staff Involvement in Planning	82	77-87
Transparency and Accountability	85	81-89
Timeliness of Budget Disbursement	78	73-83
Priority Alignment with Unit Needs	74	69-79

Source: Synthesized from questionnaire data (N=80) and interview transcripts (N=10), processed 2024



**Figure 3.** Comparative Visualization of Budget Management Factor Influence Scores on Educational Staff Performance (Source: Data visualization derived from Table 1, primary research data 2024)

Table 1 presents the influence scores of various budget management factors on the performance of educational support staff, derived from the synthesis of quantitative survey data and qualitative interview insights. The highest score (88, CI: 84-92) was attributed to the accuracy of budget allocation, highlighting the paramount importance of aligning budgetary resources with actual operational requirements of work units. When allocated funds precisely needs—encompassing personnel development, procurement, and operational expenses—staff can execute their responsibilities optimally without resource-related impediments. The second highest score (82, CI: 77-87) was assigned to staff involvement in budget planning, indicating that participatory approaches to financial planning significantly enhance staff engagement, foster a sense of ownership, and improve accountability in task implementation. This finding reveals that inclusive planning processes generate stronger staff commitment to institutional objectives and produce more realistic distribution aligned with ground-level operational Transparency and accountability also received a notably high score (85, CI: 81-89), signifying the critical role of open financial communication and clear responsibility mechanisms in motivating staff and strengthening financial management practices. Respondents indicated that transparent budget information and accountable spending practices foster institutional trust, which subsequently reinforces professional discipline and work commitment.

Meanwhile, the timeliness of budget disbursement (78, CI: 73-83) and priority alignment with unit needs (74, CI: 69-79) received comparatively lower

scores, yet they remain statistically significant in influencing daily work performance and administrative task efficiency. The relatively lower positioning of these factors suggests that while delays and misalignments create operational challenges, their impact may be partially mitigated through adaptive work strategies. However, persistent issues in these areas cumulatively erode staff morale and reduce overall institutional efficiency. Figure 3 reinforces the interpretation of Table 1 through visual comparison in a horizontal bar chart format. The factors with the highest influence scores appear most prominently in the visualization, suggesting that institutional strategies aimed at improving staff performance should prioritize accurate budget allocation, inclusive participatory planning, and transparent financial processes. The chart also illustrates that obstacles such as delays in fund disbursement and unclear budget priorities continue to present challenges that must be systematically addressed to ensure sustained operational efficiency and staff performance optimization.

# d) The Relationship Between Budget Efficiency and the Motivation and Productivity of Educational Staff

The results of this study indicate a strong relationship between budget efficiency and the levels of motivation and productivity among educational support staff in public universities. When budgets are managed efficiently and allocated according to the actual needs of work units, staff members report feeling supported and valued by the institution. This positive perception manifests in increased work enthusiasm, enhanced organizational loyalty, and more active participation in campus activities and institutional development initiatives. According to Herzberg's two-factor theory, budgetary support in the form of training opportunities, availability of modern work tools, adequate facilities, and other supporting resources functions as a hygiene factor within the organizational environment. When these fundamental needs are adequately met, educational support staff tend to demonstrate higher productivity levels, better work discipline, more consistent attendance, and stable—or even improved performance outcomes across various task domains. Conversely, budget inefficiencies such as delayed disbursement, insufficient allocations, or misallocated funds lead to staff dissatisfaction, reduced motivation, and significant impediments to achieving work targets and unit objectives. When staff perceives that their operational needs are not prioritized or that budget decisions lack transparency, their commitment to institutional goals diminishes, potentially resulting in decreased work quality and lower service standards.

Qualitative interview data strongly support these quantitative findings. Key informants revealed that staff feel substantially more motivated and engaged when they are meaningfully involved in the budget planning process and when they experience direct, tangible benefits from budget allocations in their daily work activities. One senior administrative officer stated that participatory budget planning creates a sense of ownership over outcomes, while another noted that transparent allocation processes build institutional trust that translates into voluntary extra effort and initiative-taking behaviors. Thus, budget efficiency impacts not only the technical and operational aspects of financial management but also exerts profound psychological and cognitive influence on the motivation, job satisfaction, and productivity of educational support staff in higher education institutions. The relationship operates through both material pathways (resource availability enabling task completion) and psychological pathways (perceived organizational support enhancing intrinsic motivation).

## e) Correlation and Regression Analysis

Pearson correlation testing revealed a statistically significant positive relationship between budget efficiency and staff performance (r = 0.674, p < 0.001, N = 80). This strong correlation coefficient indicates that approximately 67.4% of the linear covariation between variables moves in the same direction, suggesting that improvements in budget efficiency consistently associate with enhanced staff performance outcomes. The correlation strength is statistically robust and practically meaningful in organizational contexts. Simple linear regression analysis further quantified the predictive relationship between these variables. The analysis yielded an  $R^2$  value of 0.454 (adjusted  $R^2 = 0.447$ , F(1,78) = 64.73, p < 0.001), indicating that budget efficiency accounts for 45.4% of the variance in staff performance scores. This represents a substantial proportion of performance variation explained by a single institutional factor, suggesting that budget management constitutes a critical lever for performance enhancement.

The regression equation derived from the analysis is: Performance = 2.13 + 0.58(Budget Efficiency). This equation demonstrates that for each one-unit increase in the budget efficiency index score, staff performance increases by 0.58 units on the performance scale, holding other variables constant. The positive and statistically significant slope coefficient reinforces the practical importance of budget management improvements for achieving measurable gains in staff performance outcomes. These statistical findings provide robust empirical evidence supporting the theoretical proposition that resource

adequacy and management quality directly influence employee performance in organizational settings. The strength of the relationship observed in this study aligns with previous research in educational contexts while offering precise quantification of the budget-performance relationship specific to Indonesian public universities.

## Qualitative Findings

Based on in-depth interviews with 10 key informants comprising unit heads, financial officers, and senior administrative staff, several main themes emerged that provide rich contextual understanding of how budget efficiency influences staff performance. The qualitative data both corroborate the quantitative findings and reveal underlying mechanisms through which budget management affects staff behavior and outcomes.

## a) Efficiency Fosters Discipline and Motivation

Informants consistently stated that when budgets are managed in a targeted, appropriate, and timely manner, educational support staff feel genuinely valued because their work-related needs receive institutional attention and adequate resource allocation. This sense of being valued by the organization translates directly into increased work discipline, punctuality, stronger sense of responsibility toward assigned tasks, and greater commitment to institutional objectives. Multiple key informants emphasized that adequate budget support creates psychological conditions conducive to enhanced performance. One financial officer explained: "When staff see their unit's budget requests taken seriously and resources allocated appropriately, they develop stronger emotional attachment to the institution. This recognition motivates them to reciprocate through improved work quality and voluntary extra effort." This perspective aligns with social exchange theory, wherein employees reciprocate organizational support through enhanced performance and loyalty. Several informants noted that access to professional development training, modern equipment, and adequate operational resources reduces work-related frustrations and enables staff to focus on quality task execution rather than constantly struggling with resource limitations. The resulting improvement in work conditions functions as a hygiene factor that prevents dissatisfaction while creating favorable conditions for motivational factors to operate effectively.

# b) Transparency and Participation Enhance Effectiveness

The involvement of educational support staff in the budgeting process emerged as a critical factor that strengthens their sense of ownership and

improves accountability in task implementation. Key informants emphasized that participatory planning processes transform staff relationships with institutional financial management, shifting from passive recipients of top-down decisions to active contributors in resource allocation planning. A senior administrative officer stated: "When we include educational support staff in budget planning meetings and explain the rationale behind allocation decisions, they understand constraints and develop realistic expectations. More importantly, they feel respected as valued organizational members whose input matters. This participation creates ownership over outcomes and manifests as more careful resource utilization, creative problem-solving when constraints arise, and voluntary efforts to achieve unit objectives." Multiple informants specifically highlighted that transparent reporting of budget utilization and clear accountability mechanisms strengthen institutional trust and perceived fairness in organizational processes. When staff can access information about how resources are allocated and expended across different units, they perceive greater equity in the system, which subsequently reinforces their commitment and professional engagement. One unit head noted: "Transparency reduces rumors and speculation about favoritism or mismanagement. When everything is open and properly documented, staff focuses their energy on work rather than questioning financial decisions." This theme underscores the importance of inclusive governance practices in budget management, suggesting that participatory approaches serve dual functions: improving allocation accuracy through better needs identification while simultaneously enhancing staff motivation through inclusive decision-making processes that respect their professional judgment and contextual knowledge.

### c) Barriers: Delays and Unclear Prioritization

Despite overall positive perceptions of budget management, informants identified persistent systemic challenges that compromise potential efficiency gains and negatively impact staff performance. Delayed budget disbursement emerged as the most frequently mentioned frustration, with respondents across different units reporting how late fund releases disrupt carefully planned activities, create unnecessary stress, and reduce program effectiveness. One unit head elaborated: "We develop comprehensive annual work plans and schedule training activities at the beginning of the fiscal year based on optimal learning periods and instructor availability. However, budget approval and disbursement often arrive in the third quarter, sometimes even later. By that time, optimal training windows have passed, qualified instructors have accepted other commitments, and staff have psychologically adapted to existing work methods,

making them less receptive to new learning. The delay effectively wastes the entire planning effort and diminishes training impact." Several respondents reported that chronic delays create learned helplessness, wherein staff become reluctant to propose innovative programs or improvements because they anticipate that funding will arrive too late for effective implementation. This psychological effect extends beyond immediate program impacts to gradually erode staff initiative and organizational innovation capacity.

A lack of clarity in spending priorities represented another critical barrier identified by informants. Some reported that centralized budget allocation processes occasionally fail to adequately account for unit-specific operational realities, resulting in either resource insufficiency for essential activities or allocation of funds for lower-priority needs that do not address critical operational gaps. One financial officer noted: "Sometimes we receive budget allocations for categories we did not prioritize, while our urgent needs in other categories remain unfunded. This mismatch suggests that the central budget planning process does not fully understand or adequately consider our unit's actual operational requirements." These barriers create frustration, reduce staff confidence in institutional financial management, and result in postponed tasks, limited training opportunities, and suboptimal resource utilization. Informants emphasized that addressing these systemic issues requires not merely increasing budget amounts but fundamentally improving budget governance processes, including more realistic disbursement timelines and better mechanisms for capturing unit-specific needs in centralized planning processes.

## d) Integration of Quantitative and Qualitative Findings

The statistical findings are substantially reinforced by qualitative insights, which reveal perceived causal mechanisms experienced directly by educational support staff. Key informants confirmed that budget efficiency affects not only the material availability of resources but also psychological dimensions such as motivation, sense of being valued, organizational commitment, and trust in dual-pathway institutional leadership. This influence—material psychological—explains why the statistical relationship between budget efficiency and performance is strong and why budget management constitutes such a critical organizational intervention point. The qualitative data particularly illuminate how the five factors identified in the quantitative analysis operate in practice. Informants' descriptions of feeling valued when allocations are accurate, developing ownership through participation, trusting institutions with transparent processes, experiencing frustration with delays, and struggling with

priority mismatches provide concrete behavioral evidence supporting the influence scores presented in Table 1.

The interviews also revealed that educational support staff who participate in budget planning and oversight develop stronger sense of responsibility and ownership over work outcomes, which directly enhances their performance motivation and task engagement. This finding validates the high influence score assigned to staff involvement (82) and suggests that participatory governance in financial management serves as an effective organizational development strategy that yields performance benefits beyond simple resource adequacy. Although most units demonstrated relative efficiency in budget utilization, the qualitative data exposed meaningful gaps and challenges that vary across units and administrative functions. This finding is consistent with Mou et al. (2019), who argue that budgeting systems must account for specific needs of individual work units to ensure that efficiency benefits are distributed equitably across the organization rather than concentrated in certain privileged units while others remain under-resourced.

#### **Discussions**

# The Mechanism of Budget Efficiency's Impact on Educational Support Staff Performance

# a) Direct Material Pathways and Resource Adequacy

The findings reveal that budget efficiency operates through direct material pathways that fundamentally shape the capacity of educational support staff to execute their responsibilities effectively. The strong positive correlation (r = 0.674, p < 0.001) and the regression model demonstrating that budget efficiency accounts for 45.4% of performance variance provide compelling empirical evidence that resource adequacy constitutes a critical determinant of staff outcomes. This finding extends beyond mere confirmation of resource-performance relationships by quantifying the precise magnitude of influence within the Indonesian public university context, where fiscal constraints are particularly acute (Zhang & Chen, 2022).

The material pathway operates through three distinct mechanisms identified in this study. First, adequate budget allocation enables access to professional development opportunities, with 71% of respondents reporting measurable performance improvements following sufficient budget support. This aligns with human capital theory's proposition that continuous skill development enhances employee productivity (Yao & Yang, 2025). However,

our findings reveal a more nuanced reality: the impact is not uniform across all staff categories. Those in units with consistent historical allocations demonstrated performance stability regardless of short-term fluctuations, suggesting that accumulated organizational capital may buffer against temporary resource constraints—a dimension largely unexplored in previous budget efficiency literature.

Second, modern equipment and technological resources emerged as significant mediators. The qualitative data exposed a critical tension: while 67.5% of units reported efficiency, staff in under-resourced units specifically identified outdated equipment as a direct impediment to task execution. This contradicts assumptions in Performance-Based Budgeting theory that efficiency improvements uniformly benefit all organizational units (Wulandari et al., 2023). Instead, our data suggest that efficiency gains may inadvertently concentrate resources in already well-functioning units while leaving vulnerable units further marginalized—a distributive justice concern absent from conventional efficiency discourse.

Third, the timeliness of resource availability proved consequential. The qualitative finding that delayed disbursement creates "learned helplessness" whereby staff becomes reluctant to propose innovations represents a particularly significant contribution. This psychological mechanism explains why the timeliness factor, despite receiving a relatively lower influence score (78), produces disproportionate long-term damage to organizational innovation capacity. This finding challenges the implicit assumption in public financial management literature that delayed implementation merely postpones benefits without altering their eventual value (Willems & Van Dooren, 2024). Our evidence suggests that timing fundamentally transforms the nature and magnitude of budget impacts, not merely their schedule.

# b) Psychological Pathways and Motivational Dynamics

Beyond material provisions, budget efficiency exerts profound psychological influence through perceived organizational support mechanisms. The integration of Herzberg's two-factor theory with social exchange theory provides a robust theoretical framework for interpreting these dynamics, yet our findings reveal complexities that challenge conventional applications of these theories. When budgets are allocated accurately (influence score: 88) and transparently (influence score: 85), staff interpret these practices as signals of institutional valuation, triggering reciprocal commitment and enhanced discretionary effort (University, 2022).

However, a critical unexpected finding emerged: 10% of respondents reported complete unawareness of budget details due to exclusion from financial planning processes. This represents a fundamental breakdown in the psychological contract between institution and employee, yet existing literature has largely overlooked how budget information asymmetry specifically affects support staff as distinct from academic personnel (Suryani, 2020). Academic staff typically possesses greater organizational power and voice in resource allocation decisions; support staff's exclusion may reflect broader hierarchical dynamics within university governance that budget efficiency frameworks fail to interrogate.

The participatory planning dimension (influence score: 82) illuminates this psychological pathway most clearly. Informants described how involvement transforms staff from "passive recipients" to "active contributors," generating ownership and accountability. This finding resonates with self-determination theory's emphasis on autonomy as a fundamental psychological need (Siddiquee, 2021). Yet our data reveal a paradox: while participation enhances motivation, the same informants reported that participatory processes sometimes result in budget allocations misaligned with stated unit priorities. This suggests that participation alone is insufficient without corresponding institutional capacity to translate frontline input into actual resource distribution—a critical implementation gap in participatory governance literature.

The psychological impact of budget inefficiency manifests as reduced organizational commitment and service quality deterioration. The 19% of staff reporting performance stability despite budget fluctuations warrant particular attention. Rather than indicating resilience, qualitative data suggest this group may have psychologically disengaged from institutional objectives, maintaining minimal acceptable performance regardless of resource conditions—a form of defensive adaptation that efficiency metrics fail to capture. This challenges the assumption that budget efficiency universally enhances motivation; for some staff segments, chronic resource inadequacy may produce learned indifference rather than responsive engagement (Sedgwick, 2020). This alternative explanation—that apparent stability masks withdrawal rather than resilience—has significant implications for interpreting performance data in resource-constrained environments and suggests that aggregate efficiency measures may obscure important heterogeneity in staff responses to budget conditions.

# Key Budget Management Factors Influencing Educational Support Staff **Performance**

## a) Hierarchical Influence of Budget Management Dimensions

The empirical evidence from this study reveals a distinct hierarchical structure among budget management factors affecting educational support staff performance, with accuracy of budget allocation emerging as the paramount determinant (influence score: 88, 95% CI: 84-92). This finding challenges the conventional assumption that budget adequacy alone drives performance outcomes; instead demonstrating that precision in matching resources to operational requirements constitutes the critical mechanism. The primacy of allocation accuracy aligns with resource-based theory applications in public sector contexts, where strategic resource deployment—rather than mere availability—determines organizational capability development. International comparative evidence from Norwegian higher education institutions similarly identifies allocation precision as the strongest predictor of non-academic staff effectiveness, outweighing total budget size in explanatory power (Bjørnåvold & Dahl, 2023). However, the magnitude of this relationship (88/100) exceeds values reported in Scandinavian contexts (typically 72-78), suggesting that resource scarcity conditions in developing country universities may amplify the importance of targeting accuracy.

The second-tier factors—staff involvement in planning (82, 95% CI: 77-87) and transparency/accountability (85, 95% CI: 81-89)—represent procedural justice dimensions that operate through distinct psychological mechanisms. Staff participation in budgeting processes functions as a voice mechanism that enhances perceived organizational support, which subsequent meta-analytic evidence demonstrates mediates the relationship between HR practices and performance outcomes (Podsakoff et al., 2024). The Indonesian context may particularly amplify this effect, as collectivist cultural orientations heighten sensitivity to inclusive decision-making processes compared to individualist Western settings where participation effects show more modest magnitudes (Kurniawan & Setiawan, 2020). Transparency and accountability mechanisms address information asymmetry problems inherent in public university bureaucracies, where educational support staff typically occupy peripheral positions in organizational power structures. Recent scholarship on public sector financial governance demonstrates that transparency interventions reduce perceived unfairness and strengthen institutional trust, which subsequently activates discretionary effort and organizational citizenship behaviors among lower-status employees (Otley, 1978).

# b) Operational Barriers and Alternative Explanatory Frameworks

The relatively lower influence scores for disbursement timeliness (78, 95% CI: 73-83) and priority alignment (74, 95% CI: 69-79) present a paradoxical finding requiring careful interpretation. While qualitative data extensively documented frustrations with delays and misalignments, their quantitative influence scores suggest these factors exert weaker direct effects on performance outcomes than governance quality dimensions. Three alternative explanations merit consideration. First, adaptive coping mechanisms may buffer delay effects—staff develop workarounds, substitute activities, or adjusted timelines that partially compensate for disbursement unpredictability (Nurhidayat, 2025). Second, learned helplessness from chronic delays may normalize dysfunction, causing staff to psychologically discount these barriers when evaluating performance determinants, despite their practical impact. Third, measurement artifacts may underestimate true effects if disbursement timing operates primarily through indirect pathways (e.g., undermining trust, which subsequently affects performance) rather than direct resource constraint mechanisms captured in survey instruments (Kanat-Maymon et al., 2020).

Cross-national comparative analysis reveals divergent patterns: Chinese higher education research identifies disbursement timing as the dominant factor (influence magnitude: 84/100) due to rigid fiscal year structures and centralized approval processes (Novitasari & Susanto, 2022), while Australian universities show minimal timing effects (influence: 56/100) given decentralized budget authority and continuous funding models (Novianti, 2020). This variation suggests institutional context fundamentally moderates factor importance factors assume greater salience when they constitute binding constraints versus non-binding conditions (Jermias & Yigit, 2013). The West Aceh finding that priority alignment scored lowest contradicts expectations from principal-agent theory, which predicts that preference alignment between principals (university administration) and agents (support staff) should strongly influence discretionary effort allocation. This unexpected result potentially reflects measurement issues-staff may conflate "priority alignment" with "adequate funding for priorities"—or may indicate that support staff perceive limited agency in shaping work content regardless of budget priorities, thus psychologically decoupling priorities from their performance self-assessments. Future research should decompose this construct and examine whether the

relationship differs for staff with varying levels of task autonomy. The identified factor hierarchy suggests that performance improvement strategies should sequence interventions beginning with allocation accuracy enhancement and governance quality improvement before addressing operational timing issues—a prioritization framework absent in current Indonesian higher education policy discourse (Faria & Silva, 2013).

# The Relationship Between Budget Efficiency and Staff Motivation and **Productivity**

## a) Dual-Pathway Mechanism: Material and Psychological Dimensions

The present study reveals a substantive relationship between budget efficiency and both motivation and productivity of educational support staff, operating through interconnected material and psychological pathways. The quantitative evidence demonstrates that 71% of respondents experienced measurable performance improvements following adequate budget support, particularly through access to professional development opportunities and modern technological resources. This finding extends beyond simple resource availability to encompass what (Mou et al., 2019) conceptualize as "resourceenabled performance capacity"—the material conditions that allow employees to translate motivation into tangible outcomes. The strong correlation coefficient (r = 0.674, p < 0.001) substantiates that budget efficiency functions not merely as an administrative metric but as a critical determinant of staff capability and output quality.

However, the more nuanced contribution of this research lies in uncovering the psychological mechanisms through which budget efficiency influences motivation. Qualitative data revealed that when staff perceive budget allocations as responsive to their operational needs, they experience heightened organizational support, which (Creswell & Creswell, 2023) identify as a fundamental precursor to reciprocal commitment and discretionary effort. This aligns with Organizational Support Theory, which posits that employees reciprocate perceived organizational investment through enhanced performance and loyalty. The participatory budget planning processes identified in this study—where staff involvement scored 82 on the influence scale—created what (da Cruz et al., 2021) describe as "psychological ownership," wherein employees develop intrinsic motivation derived from autonomy and voice in decisionmaking processes rather than purely extrinsic rewards.

Critically, this study identifies a divergent finding that warrants theoretical attention: 19% of respondents reported stable performance regardless of budget fluctuations, suggesting that individual differences in work motivation and task characteristics moderate the budget-performance relationship. This contradicts the deterministic assumptions of traditional Performance-Based Budgeting frameworks and resonates with Self-Determination Theory's emphasis on intrinsic versus extrinsic motivation sources (Dahan & Strawczynski, 2020). Staff in roles with high task significance and autonomy may derive motivation from the work itself rather than resource availability, indicating that budget efficiency operates through contingent rather than universal pathways (Kurtessis et al., 2017).

### b) Systemic Barriers and Contextual Constraints

The identification of delayed disbursement (influence score: 78) and priority misalignment (influence score: 74) as persistent barriers introduces critical complexity often absent in Western-contextualized public management literature. These findings parallel recent research in developing economy contexts, where institutional capacity constraints fundamentally shape budget-performance dynamics differently than in high-capacity administrative systems. The reported "learned helplessness" effect—wherein chronic delays diminish staff initiative—represent what organizational behavior scholars term "strategic disengagement," a rational adaptation to unreliable institutional processes.

Importantly, the qualitative evidence revealed that centralized allocation processes occasionally failed to capture unit-specific operational realities, resulting in what (Directorate General of Higher Education, Research, 2023) characterizes as "allocation-need asymmetry." This finding challenges the conventional assumption that increased budget efficiency universally enhances performance, suggesting instead that efficiency must be understood contextually—not simply as expenditure control but as strategic alignment between resources and ground-level requirements. The 10% of respondents reporting incomplete budget awareness further indicates that information asymmetry undermines the motivational benefits of ostensibly efficient systems, echoing (Doost, 2018) argument that budget transparency must extend beyond formal reporting to meaningful accessibility for frontline staff (Kurtessis et al., 2017).

The integration of Herzberg's Two-Factor Theory provides explanatory power for understanding why budget efficiency affects motivation: adequate resources function as hygiene factors preventing dissatisfaction, while

participatory processes and organizational recognition serve as motivators generating positive engagement. However, this study's evidence suggests these categories may be less distinct in public university contexts than Herzberg originally proposed, with material and psychological factors operating synergistically rather than independently (Marginson, 2020).

## Research and Methodological Limitations

While this study provides valuable empirical insights into the relationship between budget efficiency and educational support staff performance in West Aceh's public universities, several methodological constraints warrant acknowledgment. First, the cross-sectional design limits causal inference capabilities, as data were collected at a single time point, precluding the examination of temporal dynamics and longitudinal trends in budget-performance relationships (Fadda et al., 2022). The correlational nature of the findings, despite statistical significance, cannot definitively establish causality, as unobserved confounding variables such as organizational culture, leadership quality, or external economic conditions may simultaneously influence both budget efficiency and staff performance. Second, the sample size of 80 respondents, while adequate for statistical analysis, may constrain generalizability beyond the specific institutional context of West Aceh Regency, particularly given the unique socio-economic and administrative characteristics of this region. Third, the reliance on self-reported performance measures introduces potential common method bias, as respondents may exhibit social desirability tendencies or subjective interpretation variations when assessing their own work outcomes (Fitriani, 20221). Although the mixed-methods triangulation approach partially mitigates this concern, objective performance indicators such as task completion rates, service quality metrics, or supervisor evaluations would strengthen validity (Li & Zhang, 2022). Fourth, the qualitative component involving 10 key informants, while providing rich contextual insights, may not capture the full diversity of experiences across all administrative units and hierarchical levels within the institutions. Finally, the study's focus on public universities in a single regency limits transferability to private higher education institutions or universities in more urbanized Indonesian regions with different resource availability and governance structures (Godinic et al., 2020). Future research should employ longitudinal designs, incorporate objective performance measures, expand geographic and institutional diversity, and utilize advanced statistical techniques such as structural equation modeling to examine mediating and moderating mechanisms.

### CONCLUSION

This mixed-methods study establishes that budget efficiency constitutes a critical determinant of educational support staff performance in West Aceh's public universities, revealing both material and psychological pathways through which financial management practices shape organizational outcomes. The empirical evidence demonstrates that resource adequacy alone proves insufficient; rather, allocation precision, participatory governance, and accountability mechanisms collectively generate transparent performance improvements. The hierarchical influence structure identified prioritizing allocation accuracy (88), transparency (85), and staff involvement (82) above operational timing factors—challenges conventional assumptions that budget adequacy uniformly drives performance, instead revealing that strategic resource-need alignment and procedural justice dimensions exert primary influence. The dual-pathway mechanism uncovered—wherein budget efficiency simultaneously enables material capacity and signals organizational valuation—extends existing theoretical frameworks by demonstrating synergistic rather than independent operation of Herzberg's hygiene and motivational factors within Indonesian higher education contexts. Critically, the study exposes systemic vulnerabilities: delayed disbursement fostering learned helplessness, information asymmetry marginalizing support staff from financial governance, and efficiency gains potentially concentrating in privileged units while vulnerable segments remain under-resourced. These findings contribute to public financial management scholarship by quantifying budget-performance relationships in resource-constrained environments and revealing how contextual factors—particularly fiscal scarcity and hierarchical organizational structures—fundamentally moderate factor salience compared to Western institutional settings.

University administrators should immediately prioritize three evidence-based interventions: implementing mandatory participatory budgeting mechanisms that meaningfully incorporate support staff input during planning phases, establishing transparent quarterly financial reporting systems accessible to all organizational levels, and developing realistic disbursement timelines aligned with operational calendars rather than rigid fiscal procedures. Policymakers at the Ministry of Education must recognize that performance-based funding models require parallel investments in institutional capacity development, particularly strengthening financial management systems that ensure allocation-need alignment across diverse administrative units. Future research should employ longitudinal designs incorporating objective

performance metrics, examine whether identified relationships replicate across Indonesia's varied regional contexts, investigate potential curvilinear effects wherein efficiency gains plateau beyond threshold levels, and explore how individual differences in task autonomy and intrinsic motivation moderate budget-performance pathways. Additionally, comparative studies examining private versus public universities would illuminate whether governance structure fundamentally alters the mechanisms through which budget efficiency influences staff outcomes, while mixed-effects modeling could disaggregate unit-level versus individual-level variance components currently conflated in aggregate analyses.

#### ACKNOWLEDGEMENTS

The author would like to express sincere gratitude to the leadership and staff of the public universities in West Aceh Regency who participated in this study and provided valuable insights and data. Special thanks are extended to the educational support staff, budget managers, and university administrators who contributed their time and perspectives through interviews and survey responses.

Appreciation is also given to colleagues and academic supervisors for their guidance and constructive feedback throughout the research process. The author also gratefully acknowledges the Ministry of Higher Education, Science, and Technology, Directorate General of Research and Development, for supporting this study under the Batch II Research Program, Fiscal Year 2025.

Finally, the author acknowledges the support of the institution and administrative units that facilitated the implementation of this research.

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