



Analysis of the effect of training and motivation on the performance of civil servants at the Sumber Melati Diski village

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Abstract

This research aims to analyze the Effect of Training and Motivation on the Performance of Civil Servants at the Sumber Melati Diski Village Office. The type of research in this study is quantitative research. The population used all Civil Servants at the Sumber Melati Diski Village Office, which was 33 people and took a sample of the total population, which was 33 people. Data collection techniques in this study using questionnaires. The results showed that training had a positive and significant effect on performance.

Keywords: Training, motivation, performance

Introduction

Employees are the main assets of the organization and have a strategic role in thinking, planning, and controlling organizational activities. Factors such as training programs, internal and external motivation, and work environment affect employee optimization. Improving employee performance depends on ability, competence, knowledge, and high discipline, as well as a supportive work environment. The success of achieving organizational achievements or targets involves the contribution of all members of the organization, and management has an important role in managing human resources as assets. The quality of employee performance is measured by the level of achievement of individual tasks, goals, and work results. Organizations experience problems in achieving performance targets if human resources are inadequate, so human resource management becomes a top priority.

Employee development through training is the first step to improve skills and knowledge according to organizational needs. Training programs provide great benefits to employees and organizations, including improved decision and problem solving, self-development, and job satisfaction. Providing the right motivation to employees, both material and non-material, becomes a stimulus to improve performance. The condition of employee motivation provides positive benefits for employees and the organization, because it encourages employees to achieve individual and organizational goals. Increased competence, knowledge, training, and motivation are attempts to address classic problems in organizations. In the context of Sumber Melati Diski Village Office, civil servants are required to make maximum contribution in providing services to the community and fulfilling their responsibilities. Performance evaluations of government agencies, such as Village Offices, are often highlighted in service to the community.

Review of Literature

Performance

Basically, the notion of performance is the result or output. But some experts explain the meaning of performance in more detail. Mangkunegara (2013) ^[3, 4] states that performance is the result of work in quality and quantity

achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Wibowo (2019) ^[8] states performance is the result of work related to organizational goals such as, quality, efficiency, and other criteria of effectiveness. Sutrisno (2016) ^[7] argues that performance is the result of work that a person has achieved from his work behavior in carrying out his activities. Performance is the result of work and work behavior that has been achieved in fulfilling the duties and responsibilities given during a certain period of time. Cashmere (2019). Mangkunegara (2013) ^[3, 4] stated that there are several factors in effective performance appraisal, namely stability factors, motivation factors and training factors.

Training

Training is a planning effort organized to achieve mastery of skills, knowledge, and attitudes of employees or members of the Mangkunegara organization (2013) ^[3, 4]. Training has a function as a driver as well as a booster of the potential ability of human resources in improving their work performance. The importance of training is to improve competence and maintain competent human resources. Simamora (2015) ^[5] explains that "Training is a learning process that involves the acquisition of skills, concepts, regulations, or attitudes to improve workforce performance. Some indicators that provide an overview as a measure to determine the quality of training developed by Mangkunegara in Ali (2020) ^[1, 3, 4] are the type of training, training objectives, materials, methods, participant qualifications, trainer qualifications and time.

Motivation

This motivation is done so that employees are encouraged to do work effectively and efficiently and are able to achieve the level / level of work expected by the leadership. Mahsun (2019) ^[2] states that motivation is a reaction that arises from within a person due to external stimuli that affect him. While Mangkunegara (2013) ^[3, 4] explained that motivation is the tendency to move starting from the drive within oneself and ending with self-adjustment (satisfying motives). Abraham Maslow in Sutrisno (2016) ^[7] argues that

the drive or motivation that arises in humans is basically a form of fulfillment of needs.

Method

Based on the background of the problem previously explained, this research design is a type of quantitative research. According to Sugiyono (2019) ^[6], Quantitative research is research that is full of nuances in numbers in data collection techniques in the field. In terms of its objectives, this research is quantitative research. The reason researchers use a quantitative approach in this research is related to the data source used which comes from customers based on the questionnaires given which are then processed into numerical data whose variables can be measured. Data is obtained by measuring the value of one or more variables in a sample or population through a questionnaire.

Results and Discussion

Based on the processed research data above, the data to discuss the formulation of the problem is as follows:

The Effect of Training on Employee Performance (H₁)

Job training has a positive effect on the performance of civil servants at the Sumber Melati Diski Village Office. The job training program has not been fully able to improve employee competence, work knowledge because training is not routine and consistent in accordance with the plan that has been prepared, and training is carried out at the wrong time, it will reduce the quality of employee performance. Thus the hypothesis has been answered and it is proven that training has a positive and significant effect on the performance of civil servants at the Sumber Melati Diski Village Office. This means that the hypothesis (H₁) formulated is acceptable, where t-count is $4.265 > t$ -table is 1.695 and significance is $0.000 < 0.05$.

The Effect of Motivation on Employee Performance (H₂)

Motivation has a positive effect on the performance of civil servants at the Sumber Melati Diski Village Office. Employee work motivation has not been able to fully improve supervision (internal control), motivation has not been able to improve work discipline, and has not been able to encourage maximum work achievement, which ultimately has an impact on low employee performance. Thus, the results of this analysis prove that the hypothesis has been answered and it is proven that training has a positive and significant effect on the performance of civil servants at the Sumber Melati Diski Village Office. This means that the hypothesis (H₂) formulated is acceptable, where t-count is $3.995 > t$ -table is 1.695 and significance is $0.000 < 0.05$.

The Effect of Training and Motivation on Employee Performance (H₃)

Training and motivation have a positive and significant effect on the performance of civil servants of Sumber Melati Diski Village Office. The proof can be seen through simultaneous tests (F-tests), where the resulting F-count is positive 25.804 greater than the F-table 3.32 with a significance of $0.000 < 0.05$. These results show that training and motivation simultaneously (together) have a positive and significant influence on performance. Training and motivation conditions can still encourage employee performance achievement, although there are still some

things that hinder efforts to achieve general performance quality, but this does not completely weaken employees to continue to provide their best performance. The results of the Determination test of the two independent variables of training and motivation resulted in a coefficient of determination value of 0.608 or 60.8% . These results are among the strong ones that influence the performance of civil servants at the Sumber Melati Diski Village Office. This means that training, and motivation can influence performance together (simultaneously) by 60.8% of 100% of the 100% factors that can affect the performance of civil servants at the Sumber Melati Diski Village Office. The power of influence (determination) as a signal for organizations to maintain and maintain as much as possible both variables of job training and motivation still have a strong influence on performance.

Conclusion

Based on the results of the discussion, the following conclusions are formulated as follows:

1. Training has a positive and significant effect on the performance of Civil Servants (PNS) of Sumber Melati Diski Village Office with a regression coefficient of 54.9% . The training program that has been going on has not been able to improve the competence and understanding of work knowledge optimally. To ensure that the results of the training have an impact on improving competence and understanding/knowledge of work, it is better to carry out training on an ongoing basis accompanied by an evaluation of the achievement of the training program periodically.
2. Motivation has a positive and significant effect on the performance of Civil Servants (PNS) at the Sumber Melati Diski Village Office with a regression coefficient of 33.9% . Low motivation at work due to weak work supervision, difficulty in employees getting recognition for their success in working from colleagues, and low level of discipline from the aspect of increasing the number of absenteeism, have an impact on decreasing performance. It's good that the Officials (management) in the Sumber Melati Diski Village Office environment can be a motivator for all employees in the work environment as well as a role model for cultivating discipline, effective, efficient, and productive work with zero error rates.
3. Job training and motivation simultaneously have a positive and significant effect on the performance of Civil Servants (PNS) at the Sumber Melati Diski Village Office. The strength of the coefficient of determination, training and motivation affects performance very strongly, which is 60.8% .

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