

## THE INFLUENCE OF TRAINING ON EMPLOYEE PERFORMANCE AT PT. SIMPATINDO MULTIMEDIA WEST BANDUNG

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### Abstract

*Human Resources become one of the most important assets in a company to achieve organizational goals. In an effort to improve the quality of human resources, one of the way that PT. Simpatindo Multimedia West Bandung do is to create a training program. The training focused on the implementation of work and the implementation of certain tasks in order to improve the performance of employees who are still not stable. The desired outcome of the training is to increase the performance of employees in the PT. Simpatindo Multimedia West Bandung. This research is quantitative research. The type of this research used is a descriptive and causal method. The purpose of this study to determine the effect of training on technician employee performance at PT. Simpatindo Multimedia West Bandung. This research used saturated sampling. Data collection was done by distributing questionnaires to 45 people. It's used simple regression as its data analysis. Based on the result of simple linear regression analysis, training improves employee performance amounted 0.619. Training affects employee performance amounted 42.7% and 57.3% influenced by other factors. In the t-test results, training has a significant influence on employee performance.*

**Keyword:** *human resources management, training, employee performance*

### 1. Introduction

Human Resource Management is part of general management that focuses on Human Resources, namely a field of management that studies the relationships and roles of humans in organizations and companies. In human resource management, humans are the main asset (wealth), so it must be properly maintained. Factors that are of concern in human resources are humans themselves.

According to Ivancevich in Sutrisno (2016: 67), Training is an effort to improve work performance (performance) of employees in their current work or in other jobs that they will soon occupy. According to Rivai (2014: 309), performance is a real behavior that is displayed by everyone as the work performance produced by employees in accordance with their role in the company..

According to Simamora in Hartatik (2014: 87) argues that training is a learning process to improve workforce performance. To achieve company goals, superior and quality human resources are needed, not only smart but also skills in completing work. The influence of the training program on employee performance according to Ivancevich in Sutrisno (2016: 67) that training is an effort to improve work performance (performance) of employees in their current work or in other jobs that they will be held immediately.

*Table 1.1  
Simpatindo Employee Training Data 2013-2017 Period*

No	Training Dimensions	Standard Weight %	Year (%)				
			2013	2014	2015	2016	2017
1.	Instructor	100	66.67	76.87	79.81	81.98	90.00
2.	Training participants	100	63.33	67.65	62.56	63.40	63.10
3.	Material	100	76.67	75.81	63.89	67.87	73.00
4.	Method	100	66.67	65.34	66.78	67.81	68.00
5.	Training Objectives	100	81.56	84.87	85.98	86.75	87.98

Based on the table above can be seen the condition of the training conducted at Simpatindo West Bandung 2013-2017 Period, it can be seen that the results of the training have not shown the maximum conditions, this is because there are still some training items that are still lacking, especially in the number of attendees training method used. In the training instructor items from year to year, the company tries to present instructors who are of high quality in the field of telecommunication trading that can help the training members. It can be seen that the instructional value increases, but this has not been matched by the awareness and

enthusiasm of the training participants namely the employees of Simpatindo West Bandung for the importance of participating in training, this can be seen that the trainees from 2013-2017 fluctuations tend to increase significantly in 2014, but there has been a decreasing in 2015 and 2017.

For the material presented in this training activity, getting good grades, it can be seen that the assessment of material from 2013-2017 results are increasing every year, this happens due to the skills of the training instructor, then in the aspect of the results method obtained tends to fluctuate, there is a decreasing in 2014, and in the aspect of training objectives, this value increases year by year because of the clear objectives of the company, with training for employees to improve the performance of employees.

Performance is the most important element to achieve the goals of Simpatindo West Bandung Cluster, performance refers to work performance resulting from the implementation plan to achieve organizational goals. Employee performance is a very important thing in the company's efforts to achieve goals. With the high performance of employees, it is expected that the desired company goals can be achieved (Yusnita and Fadhil, 2015: 2). Performance is the result of one's work in carrying out the duties and responsibilities that are burdened to him. Employee performance assessment is carried out by the managers concerned in the company (Yulianti, 2015: 901). Good performance is a determining factor for an industry capable of facing global competition, especially in Indonesia.

The work performance appraisal at the Simpatindo West Bandung uses KPI (Key Performance Indicator) based on two indicators, namely the first work result which consists of the number of jobs and the quality of work, both individual performances consist of the initiative, responsibility, cooperation, and achievement motivation. The workload assessment is 60%, while the weight of the individual performance is 40%. Following is the KPI (Key Performance Indicator) report of Simpatindo West Bandung employees during 2015-2017.

Table 1.2

KPI (Key Performance Indicator) Employees at Simpatindo West Bandung Cluster in 2015-2017

DESCRIPTION		WEIGHT		
		2015	2016	2017
<b>Work Results</b>		44%	43%	40%
1	<b>Work Order</b>	19%	19%	17%
	Achieving the level of completion of work is adjusted to the predetermined target in a certain period			
2	<b>Work Quality</b>	19%	19%	18%
	Achievement of the level of quality of work adjusted to the predetermined target in a certain period.			
<b>Performance Individual</b>		32%	28%	25%
1	<b>Initiative</b>	9%	9%	7%
	The individual's ability to convey a number of ideas or thoughts in working based on science and logic or reason that can be generally accepted and can be implemented according to the needs of the team or company.			
2	<b>Responsibility</b>	8%	8%	7%
	The ability of individuals to account for the results of their work and respond to each input is positive and always useful work result.			
3	<b>Team Work</b>	8%	7%	5%
	The ability to be able to work effectively with other people inside and outside the organization to achieve goals, and to recognize and solve problems together).			
4	<b>Achievement motivation</b>	9%	9%	6%
	The desire to always be high achievers and not quickly satisfied with what is produced at work.			

Based on the table above, the performance evaluation of Simpatindo West Bandung Cluster employees during 2015-2017 using KPI (Key Performance Indicator) has decreased and is still below the target set by the company. The assessment of workload weights only reached 44% in 2015, again decreasing to 43% in 2016, and in 2017 to 40%, where the achievement of the level of completion of work adjusted to the predetermined target in a given period only received a 19% rating during in 2015-2016 and again declined in 2017 at 17%. Achieving the level of quality of work adjusted to the predetermined target in a given period received an assessment of 18%

in 2017, wherein 2015-2016 it was 19%. Then, evaluating individual performance by 25% in 2017, decreasing compared to 2015 which was 32% and in 2016 at 28%. Details of weights assess the ability of individuals to convey a number of ideas or thoughts in working based on science and logic or reason that can be generally accepted and can be supplemented according to the needs of a team or company of 7% in 2017 compared to 2015 and 2016 at 9%. The ability of individuals to account for their work and respond to each input is a positive and always useful work outcome of 7% in 2017 compared to 2015 and 2016 at 8%. The ability to be able to work effectively with others inside and outside the organization to achieve goals, and to recognize and solve problems together) by 5% in 2017, while in 2015 at 8% and in 2016 at 7%. The desire to always be high achievers and not quickly satisfied with what is produced in work by 6% in 2017 decreased compared to 2015 and 2016 which was 9%.

There are many factors that influence employee performance that determine whether a business is successful or not. One of the factors that influence it is by holding training programs for employees. Training According to Caple in Priansa (2014: 175) states that Training is a systematic and planned effort to change or develop knowledge / skills / attitudes through learning experiences in order to improve the effectiveness of the performance of activities or various activities while according to Widodo (2015: 82), training is a series of individual activities in improving skills and knowledge systematically so that they are able to have professional performance in their fields.

Previous research was conducted by Harahap and Silvianita (2016), where the results of the study showed that training had an influence on employee performance.

Based on the description of the background of the above problems, the results showed that there were decreases in the aspects of job training of Simpatindo West Bandung employees, this was very contrary to the previous theory which states that the training process can improve employee performance. Thus the researcher wants to find out more and put it forward in a study entitled "The Influence of Training on Employee Performance at Simpatindo Multimedia West Bandung".

## 2. THEORITICAL BACKGROUND

### 2.1 Theory summary

#### 2.1.1 Human Resource Management

According to Hasibuan in Hartatik (2014: 13), human resource management is the art of regulating relationships and the role of labor in order to be effective and efficient to help realize the goals of companies, employees, and society. While according to Rivai (2014: 4) human resource management is one of the fields of general management which includes aspects of planning, organizing, implementing and controlling..

#### 2.1.1 Training

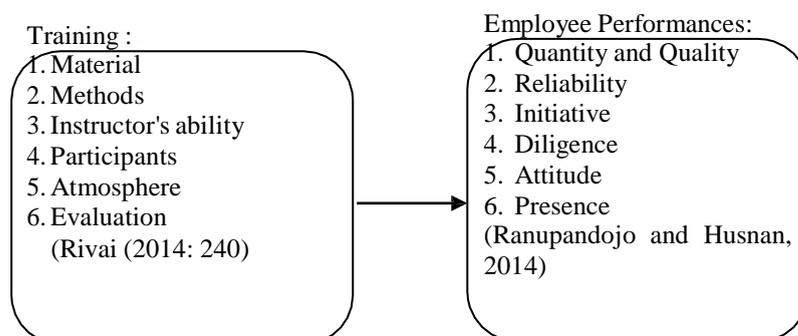
Law No. 13 of 2003 concerning Manpower article 1 paragraph 9 states that job training is the whole activity to provide, obtain, improve, and develop work competencies, productivity, discipline, attitudes, and work ethic at a certain level of skills and expertise in accordance with the level and job qualifications. According to Sikula in Sedarmayanti (2014:164), Training is a short-term educational process that uses systematic and organized procedures in which non-managerial employees learn the knowledge and technical skills in limited goals.

#### 2.1.2 Employee Performance

According to Rivai (2014: 309) "performance is a real behavior that is displayed by everyone as the work performance produced by employees in accordance with their role in the company.". According to Prawirosentono in Pasolong (2015: 197) performance is the work that can be achieved by employees in an organization, in accordance with the authority and responsibility of each, in an effort to achieve the objectives of the organization in question legally, not violating the law and in accordance with morals and ethics.

## 2.2 Research Framework

**Figure 1.1**  
Research Framework



## 3. RESEARCH METHODOLOGY

The studies reviewed largely shaped both national and international journals. Moreover, in this study, the author attempts to analyze descriptive imagery as well as the correlation between the variables and test whether

the correlation between variables that occur on previous research also occurs in objects Research writer this time. Researchers using the data of cross section where the observations are done only once or one period i.e. the period only 2019 selected by researchers to look at the relationship between the dependent and independent variables (Sugiyono, 2016). In this study, the characteristics of models of research are described in table 3.1.

**Table 1.3**  
Research Characteristics

No	Research Characteristics	Types
1	Methods	Quantitative
2	Purpose	Descriptive
3	Type of Inquiry	Causal
4	Researcher's involvement	Not Intervening in Data
5	Unit of Analysis	Individual
6	Time Horizon	Cross Section

**4. RESULT AND DISCUSSION**

**4.1 Results of Descriptive Statistics Analysis**

Table 4.1 Results of Descriptive Statistics Analysis

Variabel	Average Percentage
Training	79,42%
Employee performance	80,36%

Source: Processed by Researcher

**4.2 CLASSICAL ASSUMPTION TEST**

**4.2.1 Normality Test**

**Table 1.4**  
Normality Results Kolmogorov-Smirnov Test

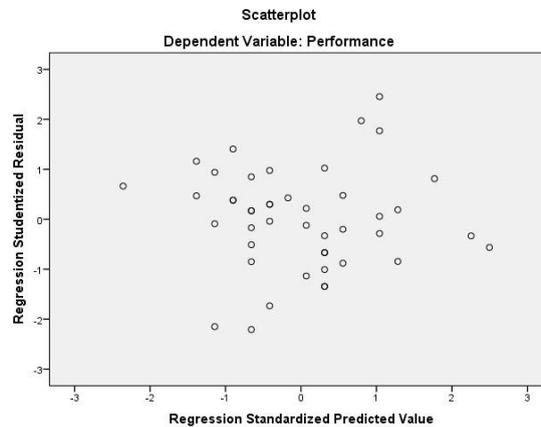
One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		45
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	2.95631634
Most Extreme Differences	Absolute	.073
	Positive	.073
	Negative	-.060
Test Statistic		.073
Asymp. Sig. (2-tailed)		.200

a. Test distribution is Normal.

The result of the Kolmogorov-Smirnov test can be seen in the table above. From the table, the p-value gotten is  $p = 0.200$ . The value gotten is more than 0.05, which means normally distributed. In another word, the residuals follow a normal distribution function.

4.2.2 Heterocedasticity Test

Figure 1.2  
Heteroscedasticity Test Results on Scatterplots



Based on the results of the heteroscedasticity test in Figure 4.9 above shows that the points spread randomly and do not form a certain pattern. It can be concluded that there was no heteroscedasticity in this study.

4.3 Simple Linear Regression

Table 1.5  
Analysis of Simple Linear Regression Models

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	15.609	4.367		3.574	.001
	Training	.619	.109	.653	5.655	.000

a. Dependent Variable: Performance

A regression model that can be explained from the results in the form of the regression equation as follows:

$$Y = 15,609 + 0,619 X$$

Based on Table 4.3, it can be seen that the constant value obtained is 15.609, which means that if there is no training, the amount of employee performance in Simpatindo West Bandung is 15.609 units. The magnitude of the regression coefficient for training is 0.619, meaning that each increase in the implementation of training by 1 unit, will improve employee performance at the Simpatindo West Bandung at 0.619 units.

4.4 Hypothesis Testing

Table 1.6  
Hypothesis Testing

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	15.609	4.367		3.574	.001
	Training	.619	.109	.653	5.655	.000

a. Dependent Variable: Performance

The hypothesis in this study are:

Ho: Training does not significantly affect employee performance

Ha: Training has a significant effect on employee performance

Based on the table above, the value of tcount is 5.655. Then compared with ttable, where to look for ttable is needed a table of distribution value of t which can be seen in the attachment, with formula  $df = n-2 = 45-2 = 43$ , significant level  $\alpha$  for two-tailed test = 0.05, then obtained ttable value of 2.0167. Because the tcount is greater than ttable ( $5.655 > 2.0167$ ) then Ho is rejected. This means that training has a significant effect on employee performance at Simpatindo West Bandung.

#### 4.5 Coefficient Determination

The coefficient of determination is used to determine the magnitude of the influence of organizational culture on employee performance, with the formula for the coefficient of determination as follows:

**Table 1.7**  
Coefficient Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.653 <sup>a</sup>	.427	.413	2.990

a. Predictors: (Constant), Training

Based on the table above, it can be seen that the effect of training on employee performance in Simpatindo West Bandung is 42.7% and the remaining 57.3% is influenced by other factors not examined.

## 5 Conclusion and Suggestion

### 5.2 Conclusion

Based on the results of research conducted on the influence of training on the performance of Simpatindo West Bandung employees, a number of conclusions can be taken as follows:

- The training conducted by the company reached a value of 79.42%. This value indicates that training for technicians of PT. West Bandung Multimedia Simpatindo belongs to the Good category.
- Employee performance reaches 80.36%. This value indicates that the performance of employees of PT. West Bandung Multimedia Simpatindo belongs to the Good category.
- The Influence of Training on Employee Performance at PT. Simpatindo Multimedia West Bandung based on the results of research that has been done, The influence of training on the performance of Simpatindo West Bandung employees is 0.427 or 42.7%.

### 5.3 Suggestion

Based on the results of the research and discussion, the author gives several suggestions as follows:

1. For companies:

Training variables:

- There are dimensions or indicators of material, method, instructor abilities, participant, atmosphere and evaluation, the application of which is in a good category, PT. Simpatindo Multimedia West Bandung must continue to maintain and improve the quality of these elements by following the development of technology and the needs and objectives of the company from PT. Simpatindo Multimedia West Bandung itself.
- From the results of questionnaires, the lowest results were found in the training variables, namely on the training atmosphere indicators of 76.67%, wherein this indicator there are two dimensions of the question, the facilities, and the training schedule. There are several factors in training facility items, namely room, accommodation, and consumption of trainees, while on training schedule items with a statement that the training is in accordance with the schedule. it can be concluded that the company must pay attention to these factors to encourage training in the company, such as the space to carry out inadequate training, such as training in a more comfortable place such as working with hotels and conducting training in the hotel, so consumption can be realized properly. the training schedule should be scheduled at the beginning of the year so that trainees can make a shadow of the schedule they will travel related to their respective activities, so that it will increase the desire of participants to take part in the training, and have an impact on improving the quality of training at PT. Simpatindo Multimedia West Bandung.

- c. It is better to further develop the provision of training consisting of On The Job Training that can provide position rotation, work practices and get better job guidance, as well as Off The Job Training which provides workshops, classroom training, and the time period for each training so that can improve the performance of employees in the company which consists of completing work in accordance with the standard time set by the company, the work is completed with full accuracy and accuracy, and services that are in accordance with the target company.

#### Employee Performance Variables:

- a. Whereas if viewed from the Employee Performance variable which has also been in a good category then to maintain and improve employee performance, PT. Simpatindo Multimedia West Bandung is advised to consider other aspects besides training that can affect employee performance such as compensation systems, leadership style, remuneration system, work motivation, job satisfaction and various other aspects that can affect employee performance so that the performance of employees of PT. West Bandung Simpatindo Multimedia will continue to be maintained and even improve to be better than now.
- b. From the results of questionnaires, the lowest results were obtained on employee performance variables, namely the quantity and quality indicator of 77.78%, wherein this indicator there are two dimensions of the question: working hours and being careful. from the item working hours, the amount of work taken by the employee should be paid more attention to the quantity that will be traveled compared to the working hours of the employee itself, such as giving assignments with the amount that can be achieved related to the number of hours worked by the employee itself. while on quality there are work items carefully where to solve the problems contained in this item the company can make a correction team and can train the accuracy of the employee itself, so that they can increase the quantity and quality of the employee's work, and have an impact on increasing value quality of employee performance at PT. Simpatindo Multimedia West Bandung.

#### 2. For The Next Researcher:

Based on the research that has been done and the results of conclusions, the following suggestions can be given in the next study:

- a. Conduct research with the same variables but use different methods and analysis, for example using multiple linear regression, path analysis, etc. so that research can be used as a comparison.
- b. Conduct research with other factors or variables that affect employee performance. Because the effect of training on employee performance is 42.7%, so there is still a 57.3% influence from other factors or variables.

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