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## The Effect of Motivation and Job Training on The Performance of Employees of PT BPR Sukasada Palembang City

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**Abstract:** Employees in banking are one of the assets that must be optimized in order to create good company output, if there are no qualified employees, the company's planned goals will not be achieved. To have good employee quality, the company must hold training so that employees have high motivation to work so that their output will affect employee performance so that it can be maximized. Motivation is an attitudinal drive for everyone to perform a goal. Job training is an activity to improve the skills and expertise of employees while performance is a level of achievement of results that is linked to the mission created by the company. The purpose of this study is to find out the triggers for motivation and job training on employee performance at PT BPR Sukasada. The study population is the workforce at PT BPR Sukasada. The total sample utilized in this study was 39 respondents. The data collection techniques used are literature studies and questionnaires. Data analysis with studies is descriptive analysis and multiple linear regression analysis. Based on the study, namely motivation variables and job training variables that have a positive and relevant impact on employee performance at PT BPR Sukasada. The results shown in multiple linear regressions show that the motivation variables and job training variables play a positive influence on employee performance at PT BPR Sukasada.

**Keyword:** Motivation, Job Training, Employee Performance.

### INTRODUCTION

In an employee agency is the main resource that is the company's asset and that will play a role in the company, the existence of great and very good facilities and facilities will not function if there is no one to move or organize the company, the importance of employees in a company in order to achieve the company's goals in the future, because the success of an agency is a reflection of an effective organization and in it there are employees who potentially maximum.

Banking engaged in financial services and services where all employees are required to have high performance and must have high motivation when working because in banking or in any business employees should not be lazy, slow and reluctant when performing services. Good work motivation is seen when employees perform good service to customers then consumers are satisfied with the services performed by the bank. To foster work motivation for employees, one way is for companies to hold training so that employees remain *updated* on the banking world, have insight and education about the work they are carrying. Based on this, it can be seen that services are able to trigger work motivation, which in turn employee job training is able to trigger better employee performance.

PT BPR Sukasada is an agency engaged in service to customers who are always required to be able to carry out activities as a maximum. In its implementation, it turns out that not every employee of PT BPR Sukasada works optimally, for example, there is often a shortage of forms or administrative documents for consumer demand, lack of operational budget, lack of facilities to customers, lack of transportation facilities to support the company's operational activities. From the above problems, of course, it affects the work motivation of PT BPR Sukasada employees and also affects the services provided so that it can trigger a sense of dissatisfaction for customers.

In the condition of increasingly fierce competition in the banking world, companies are at least required to have a fast and flexible response to a number of opportunities, risks from outside, consumer demand, competitor steps and regulations between fellow RURAL BANKS that can have an impact on the credibility of rural banks in carrying out services and other financial services payments in order to be able to stay alive and exist, because one of the company's goals can be achieved depending on the employees who become The controller of every activity of the Company and the Company needs to have a workforce that is expert in their field, experienced and has an educational background that is in accordance with the work carried out.

## **LITERATURE REVIEW**

### **Motivation**

Motivation is the dominant factor for the success of an organization where in motivation there is the implementation of managerial programs for the achievement of prioritized goals. Wibowo's view (2016: 322) suggests that motivation is a support for a series of human behavior processes to achieve goals, while Hasibuan's view (2010: 95) suggests that motivation is to surrender the driving force that gives birth to the work of an employee in order to create good, effective and integrated cooperation with all processes in order to achieve satisfaction. In simple terms, the notion of motivation can be interpreted as a series of attitudes and values that influence the individual to achieve specific things according to the individual goals of Prof. DR. Veithzal Rivai Zainal, (2014:607). Meanwhile, the view of Prof. DR. Soekidjo Notoatmodjo (2009: 115) reveals that motivation is an interaction of a person with certain conditions that he faces because within a person there is a need and will towards objects outside of a person. Motivation has types that include: (1) positive motivation, where this motivation is in the form of giving gifts in the form of goods, money or charters, with the aim that after employees get this positive motivation can improve performance more optimally than before and will always provide the best for the company. (2) negative motivation, where this motivation is in the form of punishment for employees who are underachieving and have low performance, along with the leadership's goal of this negative motivation so that employees are deterred and do not have low performance.

In terms of motivation, there are also goals that must be achieved by employees such as improving employee morale and enjoyment, increasing employee work productivity,

maintaining good things from company employees, increasing employee discipline, streamlining employee performance, creating good work relationships, increasing loyalty, contributing creativity with employees and improving employee welfare.

**Job Training**

According to Rivai (2015: 164) suggests that training is the process of systematically changing employee behavior to achieve organizational goals. Training relates to the skills and ability of employees to perform current work. It can be concluded that every organization or company will always try to improve the work performance of its employees and by obtaining new knowledge and insights through training held by the company or related agencies where the employee works.

**Employee Performance**

Mangkunegara's view (2009: 67) reveals that performance, namely the results of work that can be seen from the quality and quantity achieved by a person in carrying out his duties that are in harmony with the responsibilities handed over to him. Thus, employee performance is very crucial for companies where companies need to improve employee work performance in order to achieve goals. Buchari Zainun (2011: 189) revealed that there are 6 implications of triggering the ups and downs of performance with an organization, including: (1) there is a harmonious bond between the leadership and subordinates who are daily face to face with the workers below. (2) the satisfaction of workers with their duties and work because they achieve the tasks of interest (3) there is a situation and work climate that is friendly with other members of the organization. (4) has benefits if the achievement of organizational goals is carried out jointly.

**METHODS**

Studies are classified as quantitative studies by utilizing survey methods, namely using questionnaire data in collecting data and using a Likert scale. The data was obtained by distributing questionnaires to employees of PT BPR Sukasada Kota Palembang using a census sampling method of 39 respondents. The location of the study was carried out at PT BPR Sukasada. The study analysis model uses multiple linear regression analysis together utilizing the SPSS (*Statistical Program for Special Science*) application program.

**RESULT AND DISCUSSION**

**Analysis Results**

**Multiple Linear Regression Model**

The results of the Multiple Linear Regression analysis are shown in Table 1 :

**Table 1. Multiple Linear Regression Model**

| Model         | Unstandardized Coefficients |           | Standardized Coefficients | T     | Itself. |
|---------------|-----------------------------|-----------|---------------------------|-------|---------|
|               | B                           | Std.Error | Beta                      |       |         |
| 1. (Constant) | 2,354                       | 3.048     |                           | 3.772 | .014    |
| Motivation    | .570                        | .208      | .505                      | 4.295 | .000    |
| Training      | .476                        | .209      | .418                      | 3.797 | .000    |

Sourced from the data, the results obtained are classified as similarities :

$$Y = 2.354 + 0.570 X_1 + 0.476 X_2$$

The definition of the equation above obtained a constant value of 2.354 meaning that the variable X1 and varivariable X2 are worth 0, so that the variable Y is worth 2.354, the regression coficient value of the variable X1 has a positive value of 0.570 means that the variable X1 increases the better, the more the variable Y will increase in total 0.570 units

along with the assumption of other independent variables with a fixed value. The regression coefficient of variable X2 has a positive number of 0.476 meaning that if the variable X2 increases the better, then the total variable Y increases by 0.476 units along with the assumption that other independent variables are of fixed value. From the above results, it can be concluded that this study accepts the hypothesis that states X1 and X2 multiple play a relevant influence on variable Y.

**Coefficient of Determination**

The coefficient of determination is a coefficient that proves the magnitude of the presentation of each independent variable, the greater the coefficient of determination, the better the independent variable together runs the dependent variable. Shown in table 2 below:

**Table 2. Coefficient of Determination**

| Model | R     | R Square | Adjusted Square | R | Std.Error of the Estimate |
|-------|-------|----------|-----------------|---|---------------------------|
| 1     | .591a | .349     | .306            |   | 2.979640                  |

Sourced from table 2, it is known that R Square, which is 0.349, the motivation (X1) of training (X2) affects employee performance, namely with a percentage of 34.9% while the remaining 65.1% gets influence from variables that are not studied by the author.

**Hypothesis Testing (t-test)**

Significant tests on the regression coefficient are carried out to see the signification of the influence of each variable X1 and X2 on variable Y. Testing as a separate or partial uses the T test to see the test results of each variable X on variable Y. To see the influence of motivation (X1) training (X2) on performance (Y) can be seen from table 1 above where it is known that motivation (X1) training (X2) has a *p-value* (sig) 0.000 means <0.05. can be summarized, namely the first hypothesis successfully accepted in this study, namely motivation (X1) training (X2) as partial has a relevant impact on performance (Y).

**Hypothesis Testing (F Test)**

The results of the F test or simultaneous test in order to answer the F hypothesis are that there is a relevant influence of motivation and training as together on employee performance at PT BPR Sukasada can be seen from the table, namely.

**Table 3. F Test Hypothesis**

| Model      | Sum of Squares | df | Mean Square | F      | Itself |
|------------|----------------|----|-------------|--------|--------|
| Regression | 157,788        | 2  | 78,894      | 12,932 | ,000a  |
| Residual   | 219,617        | 36 | 6,100       |        |        |
| Total      | 377,405        | 38 |             |        |        |

Based on the results of table 3, the hypothesis testing F (simultaneously) explains that the F number of the table together with the real level ( $\alpha$ ) = 5% and the denominator (n-k-1)= (39-2-1)=36, together with the numerator (k)= (2) which is a total  $\pm$  3.260, then the relevant number F total (0.000) <  $\alpha$  (0.05 ) states Ho is rejected which means that there is a relevant impact between motivation and job training as a simultaneous on employee performance at PT BPR Sukasada Kota Palembang.

**Discussion**

Based on the summation results obtained by SPSS software, t calculation is obtained so that the motivation (X1) training (X2) > t table and f table and the direction of the coefficient shows positive. Based on the existing results, it can be concluded that the

motivation variable (X1) training (X2) has a positive influence on employee performance (Y). and able to observe also the relevant number of motivation variables (X1) training (X2) is increasingly minimal from the relevant level used, so it is possible to find out the influence of motivation (X1) training (X2) on employee performance (Y) is declared significant.

According to Hasibuan (2010: 95) stated that motivation is to surrender the driving force that gives birth to the morale of an employee in order to create good, effective and integrated cooperation with all processes in order to achieve satisfaction. Then according to Zainal (2015: 163) suggests that training as an educational part of the learning process to acquire and improve skills outside the applicable education system in a relatively short time with a method that prioritizes practice rather than theory. Mangkunegara's view (2009: 67) conveys that performance is the result of work that can be seen from the quality and quantity achieved by a person together carrying out their duties in harmony with the responsibilities handed over to him. Able to be summarized, namely if good employee performance can be measured from the motivation provided by the company and training is handed over by the company to employees, when employees are given motivation in the form of awards, praise, giving goods, gifts or money, it will indirectly have an impact on the performance of the employee itself.

## CONCLUSION

From the results and discussion of this study, it can be concluded that the assessment situation of S respondents on the variables in this study is quite good. Based on the study, it is summarized from each of the variables presented, including: (1) The results shown in the partial test convey that motivation and job training can each have a relevant impact on employee performance at PT BPR Sukasada Kota Palembang. (2) The results shown in the coefficient of determination test convey that the variables of motivation and training act out the degree of bonding, namely the correlation is moderate, and the form of the bond is positive. (3) Based on the results of the coefficient of determination obtained can be summarized the R Square number, saying that motivation and training have an influence on employee performance at PT BPR Sukasada .

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