

# The Effect of Training and Work Motivation on the Performance of Relationship Employees in Terminal Service Unit Type A Ciakar

Vina Amalia\*, Rillantio Ananda Putra, Fadli Maulana Ibrahim, Muhammad Zainul Ilhami, Didi Tarmidi

Business and Economy Faculty, Widyatama University, Indonesia

\*vina.amalia@widyatama.ac.id

## ABSTRACT

This study aims to analyze and describe the effect of training and work motivation on the performance of the Ministry of Transportation's employees at the Ciakar Type A Terminal Service Unit. The population is employees of the Ministry of Transportation in the Ciakar Type A Terminal Service Unit. The research method used in this research is descriptive and verification research methods using a quantitative approach, where in the analysis using the SPSS version 25 program package. In this study the population was 55 employees and the sample was 48 respondents. The analytical method used is multiple linear regression analysis and hypothesis testing. Based on the research results, it shows that overall training, work motivation and employee performance at the Ministry of Transportation in Ciakar Type A Terminal Service Unit are in the good category. However, even though it is included in the good category, there are still a number of things that need to be addressed. In addition, the research results also show that partially and simultaneously it shows that training and work motivation have a significant effect on employee performance in the Ministry of Transportation at the Ciakar Type A Terminal Service Unit. Training and work motivation jointly affect the performance of employees at the Ministry of Transportation in the Ciakar Type A Terminal Service Unit which shows  $H_0$  is rejected and  $H_a$  is accepted because the F-count is greater than the F-table value.

## Keywords

Training, work motivation and performance

Article Received: 18 October 2020, Revised: 3 November 2020, Accepted: 24 December 2020

## Introduction

Human Resources (HR) affects the continuity and success of an organization. Because Human Resources (HR) is the main factor that becomes the driving force of the organization that can determine the direction or objectives of the organization so that the common goals that have been set by the organization can be achieved (Nawawidalam Gaol, 2014).

Similarly, in government agencies, Civil Servants (PNS) which is now called the State Civil Apparatus (ASN) has a role as the main driver in achieving the objectives of the agency. Civil servant figure who can play the role is a civil servant who has a good performance which results from his attitude and behavior that is full of loyalty and obedience to the state, moral, and good mental, professional, aware of his responsibilities as a public servant, and able to be an adhesive, unity and unity of the nation. Thus, management of Human Resources (HR) is needed calling Civil Servant Management (PNS). Civil servant management is necessary to manage

employees systematically, planned, and patterned so that the objectives of the organization/institution can be achieved by the wishes of the organization/institution.

The low quality of human resources and their handling is one of the problems often faced by the Indonesian nation. In general, most organizations believe that to achieve success, must strive for individual performance as much as possible because basically, individual performance will greatly affect the performance of both team and group performance that ultimately affects the performance of an organization.

Performance is often a problem in an organization both companies and agencies. To achieve quality and professional employee performance, concrete, consistent and sustainable actions are required. Real efforts that can support the growth of the quality of employee performance in a professional manner, namely through training and work motivation. This element is considered to be very decisive because if it is prioritized and implemented properly, it will clearly have positive

implications for improving the quality of human resources or employee performance (Rumbewas, 2016).

With this, researchers conducted more research to discuss training and work enthusiasm for the performance of Ministry Employees Transportation in the Terminal Service Unit Type A Ciakar.

## Literature Review

### Training

According to Hasibuan (2012), "Training is a short-term educational process using systematic and organized procedures so that operational employees learn the knowledge of workmanship techniques and skills for a specific purpose".

According to Henry (2012), "Training is a systematic process of changing employees' behavior in a direction to improve operational objectives". From several understandings that have been put forward training is a systematic process directed according to workmanship techniques and expertise in changing employee behavior to achieve organizational goals.

### Work Motivation

According to Griffin and Moorhead (2013), nowadays, virtually everyone practitioner and scholar has their definition of motivation. Usually, the following words are one part of the meaning: desire, hope, goal, need, drive, motivation, and incentive. Motivation is a stage

that has a role to determine the intensity, direction and persistence of an individual in an effort to achieve goals (Robbins 2016).

From these opinions, it can be concluded that motivation is an encouragement to act against a series of processes of human behavior taking into account the direction, intensity, and perseverance on achieving goals.

### Performance

According to Mangkunegara (2017) that the term performance is formed from the word work performance or actual performance (work performance or actual achievement achieved by a person) namely: "The results of work in quality and quantity achieved by an employee in carrying out his duties following the responsibilities given to him"

According to Prawirosoentono (2008), "Performance or in English is performance", namely: tasks that can be accomplished by a person or group of people involved in the organization, following their own rights and responsibilities to achieve organizational goals. legally, not against the law and morals and ethics.

Therefore, from the definitions of experts above Then, it is concluded that performance is the work achieved by employees in the following organization the authority and responsibility given by the organization to achieve the vision, mission, and objectives of the organization.

### Research Conceptual Framework

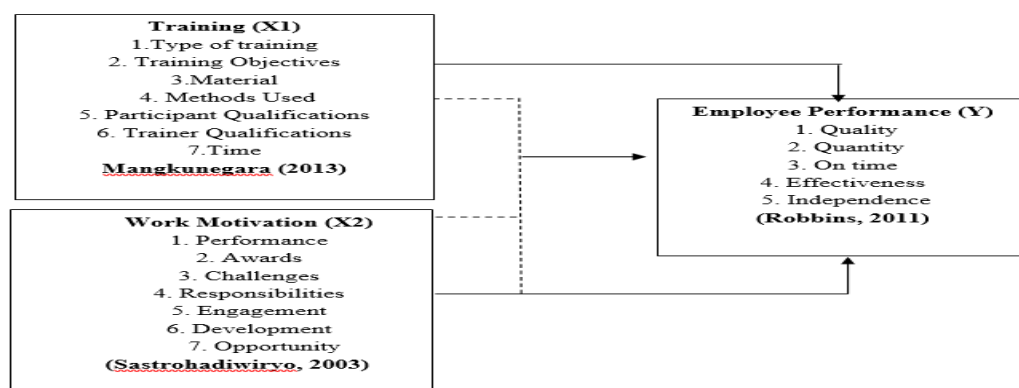


Figure 1. Research conceptual framework

The hypotheses proposed are as follows:

1. H1: Education and training has a significant effect on the performance of the Ministry of Transportation's employees at the Ciakar Unit Type A Service Terminal
2. H2: Work motivation has a significant effect on the performance of the Ministry of Transportation at the A Ciakar Type Service Terminal Unit
3. H3: Training and work motivation have a significant effect on the performance of employees of the Ministry of Transportation at the A Ciakar Type Service Terminal Unit.

### Methodology

The research method applied is descriptive analysis method – verification method is used to test whether training and work motivation affect employee performance, as well as to test the hypothesis whether the hypothesis is accepted or rejected.

The data that will be used by researchers in preparing this thesis is quantitative data, according to Sugiyono (2018), "Quantitative data is data in the form of numbers or qualitative data that is estimated". The quantitative analysis method reveals a picture of the problem that occurred during this research (statistical test). By conducting statistical tests can be determined the effect of training and motivation on performance.

### Population and Research Samples

#### a. Population

Sekaran and Bougie (2013) revealed the understanding of the population as a whole, Genesis, or things of interest for researchers to study. So it can be understood that the population can be a group of people, namely a group of Employees Performance Ministry Service Unit Terminal Type A Ciakar numbered 55 employees.

#### b. Research Samples

Samples taken by researchers to be tested were as many as 48 respondents to the number of employees of the Ministry of Transportation Terminal Service Unit Type A Ciakar. Techniques using proportional Slovin formula.

#### c. Data Collection Techniques

Techniques used in data collection were obtained by authors based on field studies and literature studies.

### Results and Discussion

#### Validity and Reliability Test

In Arikunto (2010), validity is a measure that indicates the degree of validity or validity of an instrument. A valid or valid instrument has high validity. Conversely, a less valid instrument means it has low validity.

**Table 1.** Recapitulation of the results of testing the validity of training variable

Variable	Number Item (P)	Co r	Tab r	Inf.
Training (X1)	1	0.770	0.2845	Valid
	2	0.814	0.2845	Valid
	3	0.722	0.2845	Val
	4	0.777	0.2845	Valid
	5	0.837	0.2845	Valid
	6	0.760	0.2845	Valid
	7	0.665	0.2845	Valid
	8	0.619	0.2845	Valid
	9	0.757	0.2845	Valid
	10	0.532	0.2845	Valid
	11	0.753	0.2845	Valid
	P12	0.710	0.2845	Valid
	P13	0.792	0.2845	Valid

Source: Processed by researchers (2020)

**Table 2.** Resume of the validity test res of work motivation variable

Variable	Number Item	Count (0,)	Tab r (0,)	Inf. (Valid)
Work Motivation (X2)	M1	694	2845	Valid
	M2	.664	2845	Valid
	M3	768	2845	Valid
	M4	732	2845	Valid
	M5	675	2845	Valid
	M6	755	2845	Valid
	M7	608	2845	Valid
	M8	559	2845	Valid
	M9	602	2845	Valid
	M10	753	2845	Valid
	M11	871	2845	Valid
	M12	774	2845	Valid
	M13	0.685	2845	Valid

Source: Processed by researchers (2020)

Reliability tested through the Cronbach Alpha formula. The Cronbach Alpha coefficient  $> 0.60$  indicates the reliability of the instrument (when re-researched with different times and dimensions will result in the same conclusion) and if the Cronbach Alpha coefficient  $< 0.60$

indicates a lack of reliable instruments (if the variables are re-researched with different times and dimensions will result in different conclusions). Also, Cronbach Alpha, which is getting closer to number 1, then this explains the greater the consistency of the reliability interval.

**Table 3.** Reliability test results

Variable	Cronbach Alpha (0,)	Crisis Value (0,)	Conclusion
Training (X1)	927	6	Reliable
Work Motivation (X2)	913	6	Reliable
Employee Performance (Y)	828	6	Reliable

The coefficient of reliability obtained by each variable  $> 0.6$  indicates that the statements in the questionnaire measuring instrument have shown consistency and can be used more than once.

## a. Coefficient of Determination

**Table 4.** Determination coefficient test results

Model Summary <sup>b</sup>				
Model	R	R Square	Adjusted R Square	Standard Error of the Est
1	.842 <sup>a</sup>	.708	.696	2.978

a. Predict: (Constant), Mot\_Kerja, Pelat

b. Depend Variable: Kinerja\_Peg

Source: Output of SPSS 25 by researchers (2020)

On the basis of these tables known large coefficient of determination is 0.708 or 70.8%. That is, between Training (X1) Work Motivation (X2) and Employee Performance (Y) of 70.8%, and the balance 29.2% explained by other factors not studied that are not studied.

## b. Partial Hypothesis Test

The t-test have been done to show how far the effect of one variable explained or free individually in explaining the variation of bound variables.

**Table 5.** Hypothesis test results (t)  
**Coeff<sup>a</sup>**

Model		Unstand Coeff.		Stan Coeff.	T	Sig.
		B	Stand. Error	Beta		
1	(Constant)	9.278	2.859		3.246	.002
	Training	.254	.059	.426	4.290	.000
	Work_Motivation	.335	.064	.518	5.213	.000

Source: Output of SPSS 25 by researchers (2020)

Based on the table, it can be seen:

### 1. Hypothesis Testing Training on Employee Performance

Based on the results of the calculations in Table 5, it can be seen that the value of tcount (4.290) > t table (2.01410). In accordance with the criteria for testing the hypothesis that H0 is rejected and H1 is accepted, it means that it can be concluded that there is a significant influence between training on the performance of the Ministry of Transportation employees at the Ciakar Type A Terminal Service Unit.

### 2. Hypothesis Testing of Work Motivation on Employee Performance

Based on the results of the calculations in Table 5, it can be seen that the value of tcount (5.213) > t table (2.01410). In accordance with the criteria for testing the hypothesis that H0 is rejected and H1 is accepted, it means that it can be concluded that

there is a significant influence between work motivation on the performance of the Ministry of Transportation's employees at the Ciakar Type A Terminal Service Unit.

### c. Simultaneous Hypothesis Testing (F)

Simultaneous hypothesis testing is used to determine the influence of free variables together on bound variables. Significant means the relationship that occurs can apply to the population. This test using a significance level of 5% or 0.05.

The decisions taken are as follows:

- Ho:  $\rho = 0$  : There is no positive effect of training and work motivation on performance simultaneously
- H1:  $\rho \neq 0$  : There is a positive effect of training and work motivation on employee performance simultaneously

**Table 6.** Hypothesis test results (F)  
**ANOVA<sup>a</sup>**

Model		Sum of Sq	Df	Mean Sq	F	Sig.
1	Reg.	970.144	2	485.072	54.684	.000 <sup>b</sup>
	Residual	399.168	45	8.870		
	Total	1369.313	47			

a. Depend Var: Employee\_performance

b. Pred: (Const), Work\_Motivation, Training

Source: Output of SPSS 25 by researchers (2020)

Based on the table above, the compilers get the Fcount value of 54,684 which means it is greater than F table 3.20 (54,684 > 3.20). That is, H0 is rejected and H1 is accepted, so it can be concluded that there is a joint (simultaneous) and significant effect of training and work motivation on performance.

## Discussion

Result based first hypothesis the test determines it training significantly the test yields that employees with a calculated t value of (4,290) > t table (2.01410).

Obtained from the second hypothesis the test indicated that motivation affects the performance of employees with at calculating of (5,213) > t table (2.01410) then H0 is rejected and H1 is accepted, then the conclusion is that there is a significant effect between work



motivation on the performance of employees of the Ministry of Transportation in the Terminal Services Unit Type A Ciakar.

The results of the third hypothesis testing indicates that training and work motivation influenced employee performance by 70.8% and the difference of 29.2% is implicated by others factors not studied in this study. The hypothetical test results showed a calculated F value = 54,684 where the result was greater than table F ( $54,684 > 3.20$ ). That is,  $H_0$  is rejected and  $H_1$  is accepted. Based on table 4.5, compilers get a calculated value of 54,684 which means that it is greater than the F table 3.20 ( $54.684 > 3.20$ ). That is,  $H_0$  is rejected and  $H_1$  is accepted, so it can be resumed that there is a vice versa (simultaneous) and significant effect between training and work motivation on performance.

### Conclusion

On the basis of the results of research and discussion can be resumed as follows:

- The training had a significant influence on performance Ministry of Transportation Employees in the Ciakar Type A Terminal Service Unit.
- Work motivation has a significant effect on employee performance in Terminal Service Unit Type ACiakar.
- There is a simultaneous significant effect of training and work motivation on employee performance the Ministry of Transportation in the Terminal Service Unit Type A Ciakar.

### References

- [1] Abdullah, M. 2014. Manajemen dan Evaluasi Kinerja Karyawan. Yogyakarta: Penerbit Aswaja Pressindo.
- [2] Akdon, S., & Hadi, S. (2005). Aplikasi statistika dan metode penelitian untuk administrasi dan manajemen. Bandung: Dewa Ruchi.
- [3] Bachri,Ahmad Alim and Dewi. 2019 Maya Sari. Pengaruh Motivasi, Pendidikan, Pelatihan Dan Pengalaman Kerja Terhadap Kinerja Guru SMKN 5 Banjarmasin. Jurnal Wawasan Manajemen, Vol. 7 Nomor 1.
- [4] Bangun, Rew Uly. 2019. Pengaruh Pelatihan Dan Pengembangan Terhadap Kinerja Karyawan Pada PT. Pindad Bandung. Bandung: Universitas Widyatama.
- [5] Dessler, Gary. 2015. Manajemen Sumber Daya Manusia. Jakarta: Salemba Empat.
- [6] Dzulganef. (2018). Metode Penelitian Bisnis Dan Manajemen. Bandung: PT Refika.
- [7] Edison, Emron dkk. (2017). Manajemen Sumber Daya Manusia (Strategi dan Perubahan dalam Rangka Meningkatkan Kinerja Pegawai dan Organisasi). Bandung: Alfabeta.
- [8] Edy, Sutrisno, 2016. Manajemen Sumber Daya Manusia. Pranada Media Group, Jakarta.
- [9] Hamali, Arif Yusuf. 2016. Pemahaman Sumber Daya Manusia. Yogyakarta: CAPS.
- [10] Hariyanto, Agus Eko. 2018. Pengaruh Gaya kepemimpinan Demokratis, Motivasi dan Disiplin Kerja Terhadap Kinerja Karyawan Pada Satuan Polisi Pamong Praja Kabupaten Tulungagung. Jurnal Ilmu Manajemen, 07(03).
- [11] Hasibuan, Malayu S.P (2016). Manajemen Sumber Daya Manusia. Jakarta: Penerbit PT. Bumi Aksara.
- [12] Hendra, 2020. Pengaruh Budaya Organisasi, Pelatihan dan Motivasi Terhadap Kinerja Karyawan Pada Universitas Tjut Nyak Dhien Medan, Jurnal Ilmiah Magister Manajemen, 3(1).
- [13] Mandua, Jenidan Syahrani, 2019. Pengaruh Motivasi, Pelatihan dan Gaji Terhadap Kinerja Karyawan Tetap Pada Universitas Borneo Tarakan. Jurnal Ekonomika Volume X Nomor 2.
- [14] Marjaya, Indra and Pasaribu Fajar. (2019). Pengaruh Kepemimpinan, Motivasi, Dan Pelatihan Terhadap Kinerja Pegawai di PDAM Tirta Deli Kabupaten Deli

- Serdang. Jurnal Ilmiah Manajemen Vol 2, No. 1, 129-147.
- [15] Pratama, Okky. 2020. Pengaruh Pelatihan dan Motivasi Kerja Terhadap Kinerja Kerja Karyawan PT. Asia Multidana Di Jakarta. Jurnal Manajemen Bisnis dan Kewirausahaan, Vol 4, No. 02.
- [16] Rivai, Veithzal and Ella Jauvani Sagala. 2011. Manajemen Sumber Daya Manusia untuk Perusahaan dari Teori ke Praktik. Jakarta: PT Raja Grafindo.
- [17] Robbins, S. P., & Judge, T. A. (2013). Organizational Behavior. Pearson Education.
- [18] Sabrina, Luthfiani (2017). Pengaruh Pelatihan Dan Motivasi Terhadap Kinerja Karyawan (Studi Kasus Pada PT. PLN APD Bandung). Bandung: Universitas Widyatama.
- [19] Sanjaya, Sandi Syaifullah (2020). Pengaruh Motivasi dan Pelatihan Kerja Terhadap Kinerja Karyawan Di PT. Capella Dinamik Nusantara Di Kota Batam. Journal of Management, Accounting, Economic and Business, 01.
- [20] Sedarmayanti. 2015. Manajemen Sumber Daya Manusia. Bandung: Refika Aditama.
- [21] Sekaran, U., & Bougie, R. (2016). Research Methods for Business: A Skill-Building Approach. Wiley.
- [22] Siagian, Sondang P. 2011. Manajemen Sumber Daya Manusia. Jakarta: Bumi Aksara.
- [23] Simanjuntak, Payaman J. 2005. Manajemen dan Evaluasi Kinerja. Jakarta. Universitas Indonesia.
- [24] Sinambela, Lijan Poltak. 2016. Manajemen Sumber Daya Manusia. Jakarta: PT Bumi Aksara.
- [25] Sugiyono. (2016). Metodologi Penelitian Kuantitatif, Kualitatif dan R&D. Bandung: CV Alfabeta.
- [26] Sugiyono. (2017). Metodologi Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung: CV Alfabeta.
- [27] Sugiyono. (2018). Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif dan R&D. Bandung: CV Alfabeta.
- [28] Suwatno and Donni Juni Priansa. 2016. Manajemen SDM dalam Organisasi Publik dan Bisnis. Bandung: Alfabeta.
- [29] Umar, Husein. 2002. Metode Penelitian Untuk Skripsi dan Tesis Bisnis. Jakarta: Raja Grafindo Persada.
- [30] Uyanto, Stanislus S. Pedoman Analisis Data dengan SPSS. 2006. Jakarta. Graha Ilmu.
- [31] Wahono, Toto, dkk. (2019). Pengaruh Kedisiplinan, Pelatihan dan Motivasi Kerja Terhadap Kinerja Karyawan Balai Besar Wilayah Sungai Bengawan Solo. Jurnal Manajemen Vol. 07, Nomor 03, 168-175.
- [32] Widodo, Eka Suparno. 2015. Manajemen Pengembangan Sumber Daya Manusia. Yogyakarta: Pustaka Belajar.