

# 18-Employee Performance And The Effects Of Training And The Workplace

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# EMPLOYEE PERFORMANCE AND THE EFFECTS OF TRAINING AND THE WORKPLACE

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## ABSTRACT

*The goal of this study is to investigate the impact of training and work environment on employee performance. This is an example of quantitative research. The total sampling technique was used to select 101 employees from the Bandung branch of the state savings bank. The data was examined using multiple regression analysis. According to the study's findings, training and work environment had no positive effect on employee performance at the state savings bank's Bandung branch, whereas physical evidence had a positive and significant impact on employee satisfaction at the state savings bank.*

**Keyword : Workplace Performance, Work Environment, and Training**

## ABSTRAK

Tujuan dari penelitian ini adalah untuk menyelidiki dampak pelatihan dan lingkungan kerja terhadap kinerja karyawan. Ini adalah contoh penelitian kuantitatif. Teknik total sampling digunakan untuk memilih 101 pegawai Bank Tabungan Negara Cabang Bandung. Data diperiksa dengan menggunakan analisis regresi berganda. Menurut temuan penelitian, pelatihan dan lingkungan kerja tidak berpengaruh positif terhadap kinerja pegawai di bank tabungan negara cabang bandung, sedangkan bukti fisik berpengaruh positif dan signifikan terhadap kepuasan pegawai di bank tabungan negara.

**Kata Kunci : Kinerja Tempat Kerja, Lingkungan Kerja, dan Pelatihan**

## 1. INTRODUCTION

Employees are a valuable resource in any business. Employees who work as implementers in company activities must

have a positive mental attitude, be dedicated, disciplined, and have good work performance in order to support the company's activities and help it achieve its goals. Work

performance is the result of someone's efforts to complete tasks assigned to him based on his skills, experience, sincerity, and time constraints. Every employee wants to do their best because it will affect their career and the

Employees who can carry out their duties well determine work results, which means employees who have responsibilities, can complete their work on time, and can meet predetermined targets (Zuana, 2014). Companies must carry out a training process, employee development, and provide a good and comfortable work environment in order to obtain employees who consistently produce good results. This is significant because it is related to work results and employee performance in the company.

Employee training can help employees develop their skills and various potentials, as well as generate new enthusiasm that will benefit the company. This is why the company conducts regular training to improve work effectiveness and efficiency in order to meet the company's targets and goals. According to the findings of a study conducted by (Supartha, 2017), job training has a positive and significant effect on the performance of these employees and can improve employee performance in meeting company goals.

In addition to training, the work environment, according to Riri Mayliza,

n.d., has a significant impact on employee performance. The company's work environment is critical and has a significant impact on employees' ability to carry out their duties. Workers can be motivated to complete tasks in a positive work environment, so the company should create one. A healthy, clean, comfortable, and pleasant work environment can have an impact on employee performance (Zuana, 2014).

According to Bank BTN's 2012 Annual Sustainability Report, the workforce is one of the main keys to the bank's business in running Bank BTN units throughout Indonesia. Meanwhile, in terms of employee performance, according to the Annual Sustainability Report published by Bank BTN Indonesia in 2021, based on the results of a survey conducted by Louis Allen Worldwide Inc., Bank BTN's Employee Engagement Index (EEI) in 2021 was 4.2, the same as in 2020 and an increase of 0.18 points from the score in 2017. There was no discernible improvement in the Bank's Employee Engagement Index score (EEI). BTN. Employee performance has declined at the Bank BTN Bandung Branch Office.

Based on the Bank BTN Bandung Branch Office's job appraisal summary report for 2021. Employee performance on the employee performance appraisal scale in a 'good' assessment is expected

to fall from 20% in 2020 to 17% in 2021. This demonstrates that employee performance at the State Savings Bank Bandung Branch is not yet at its peak.

According to information obtained from PT employees. State Savings Bank Bandung Branch, namely the decrease in work performance due to a lack of motivation from the leadership, such as setting difficult-to-achieve targets for employees in product marketing that are not balanced with what is obtained by employees, a lack of training, an inadequate work environment, and supervision the company in assessing employee performance that is still considered lacking so that employee

To improve employee performance, Bank BTN Bandung Branch must be able to improve employee quality by providing training standards and a good work environment for each employee. Employees of the Bank BTN Bandung Branch must be capable of demonstrating good performance in the company's management. According to this explanation, employee training and work environment are critical and influence employee performance.

## 2. LITERATURE REVIEW

### Employee Performance

According to information obtained from several employees at the PT. State

Savings Bank Bandung Branch, the decrease in work performance is due to a lack of motivation from the leadership, such as setting difficult-to-achieve targets for employees in product marketing that are not balanced with what is obtained by employees, a lack of training, an inadequate work environment, and supervision by the company in assessing employee performance is still considered lacking, so

Thus, in order to improve employee performance, Bank BTN Bandung Branch must be able to improve the quality of its employees by providing training standards and a good working environment for each employee. Employees at the Bank BTN Bandung Branch must be capable of demonstrating good performance in the company's management. Based on this explanation, it is clear that employee training and working conditions are critical and have an impact on employee performance.

### Training's Impact on Employee Performance

According to (Handoko, 2001), training and development programs are intended to improve work performance, reduce absenteeism and turnover, and increase work power (Zuana, 2014). In addition to undergoing turnover training programs and improving job satisfaction.

After completing the training program, the organization or company hopes that the employees who participated in the training will improve their work performance. This is supported by research conducted at PT. Bank Central Asia Afrika. (Training et al., 2015) discovered that the outcomes of job training had a very significant influence on employee performance.

H1: Training has a significant impact on employee performance.

### **The Influence of the Environment on Employee Performance**

Employees will be able to perform their duties and work without interruption in a clean, comfortable, and pleasant work environment. This situation boosts employee morale, which allows work to be completed on time and the company's goals to be met (Zuana, 2014). Environmental conditions, according to research conducted by (Robbins, 2002).

If one of them is supported by optimal environmental conditions, it will carry out its activities well. As a result, creating a comfortable and pleasant work environment, both physically and virtually, is one effort to increase employee professionalism at work. Professional employees will strive to improve their performance in order to achieve the company's goals (Purwati 2021).

H2: Employee performance is greatly influenced by the work environment.

## **3. RESEARCH METHOD**

### **Research Object**

This study was conducted on employees of the PT. State Savings Bank (Persero) Tbk. Bandung Branch Office, which is located at Jalan Asia Afrika No. 117 in Bandung.

### **Sampling and Population**

The term population refers to the entire group of people, events, or things of interest that the researcher wishes to investigate. The population in this study consists of all employees of the PT. State Savings Bank Bandung Branch Office, which is still in operation, with a total population of 101 people. While total sampling was used in this study, the number of samples was the same as the total population. As a result, the sample size in this study was reduced.

### **Data Collection**

A questionnaire was used to collect data for this study. Questionnaires were distributed to 101 active employees of the PT. State Savings Bank Bandung Branch Office. Furthermore, the documentation method is used, in which data that supports research is obtained from literature reviews via books, journals, scientific articles, and the internet.

### **Operational Variable**

Employee performance is the study's dependent variable. Work performance is the result of someone's work, both in terms of quality and quantity, to encourage the achievement of desired goals (Zuana, 2014). to be able to evaluate employee performance

The independent variables in this study are employee training and the work environment. Training is a more hands-on activity that aims to develop employees' skills, knowledge, skills, expertise, attitudes, and behavior.

**Data analysis technique**

**Research Instrument Test**

For research design, many studies use a questionnaire instrument. Validity and reliability will be measured as variables.

**Multiple Linear Regression Analysis**

This analysis is used to determine the direction of the relationship between the independent variable and the dependent variable, as well as whether each independent variable is related to the dependent variable in a positive or negative

Konstanta Variabel	coefficients
1 (Constant)	23.766
Pelatihan Kerja	.011
Lingkungan Kerja	.456

way. This analysis is also used to forecast the dependent variable's value based on

$$Y = 23,766 + 0,010 X_1 + 0,468 X_2 + e$$

changes in the independent variable. The multiple linear regression equation in this study takes the following form:  $Y = a + b_1 X_1 + b_2 X_2 + e$

**Hyphotesis T**

This hypothesis test is useful for making decisions based on data analysis from both controlled experiments and observations (uncontrolled). And used to test the truth of a statement statistically and interestingly whether to accept or reject the statement (hypothesis), consisting of: Coefficient of Determination Test, Partial Test (t test).

**4. RESULT AND DISCUSSION**

**Data Validity and Reliability Test**

The Kaiser-Meyer Olkin Measure of Sampling Adequacy was used in this study to evaluate the validity test (KMO-MSA). If the KMO value is greater than 0.50, the data is considered valid. Because the KMO value is greater than 0.50, all of the statements in this study are correct. The Cronbach's Alpha statistical test was used to assess reliability in this study. A variable is considered reliable if it has a Cronbach's Alpha value greater than 0.50. All variables in this study passed reliability testing.

**Analisis Regresi Linear Berganda  
Tabel 1. Hasil analisis regresi berganda coefficients<sup>a</sup>**

a. Dependent variabel prestasi kerja  
Sumber : data diolah SPSS ( 2021 )

- a. The calculated constant value is 23,766. This means that if all of the independent variables are zero, the dependent variable will have a positive value of 23,766.
- b. The job training variable has a positive regression coefficient of 0.010. This demonstrates that increasing the job training variable by one unit while holding the other variables constant increases the employee performance variable by 0.010.
- c. The work environment variable has a positive regression coefficient of 0.468. This demonstrates that increasing the work environment variable by one unit.

**Coeffisien Determination T (R2)**

**Tabel 2. Koefisien Determination**

<b>Model Summary<sup>b</sup></b>			
Model	R	R Square	Adjusted R Square
1	.413 <sup>a</sup>	.158	.141

a. Predictors: (Constant), Performance, Work Training  
 b. Dependent Variable: Performance  
 Source : SPSS (2022)

The value of the coefficient of determination can be seen in the results of multiple linear regression analysis above. (R square) = 0.169 This figure shows that

the variables of job training and employee work environment can explain variations or contribute to the employee performance variable by 16.9%, while the remaining 83.1% is explained by variables outside the study.

**The Effect of Job Training on Job Performance**

The job training variable has a significance value of 0.921, which is greater than 0.15, according to the t-statistical test results. This shows that the size of job training has no effect on employee performance, and thus H1 is rejected. The findings of this study contradict the findings of (Zuana et al, 2014), (Nurjanah and Eny, 2014), (Suhardi, 2015), and (Lumintang et al, 2016), who discovered that job training has a significant impact on job performance. Employee assistance Descriptive statistical tests determine the minimum and maximum values for job training. We can conclude that respondents' responses lead to agreement on the existence of this job training because the average value of their responses to statements about it is 34.80. However, the presence of on-the-job training had no effect on employee performance in this study. This shows that the training provided at the PT Bank BTN Bandung Branch is of high quality,

but there is no guarantee that it will improve employee performance.

The ineffectiveness of job training on job performance is presumably due to job training not being carried out in a sustainable and comprehensive manner, resulting in ineffective training, but it is also due to the diverse backgrounds of employees, resulting in the employee not being optimal in absorbing the knowledge given during the training when it is held. This is consistent with the findings of a study conducted by (Ningsi et al, 2015), which discovered no significant relationship between training and employee performance. Furthermore, this study agrees with the findings of (Perdhana, 2016),

#### **The Influence of Work Environment on Work Performance**

Based on the results of the t statistical test, the work environment variable has a significance value of 0.000, which is less than 0.15. This demonstrates that a variable work environment has a significant impact on employee performance. As a result, we can conclude that H2 is acceptable. According to the results of descriptive statistical tests, the work environment variable has a minimum value of 32 and a maximum value of 40. The average value of the respondents' responses to statements about the work environment variable is

35.22, and we can see from the average value that the respondents' responses led to agreement with the influence of the work environment on employee performance.

The findings of this study are consistent with those of Nurhasanah (2010), Zuana et al (2014), and Suhardi (2015), who discovered that the work environment has a significant impact on employee performance.

## **5. CONCLUSION AND SUGGESTION**

### **Conclusion**

As a result of the analysis and discussion described in CHAPTER IV the following conclusions were reached: The job training variable (X1) has a minor effect on employee performance, according to the tested hypothesis (Y). The work environment variable (X2) has a marginally significant effect on employee performance, according to the hypotheses tested (Y).

### **Suggestion**

In this study, only two variables were used: job training and the work environment, both of which were thought to influence employee performance. In the future, it is hoped that other researchers will be able to examine other factors thought to affect employee performance in order to broaden horizons and insights about this science. These factors include, among others, rewards,



work motivation, leadership style, and others. incorporating additional data collection methods to improve the accuracy of the resulting data

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