



THE EFFECT OF TRAINING AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE AT PT KSO APS ISS SOEKARNO-HATTA AIRPORT AREA IN TANGERANG CITY

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ABSTRACT

This study aims to determine the effect of training and work motivation on employee performance at PT KSO APS ISS Area Soekarno-Hatta Airport in Tangerang City. The method used is explanatory research with analysis techniques using statistical analysis with regression testing, correlation, determination and hypothesis testing. The results of this study training has a significant effect on employee performance of 42.7%, the hypothesis test obtained $t_{count} > t_{table}$ or $(8.369 > 1.986)$. Work motivation has a significant effect on employee performance of 38.7%, the hypothesis test obtained $t_{count} > t_{table}$ or $(7.707 > 1.986)$. Training and work motivation simultaneously have a significant effect on employee performance with the regression equation $Y = 8.132 + 0.419X_1 + 0.376X_2$ and an influence contribution of 55.8%, the hypothesis test obtained $F_{count} > F_{table}$ or $(58.752 > 2.700)$.

Keywords: Training, Work Motivation, Employee Performance.

INTRODUCTION

PT. KSO APS ISS is a company located at Soekarno-Hatta Airport, this company is engaged in cleaning services, where all cleaning services in terminals 1, 2, and 3 Ultimate of Soekarno-Hatta Airport PT. KSO AP ISS handles it. PT. Angkasa Pura Solusi (APS) has managed the cleaning service business since 2016 in collaboration with ISS Indonesia as a KSO partner. Initially, the scope of the KSO cleaning service business managed was only at Soekarno-Hatta International Airport.

In line with the growing business growth, APS then began managing KSO cleaning services in 3 other airport branches, namely Padang, Jambi, and Medan. And PT. KSO APS ISS which focuses on the Facility Service/Cleaning service field which runs with operational cooperation responsible for cleanliness in every terminal of Soekarno-Hatta airport. In line with that, the Vision and Mission of PT. KSO APS ISS wants to be a world-class integrated airport managed support service provider in the regional area and support our valuable customers in achieving operational excellence and providing the highest level of managed airport support services by maintaining standards and customer satisfaction as the company grows. Attract and acquire

customers with high-value and integrated end-to-end services.

Performance is crucial for a company to achieve its goals. Employee performance is a crucial factor in improving company performance. To improve employee performance, companies must understand the factors that influence it.

Based on information provided by the human resources department at PT. KSO APS ISS, the realization of employee performance achievement has not been optimal, one of the reasons being that employees do not receive proper appreciation, resulting in employee performance achievement not being able to be maintained or even exceeding what the company expects.

One way to improve the quality of human resources is by implementing training programs. Through training, employees can acquire the knowledge, abilities, and skills appropriate to their jobs.

Companies always need competent personnel in their fields to increase profits and company development. What is most felt by companies when they regularly hold employee training and development programs is the realization of human resources who are able to work more efficiently, competitively, and have higher involvement with the workplace.

To improve employee performance, companies need to provide training to optimize the achievement of company goals. Companies continue to face challenges with employee training programs, such as inadequate training programs that meet employee needs and a lack of participant engagement, leading to employees lacking the necessary skills to effectively implement their work.

In the training activities at PT KSO APS ISS Soekarno-Hatta Airport Area, the training materials provided by instructors are often not relevant to the employees' work areas. In terms of training methods, the methods used are often limited to lectures and projector props, making them less suitable and less able to implement the materials effectively.

From the aspect of instructor (trainer) ability, instructors or trainers are often considered to have insufficient mastery of the material or material being taught in providing training materials or materials being taught or are less competent in their field so that what is given is often not in accordance with the topic or theme being emphasized.

Furthermore, from the aspect of training participants or the number of employee participants who take part in training, training participants are often dominated by employees from certain departments, for example, often the finance and tax calculation departments, so that not all other divisions have been given the opportunity.

Furthermore, from the aspect of training evaluation, after the activity is carried out, the success and shortcomings of its implementation should always be evaluated, but what happens is that evaluations are rarely carried out so that the training output is less than optimal.

Companies must immediately conduct training for employees, which is a process of teaching certain knowledge and skills and attitudes so that employees become more skilled and able to carry out their responsibilities well, in accordance with the standards of their respective fields of work.

Motivation is a crucial factor in contributing to a company. To achieve

organizational goals, employees need motivation to work harder. Therefore, the role of employees within the organization must be given greater attention by companies. High motivation leads to greater dedication to their work. Conversely, low motivation leads to a lack of enthusiasm, gives up easily, and struggles to complete tasks.

Motivation will arise when humans feel that all their needs are met, therefore if their needs are not met, it will cause problems that lead to several cases that often occur in companies, for example labor strikes, demands for wage increases and so on, this is a sign that there is dissatisfaction felt by employees towards the company.

The role of motivation is to intensify these desires and wishes, therefore it can be concluded that efforts to increase a person's work enthusiasm will always be related to efforts to motivate him, so that to create good motivation it is necessary to know human needs.

Motivation should be able to encourage an individual's enthusiasm for work, leading them to behave in ways that achieve specific goals. Therefore, motivation is crucial because it relates to individual needs, which must align with organizational goals. Primary needs are inextricably linked to the need to fulfill life's necessities, and thus, salary is often a constraint in companies.

Career advancement is also crucial, as employees must become better individuals than their community. By pursuing a desired position, they will continually improve their existing abilities and skills to support their careers. Every company wants its employees to be well-motivated to complete their respective tasks. However, some employees at PT KSO APS ISS Area Soekarno-Hatta Airport still haven't achieved the company's desired targets.

Human behavior begins with motivation, a crucial element everyone should possess. Psychologically, motivation stems from natural forces that guide human actions and behavior. A common problem is the lack of effective training for employees to enhance their abilities and skills, as well as a lack of high work ethic.

Based on the background of the problem above, the author is interested in conducting further research with the title: "The Influence of Job Training and Work Motivation on Employee Performance at PT KSO ISS Soekarno-Hatta Airport Area, Tangerang City".

RESEARCH METHODS

This research was conducted at PT KSO APS ISS Area Soekarno-Hatta Airport, located in Tangerang City, with a population of 96 respondents. The same population was also used as the sample in this study. This study aims to examine the influence of independent variables on the dependent variable, both partially and simultaneously, thus being included in the associative research type. This type of research is used to identify the relationship or influence that may exist between two or more variables.

In the data analysis process, several important steps are taken to ensure valid and reliable results. First, instrument testing is conducted to verify the validity and reliability of the measuring instruments used in the study. Next, classical assumption tests are conducted to ensure that the data meets the basic assumptions of regression analysis. These classical assumption tests include normality, multicollinearity, and heteroscedasticity.

Afterward, regression analysis was used to determine the extent to which the

independent variables influence the dependent variable. This regression analysis was also followed by the calculation of the coefficient of determination, which provides an overview of how much variation in the dependent variable can be explained by the independent variables. To ensure the validity of the relationship between the variables, a hypothesis test was conducted to determine whether there is a significant influence between the two variables. All of these steps aim to provide a clearer picture of the relationship between the variables studied in the context of this research. The results of this data analysis are expected to provide useful information for decision-making in the relevant company.

RESEARCH RESULT

1. Descriptive Analysis

This test was used to determine the minimum and maximum scores, mean score, and standard deviation of each variable. The results are as follows:

Table 1. Results of Descriptive Statistics Analysis

	Descriptive Statistics				
	N	Minimum	Maximum	Mean	Standard Deviation
Training (X1)	96	27	46	37.18	4,446
Work Motivation (X2)	96	27	46	37.52	4,338
Employee Performance (Y)	96	28	48	37.82	4,000
Valid N (listwise)	96				

The training obtained a minimum variance of 27 and a maximum variance of 46 with a mean score of 3.718 with a standard deviation of 4.446.

Work motivation obtained a minimum variance of 27 and a maximum variance of 46 with a mean score of 3.752 with a standard deviation of 4.338.

Employee performance obtained a minimum variance of 28 and a maximum variance of 48 with a mean score of 3.782 with a standard deviation of 4.000.

2. Quantitative Analysis.

This analysis aims to determine the influence of the independent variable on the dependent variable. The test results are as follows:

a. Multiple Linear Regression Analysis

This regression test is intended to determine changes in the dependent variable if the independent variable changes. The test results are as follows:

Table 2. Multiple Linear Regression Test Results

Model	Coefficients ^a				
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
			Beta		
	B	Std. Error			

1 (Constant)	8,132	2,759		2,947	.004
Training (X1)	.419	.070	.466	5,999	.000
Work Motivation (X2)	.376	.072	.408	5,256	.000

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, the regression equation $Y = 8.132 + 0.419X_1 + 0.376X_2$ is obtained. This equation is explained as follows:

- 1) The constant of 8.132 means that if there is no training and work motivation or zero, then the employee performance score is 8.132 points.
- 2) The training regression coefficient is 0.419, this figure is positive, meaning that for every 0.419 increase in training, employee performance will also increase by 0.419 points.
- 3) The work motivation regression coefficient is 0.376, this figure is positive, meaning that for every 0.376 increase in work motivation, employee performance will also increase by 0.376 points.

b. Correlation Coefficient Analysis

Correlation coefficient analysis is intended to determine the strength of the relationship between the independent variable and the dependent variable, both partially and simultaneously. The test results are as follows:

Table 3. Results of the Correlation Coefficient Test of Training on Employee Performance.

Correlations ^b		Training (X1)	Employee Performance (Y)
Training (X1)	Pearson Correlation	1	.653**
	Sig. (2-tailed)		.000
Employee Performance (Y)	Pearson Correlation	.653**	1
	Sig. (2-tailed)	.000	

** . Correlation is significant at the 0.01 level (2-tailed).

b. Listwise N=96

Based on the test results, a correlation value of 0.653 was obtained, meaning that training has a strong relationship with employee performance.

Table 4. Results of Testing the Correlation Coefficient of Work Motivation on Employee Performance.

Correlations ^b		Work Motivation (X2)	Employee Performance (Y)
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Work Motivation (X2)	Pearson Correlation	1	.622**
	Sig. (2-tailed)		.000
Employee Performance (Y)	Pearson Correlation	.622**	1
	Sig. (2-tailed)	.000	

** . Correlation is significant at the 0.01 level (2-tailed).

b. Listwise N=96

Based on the test results, a correlation value of 0.622 was obtained, meaning that work motivation has a strong relationship with employee performance.

Table 5. Results of Testing the Correlation Coefficient of Simultaneous Training and Work Motivation on Employee Performance.

Model Summary				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.747a	.558	.549	2,687

a. Predictors: (Constant), Work Motivation (X2), Training (X1)

Based on the test results, a correlation value of 0.747 was obtained, meaning that training and work motivation simultaneously have a strong relationship with employee performance.

c. Analysis of the Coefficient of Determination

The coefficient of determination analysis aims to determine the percentage influence of the independent variable on the dependent variable, both partially and simultaneously. The test results are as follows:

Table 6. Results of Testing the Determination Coefficient of Training on Employee Performance.

Model Summary				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.653a	.427	.421	3,044

a. Predictors: (Constant), Training (X1)

Based on the test results, a determination value of 0.427 was obtained, meaning that training has a 42.7% contribution to employee performance.

Table 7. Results of Testing the Coefficient of Determination of Work Motivation on Employee Performance.

Model Summary				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.622a	.387	.381	3,148

a. Predictors: (Constant), Work Motivation (X2)

Based on the test results, a determination value of 0.387 was obtained,

meaning that work motivation has a 38.7% contribution to employee performance.

Table 8. Results of Testing the Determination Coefficient of Training and Work Motivation Simultaneously on Employee Performance.

Model Summary				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.747a	.558	.549	2,687

a. Predictors: (Constant), Work Motivation (X2), Training (X1)

Based on the test results, a determination value of 0.558 was obtained, meaning that training and work motivation simultaneously had a 55.8% contribution to employee performance, while the remaining 44.2% was influenced by other factors.

d. Hypothesis Testing

Partial Hypothesis Test (t-Test)

Hypothesis testing with the t-test is used to determine which partial hypothesis is accepted.

First hypothesis: There is a significant influence of training on employee performance.

Second hypothesis: There is a significant influence of work motivation on employee performance.

Table 9. Results of Training Hypothesis Test on Employee Performance.

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	15,968	2,630		.000
	Training (X1)	.588	.070	.653	.000

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, the calculated t value was obtained $> t$ table or $(8.369 > 1.986)$, thus the first hypothesis proposed that there is a significant influence of training on employee performance is accepted.

Table 10. Results of Hypothesis Testing of Work Motivation on Employee Performance.

Coefficients ^a				
Model	Unstandardized	Standardize	t	Sig.
	Coefficients	d Coefficients		

		B	Std. Error	Beta		
1	(Constant)	16,295	2,812		5,796	.000
	Work Motivation (X2)	.574	.074	.622	7,707	.000

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, the calculated t value was obtained $> t$ table or $(7.707 > 1.986)$, thus the second hypothesis proposed that there is a significant influence of work motivation on employee performance is accepted.

Simultaneous Hypothesis Test (F Test)

Hypothesis testing with the F test is used to determine which simultaneous hypothesis is accepted.

Third hypothesis: There is a significant influence between training and work motivation on employee performance.

Table 11. Results of the Hypothesis Test of Training and Work Motivation on Employee Performance.

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	848,462	2	424,231	58,752	.000b
	Residual	671,528	93	7,221		
	Total	1519,990	95			

Based on the test results in the table above, the calculated F value was obtained $> F$ table or $(58.752 > 2.700)$, thus the third hypothesis proposed that there is a significant influence of training and work motivation on employee performance is accepted.

DISCUSSION OF RESEARCH RESULTS

1. The Impact of Training on Employee Performance

Training significantly influences employee performance with a correlation of 0.653, indicating a strong relationship with a contribution of 42.7%. Hypothesis testing yielded a calculated t-value $> t$ -table, or $(8.369 > 1.986)$. Therefore, the first hypothesis proposed that there is a significant influence between training and employee performance is accepted.

2. The Influence of Work Motivation on Employee Performance

Work motivation significantly influences employee performance with a correlation of 0.622, indicating a strong relationship with a contribution of 38.7%. Hypothesis testing yielded a calculated t value $> t$ table, or $(7.707 > 1.986)$. Therefore, the second hypothesis proposed that there is a significant influence between work motivation and employee performance is accepted.

3. The Influence of Training and Work Motivation on Employee Performance

Training and work motivation have a significant effect on employee performance with the regression equation $Y = 8.132 + 0.419X_1 + 0.376X_2$, a correlation value of 0.747 or having a strong relationship with an influence contribution of 55.8% while the remaining 44.2% is influenced by other factors. Hypothesis testing obtained a calculated F value $> F$ table or $(58.752 > 2.700)$. Thus, the third hypothesis proposed that there is a significant influence between training and work motivation on employee performance is accepted.

CONCLUSION

In conclusion, the research reveals that both training and work motivation have a significant impact on employee performance at PT KSO APS ISS. Training contributes 42.7% to performance, while work motivation contributes 38.7%, both showing strong positive effects based on hypothesis testing. When considered together, training and work motivation account for 55.8% of the variance in employee performance, with the remaining 44.2% influenced by other factors. This finding highlights the importance of these two factors in enhancing employee performance within the company. The hypothesis tests further confirm these relationships, with calculated values significantly exceeding the critical values, reinforcing the importance of training and motivation in improving overall performance.

Based on these conclusions, it is recommended that the company prioritize tailoring training programs to better meet employee needs, ensuring these programs effectively enhance their skills and knowledge. Additionally, providing adequate health insurance and regularly monitoring employee performance are essential steps in ensuring continuous improvement and meeting company expectations. These strategies will help address areas that need improvement and optimize employee performance in the long run.

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