

The Effect of Training and Work Motivation On Employee Performance at Bank Sumsel Babel

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ABSTRACT

This study was conducted with the aim of determining the influence of training and work motivation on employee performance at Bank Sumsel Babel. The population in this study is all employees at Bank Sumsel Babel in 2023 as many as 3,312 employees. Based on calculations using the Slovin formula, the sample that became respondents in this study was as many as 120 employees of Bank Sumsel Babel. The results of multiple linear regression analysis show that training and work motivation have a positive and significant effect on employee performance. Training, it is hoped that the Bank of South Sumatra Babel in providing training can adjust to what employees need in supporting their work. Work motivation, it is hoped that the boss can motivate his work team to be able to build good relationships and support each other in order to provide work results that are in accordance with the company's expectations.

Keywords : training, work motivation, employee performance

INTRODUCTION

Human Resources (HR) has an important role in the advancement of science, development, and technology. In today's era of technology and civilization that is very advanced, it is necessary to have human resources who are competent, enthusiastic, and high in work discipline for the benefit of both individuals and organizations. The progress of a country also depends heavily on the ability of its human resources. Therefore, companies and organizations must pay special attention to HR indicators that affect the performance of qualified employees, such as job satisfaction, work discipline, leadership, performance, training, education, motivation, work environment, job training, recruitment, and organizational commitment (Octavianus, 2018).

Bank Sumsel Babel was established on November 6, 1957 on the Decree of the Commander of the Chairman of the Sriwijaya Regional War Authority Level I of South Sumatra, the Notary Deed of Tan Thong Ke, and the business permit from the Minister of Finance at that time. In 1962, since the enactment of Law Number 13 of 1962 concerning Regional Development Banks, Bank Sumsel Babel officially became the property of the Regional Government of South Sumatra Province with the status of a Regional Company. After undergoing several changes, most recently since the enactment of Law No. 7 of 1992 concerning banking and in accordance with Regional Regulation No. 6 of 2000 dated May 19, 2000, Bank Sumsel changed its legal entity form from a Regional Company to a Limited Liability Company with Deed of Incorporation No. 20 dated November 25, 2000 and the approval of the Deputy Governor of Bank Indonesia No. 3/2/KEP. DpG/2001 dated September 24, 2001. The change in the legal entity took effect on October 1, 2001, with various fundamental and comprehensive changes that made Bank South Sumatra more professional and able to compete in the era of regional autonomy (<https://banksumselbabel.com/>, 2024).

Table 1 Financial Performance of Bank Sumsel Babel in 2022-2023 (in Million Rupiah)

No	Information	Year	
		2022	2023
1	Operating Income	3.184.988	3.371.973
2	Net Profit for the Current Period	538.115	584.007
3	Total Asset	35.399.947	38.407.658
4	Loans Given	20.899.926	23.689.227
5	Customer Savings	27.338.346	27.135.911
6	Equity	4.202.181	4.570.234

Source: Bank Sumsel Annual Report, processed in 2024

The data in Table 1 shows the financial performance of Bank Sumsel Babel in 2022-2023 which shows an increase in 2023 when compared to 2022. In 2023, operating income increased by around 5.87%. In the net profit for the current period, it showed an increase of 8.53%. Total assets showed an increase of 8.80%. The loans provided showed an increase of 13.35%. In customer deposits, it showed an increase of 0.74%. Meanwhile, equity showed an increase of 8.76%. This shows that the performance produced by Bank Sumsel Babel employees shows an increase in 2023 when compared to 2022.

Table 2 Business Performance of Operational Units at Bank South Sumatra Babel in 2019-2023 (in Million Rupiah)

It	Description	Year				
		2019	2020	2021	2022	2023
1	Third-Party Funds	19.862.556	19.083.476	22.720.137	24.974.149	24.407.764
2	Credit Distribution	15.255.346	16.047.513	17.813.105	18.961.743	21.370.490
3	Conventional Service Fee	78.987	74.084	71.760	169.604	178.003

Source: Bank Sumsel Annual Report, processed in 2024

The data in Table 2 shows the business performance of the operational unit at Bank Sumsel Babel in 2019-2023 which fluctuates every year. In the category of third-party funds (DPK), the highest value occurred in 2022, which was 24,974,149. In the credit distribution category, the highest value occurred in 2023 at 21,370,490. In the conventional service fee category, the highest value occurred in 2023 at 178,003.

Literature Review

Training

Training is one of the efforts to improve the quality of human resources in the world of work (Dessler, 2019)

Work Motivation

Work motivation is a process that describes the intensity, direction and perseverance of an individual to achieve his goals. Motivation is the desire in a person that causes that person to take action. A person performs an action for something in achieving a goal (Mathis & Jackson, 2017).

Employee Performance

Performance is a result achieved by employees in their work according to certain criteria that apply to a job (Robbins & Judge, 2019).

Previous research that is relevant has been carried out by several previous researchers. Oktavianus (2018) analyzed the important role of human resources (HR) in

the advancement of science, development, and technology, emphasizing the importance of competent, enthusiastic, and highly disciplined HR. Dessler (2019) examined training as one of the efforts to improve the quality of HR in the world of work. Mathis and Jackson (2017) examined work motivation as a process that describes the intensity, direction, and persistence of individuals in achieving their goals. Meanwhile, Robbins and Judge (2019) examined employee performance as the result achieved by employees in their work according to certain criteria.

The novelty or newness of this research is: First, this study comprehensively analyzes the financial and business performance of Bank Sumsel Babel during the 2022-2023 period, which is the latest information compared to previous studies. Second, this research connects HR indicators, such as job satisfaction, work discipline, leadership, training, education, motivation, work environment, and organizational commitment, with the performance of qualified employees at Bank Sumsel Babel. Third, this research presents the financial and business performance data of Bank Sumsel Babel in the form of tables and more in-depth analysis, thus providing a more comprehensive understanding of the development of the bank.

RESEARCH METHOD

The population in this study is all employees at Bank Sumsel Babel in 2023 as many as 3,312 employees, all of whom are the population in this study. In this study, the author narrowed the population, namely all employees by 3,312 employees by calculating the sample size carried out using the Slovin technique (Sugiyono, 2019). This study uses the Slovin formula because in the sample draw, the number must be representative so that the research results can be generalized and the calculation does not require a table of sample numbers, but can be done with a simple calculation formula. The Slovin formula for determining the sample is as follows:

$$n = \frac{N}{1 + N(e)^2}$$

Information:

n : Sample size/ number of respondents

N : Population size

e : Percentage of the sampling-error tolerance tolerable; e = 0,1

In the Slovin formula there are the following provisions:

So, the range of samples that can be taken from the Slovin technique is between 10-20% of the study population. The total population in this study is 3,312 employees, so the percentage of relaxation used is 10% and the results of the calculation can be rounded up to achieve suitability. So to find out the research sample, with the following calculations:

$$n = \frac{3.312}{1 + 3.312(0.09)^2}$$

n = **119.02** rounded up by the researcher to 120 respondents.

Based on calculations using the Slovin formula, the sample that became respondents in this study was as many as 120 employees of Bank Sumsel Babel. This is done to make it easier to process data and for better test results. The sample was taken based on the probability sampling technique, simple random sampling where the researcher provided an equal opportunity for each member of the population (employee) to be selected as a random sample regardless of the strata in the population itself.

RESULT AND DISCUSSION

- 1) The value of the training variable ($X_{t_{hitung\ 1}}$) is 7.067 and the significance value is 0.000, then the value of $>$ is ($7.067 > 1.980$) or the value (Sig.) is $0.000 < 0.05$. This means that training has a significant effect on employee performance at Bank Sumsel Babel. This proves that the first hypothesis of training has a positive and significant effect is acceptable. $t_{hitung} > t_{tabel}$
- 2) The value of the work motivation variable ($X_{t_{hitung\ 2}}$) is 5.555 and the significance value is 0.000, then the $>$ value is ($5.555 > 1.980$) or the value (Sig.) is $0.000 < 0.05$. This means that work motivation has a significant effect on employee performance at Bank Sumsel Babel. This proves that the second hypothesis of work motivation has a positive and significant effect is acceptable. $t_{hitung} > t_{tabel}$

Discussion

The Effect of Work Motivation on Employee Performance at PT Bank Mandiri (Persero), Tbk Regional Office 2 Palembang

The results of the analysis obtained in this study show that work motivation has a positive and significant effect on employee performance so that the first hypothesis can be accepted. The results of this study are in line with the results of the research from (Pham, Huang, & Do, 2022); (Antika & Dwiridotjahjono, 2022); (Alimuddin & Artiyany, 2022); (Leman, Ramly, & Mapparenta, 2022); (Wicaksono, Suyatin, Sunarsi, Affandi, & Herling, 2021); (Arianindita, 2021); (Suaiba, Abdullah, Suyanto, & Rita, 2021); (Tupti & Arif, 2021); (Jayaweera, 2020); (Shahzadi, Javed, Pirzada, Nasreen, & Khanam, 2020); (Nzewi, Augustine, Mohammed, & Godson, 2020); (Paais & Pattiruhu, 2020); (Kiruja & Mukuru, 2020); (Cote, 2019); (Olusadum & Anulika, 2018); (Mfinanga, 2018) showed that work motivation had a positive and significant effect on employee performance.

Based on the respondents' responses to the indicators, it is difficult to understand the material provided during the training shows the lowest score. It is suspected that Bank Sumsel Babel employees who participated in the training were able to understand the material provided. The training provided by Bank Sumsel Babel to its employees is in accordance with the needs of employees and can support employees' skills and knowledge in carrying out the work and responsibilities given. This has a positive impact, because employees who are given training can implement the results obtained from the training provided in order to improve the performance of the employees themselves and in their work teams and provide work results that can meet the expectations, achievements and targets set by the company.

Respondents' responses to the indicators of the training material are in accordance with your needs, so that they are able to support your work show the highest score. This shows that the training materials provided to Bank Sumsel Babel employees can support employee work. Training materials that are in accordance with the needs of employees make it easy for employees to receive and practice the results of the training with their work.

The Effect of Work Discipline on Employee Performance at PT Bank Mandiri (Persero), Tbk Regional Office 2 Palembang

The results of the analysis obtained in this study show that work discipline has a positive and significant effect on employee performance so that the second hypothesis can be accepted. The results of this study are in line with the results of the research from (Merchant, 2023); (Pirawati & Firman, 2023); (Chan, 2022); (Moningkey, 2022); (Yanti, 2022); (Pane, 2022); (Sopandi, 2022); (Alfiyani, 2022); (Septatrisna & Hendra, 2022);

(Soss & Fording, 2021); (Paramananda, 2021); (Setiawan, 2021); (Shi, 2020); (Ferriz-Valero, 2020); (Khasifah, 2020); (Yan, 2019); (Torlak & Kuzey, 2019); (Dube & Zhu, 2019); (Dube & Zhu, 2019); (Muktiani, 2019); (Rozi, 2019); (Sumarsid, 2019) showed the results that work discipline had a positive and significant effect on employee performance.

Based on respondents' responses to the indicator , I enjoy working with others rather than working alone , showing the lowest score. It is suspected that some employees of Bank Sumsel Babel feel more comfortable doing their work alone than with a group/team. Based on a direct interview with one of the respondents who is an employee of Bank Sumsel Babel, employees said that working individually feels more comfortable than working in a team. Because the employee is an introverted employee, where working independently is more comfortable for him to do. But the employee said that if given a task by a boss that requires him to work in a team, he does not feel objection and can establish a good relationship with the members of the work team formed.

In the indicators , I will provide good work results for the company showing the highest value. This shows that Bank Sumsel Babel employees will provide work results in accordance with the expectations and targets set by the company. This can be seen by the increase in performance produced by Bank Sumsel Babel in 2023 where this shows that the work produced by its employees has been able to meet the company's expected targets.

CONCLUSION

Training has a positive and significant effect on employee performance at Bank Sumsel Babel. Work motivation has a positive and significant effect on employee performance at Bank Sumsel Babel.

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