

# The influence of training and work motivation on employee performance at PT. Iss Indonesia Pondok Indah Mall South Jakarta

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**ABSTRACT**

The aim of this research is to determine the partial or simultaneous influence of Training and Work Motivation on Employee Performance at PT ISS Indonesia Pondok Indah Mall, South Jakarta. This research method is quantitative with a sample of 60 people. The data analysis method uses validity tests, reliability tests, classical assumption tests, multiple linear regression analysis tests, correlation tests, determination tests, t tests and f tests. The results of this research are that training has a significant effect on employee performance, work motivation has a significant effect on employee performance. Meanwhile, training and work motivation simultaneously influence employee performance

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**1. Introduction**

Human resource management is an effort to mobilize and manage human resources within an organization so that they are able to think and act as desired by the organization (HESTI, 2023). In this era of globalization, every organization or company competes with each other to show the superiority of their respective companies. Competition that continues to grow today requires companies to be able to survive the existing competition, as well as develop quality human resources. The successful performance of an organization is greatly influenced by the quality of the resource factors it has, such as human factors, machines, capital, markets and others. (Iswahyudi et al., 2023). However, among these factors, the quality of human resources has an important role as a driver for the smooth running of an activity. Without human resources, other resources become meaningless. (Sudaryo et al., 2019).

Companies are required to acquire, develop and maintain quality human resources (Halisa, 2020). What is meant by human resource management is that the company must be able to unite the perceptions or perspectives of employees and company leaders in order to achieve company goals and improve company performance. One common way companies combine perception with training (Maghfiroh, 2021). PT. ISS Group was founded in 1901 in Copenhagen, Denmark, as a company engaged in outsourcing services with customer focus as one of the strategic pillars. PT. ISS Indonesia has grown into one of the nation's service facility companies with more than 45,000 employees from 800 customers and 6,000 work areas spread throughout Indonesia. One very important effort in anticipating competition is to provide the best possible service, so employees must be able to work according to the company's expectations. (Yusuff, 2023). One of the strategies carried out by the company to improve employee performance is to provide regular training and work motivation for each employee (Octavia & Alexandro, 2020).

PT employee performance assessment. ISS Indonesia for 2021 covers several main aspects, namely work quality, work quantity, responsibility and attitude. From a total of 149 employees, the achievement target for each aspect is 100%. In the aspect of work quality, 109 employees or 73% succeeded in achieving the target. For work quantity, 103 employees or 69% met the target. In terms of responsibility, 112 employees or 75% succeeded in achieving the target, while for attitude, 106 employees or 71% met the set target. Overall, the average employee achievement is 72% of the target set.

From the data above, from the total number of employees of 149 people who have not been able to achieve the target desired by the company from the aspect of assessing work quality the number of employees is 40 people, from the aspect of assessing work quantity the number of employees who have not reached the target is 46 people, from the aspect of assessing responsibility the number There are 37 employees who have not reached the target and from the attitude assessment aspect, the number of employees who have not reached the target is 43 people. This data shows the performance of employees at PT. ISS Indonesia Pondok Indah Mall must be repaired, PT. ISS Indonesia can also get opportunities and have the same opportunity to achieve the desired career level to be able to motivate employees to work well. The company also facilitates employees to carry out career development. In improving the quality of work, employees receive company career guidance (Manu et al., 2022). Before reaching the desired career path, the company also provides awards for the best employees in the "The Best Employee" program held by the company for selected employees who excel and meet the criteria given by the company to receive this award.

In 2021, PT. ISS Indonesia held training at Pondok Indah Mall with several elements being assessed (Hamdani et al., 2019). These elements include Daily Cleaning, Periodic Cleaning, Occupational Health and Safety (K3), and the ISS Code of Ethics, with each target value being 100%. The assessment results show that Daily Cleaning achieved a score of 82%, Periodic Cleaning reached 80%, K3 reached 79%, and the ISS Code of Ethics obtained the highest score with 90%. Overall, the average score for all training elements assessed was 82%. The training elements assessed are daily cleaning which gets a score of 82%, the periodic cleaning training element gets a score of 80%, the K3 training element (occupational health and safety) gets a score of 79% and the ISS code of ethics training element gets a score of 90%, the company is targeting 100% achievement. However, this target has not been achieved. The data above shows that the overall achievement value of job training at PT. ISS Indonesia Pondok Indah Mall in 2021 is still low. According to the training data above, it shows poor achievement, because they only got an average score of 82.75% of the target of 100%.

Motivation drives a person to carry out an activity in order to get the best results. Employees who have high work motivation will also have high performance (Rahman, 2022). Motivation is a potential force that exists within a human being, which can be developed independently or developed by a number of external forces whose essence revolves around material and non-material. The important thing to remember is that employee motivation will differ according to their level of education and economic conditions. (Hidayah et al., 2021). As people become more educated and more economically independent, their sources of motivation become different, not solely determined by traditional means of motivation, such as formal authority and incentives, but also influenced by other need factors. (Hendrich et al., 2019).

PT employee motivation assessment. ISS Indonesia at Pondok Indah Mall in 2021 showed mixed results on several indicators. Job challenges were assessed with achievement of 96% and employee motivation level reached 64%. Job responsibilities have perfect achievement, namely 100%, but employee motivation only reaches 67%. Employee achievement is measured by 97% achievement, with an employee motivation level of 65%. Work relations received the highest score with achievement of 111% and employee motivation of 74%. The awards given to employees achieved 103%, with employee motivation reaching 69%. Overall, the average employee motivation score was recorded at 67.80%. This data shows that although job responsibilities and rewards are quite high, there are several areas that still require attention to increase overall employee motivation (Wulandhari et al., 2024).

Based on the data above from a total of 149 employees, it can be seen that employee work motivation in 2021 received an average value of 67.8%, where the employee job challenge factor received the smallest value, namely 64%, but the other values did not get the same results. good, this shows that the job challenge factor and employee achievement are still low, while the employee work relationship factor is fairly good.

## 2. Research Methods

The research design used was an explanatory survey. This research aims to explain the cause-and-effect relationship between the variables studied (Sari et al., 2023). This research uses a quantitative approach with the aim of measuring the effect of training and work motivation on employee performance. The population used in this research is all employees in 2021 at PT. ISS Indonesia Pondok Indah mall as many as 149 people. According to (Amin et al., 2023) A sample is a part or number and characteristics of the population. If the population is large, and it is impossible for the researcher to study everything in the population, for example due to limited funds, energy and time, then the researcher will take a sample from that population. To get a representative sample, the author took several samples that had the same probability using the Slovin formula (Arianto & Difa, 2020). Data collection is an effort to obtain information that will be used in measuring variables. According to (Adil et al., 2023) "The data collection method is a scientific way to obtain valid data with the aim of proving it, developing knowledge so that it can be used to solve and anticipate problems." Data collection techniques in this research are observation, interviews and documentation (Jailani, 2023).

## 3. Results And Discussions

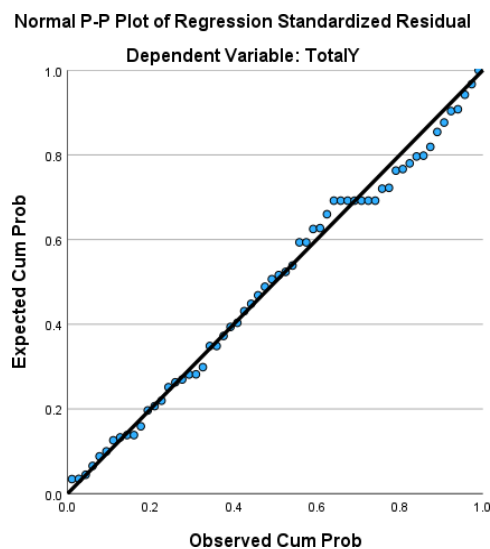
The validity test is used to measure whether a questionnaire is valid or not. The questionnaire is said to be valid if  $r_{count} > r_{table}$ . Distribution of questionnaires to all samples in this study, namely 60 respondents, resulting in an  $r_{table}$  value of 0.254. From these results, it is obtained that  $r_{count}$  of all statements  $> r_{table}$  means that all statements can be used in this research.

### Rehabilitation Test

Based on the table below, it can be seen that each variable of training, work motivation and employee performance has a Cronbach Alpha value  $> 0.800$ . In this way, the results of the reliability test on all variables are very reliable, so that all question items can be trusted and can be used for further research.

Table 1. Rehabilitation Test

| No | Variable                 | Cronbach Alpha | Decision      |
|----|--------------------------|----------------|---------------|
| 1  | Training (X1)            | 0.929          | Very Reliable |
| 2  | Work Motivation (X2)     | 0.928          | Very Reliable |
| 3  | Employee Performance (Y) | 0.882          | Very Reliable |



Geafik 1. Normality Test

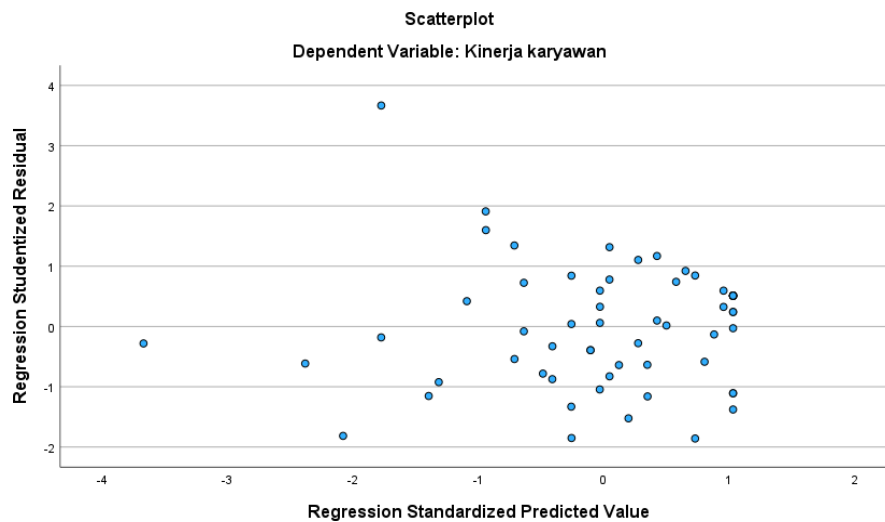
Looking at the display of the normal probability plot graph above, it can be concluded that in the normal probability plot graph you can see the dots spread around the diagonal line and the distribution follows the direction of the diagonal line, so it can be concluded that the data used in this research is normally distributed.

### Multicollinearity Test

Table 2. Multicollinearity Test

| Model           | Collinearity Statistics |       |
|-----------------|-------------------------|-------|
|                 | Tolerance               | VIF   |
| Training        | 0.243                   | 4,115 |
| Work motivation | 0.243                   | 4,115 |

Based on the table above, it can be seen that the tolerance value of the training and work motivation variables is  $0.243 > 0.10$  and the VIF value of the training and work motivation variables is  $4.115 < 10$ , so it can be concluded that the training and work motivation variables do not have symptoms of multicollinearity.



Graph 2. Heteroscedasticity Test

Based on the Scatterplot output in the image above, it can be seen that the points are spread out and do not form a clear pattern. So it can be concluded that there is no heteroscedasticity problem in this research. This means that the data in this study is homoscedastic.

### Multiple Linear Regression Test

Table 3. Multiple Linear Regression Test

| Model      | Unstandardized Coefficients |            | Standardized Coefficients |  | t     | Sig   |
|------------|-----------------------------|------------|---------------------------|--|-------|-------|
|            | B                           | Std. Error | Beta                      |  |       |       |
| (Constant) | 17,162                      | 3,297      |                           |  | 5,206 | 0,000 |
| Training   | 0.309                       | 0.142      | 0.393                     |  | 2,062 | 0.044 |
| (Constant) | 0.310                       | 0.150      | 0.373                     |  | 5,206 | 0,000 |

If the constant is 17.162, this means that when the training variable and work motivation variable are zero or do not increase, employee performance remains at a value of 17.162. The regression value of  $0.309X_1$  (positive) indicates that if the training variable ( $X_1$ ) increases by 1 unit assuming the work motivation variable ( $X_2$ ) is constant, then employee performance ( $Y$ ) will increase by 0.309 units. Meanwhile, the regression value of 0.310

### Partial Hypothesis Testing

Table 4. Partial Hypothesis Testing

| Model      | Unstandardized Coefficients |            | Standardized Coefficients |  | t     | Sig   |
|------------|-----------------------------|------------|---------------------------|--|-------|-------|
|            | B                           | Std. Error | Beta                      |  |       |       |
| (Constant) | 19,846                      | 3,113      |                           |  | 6,376 | 0,000 |
| Training   | 0.564                       | 0.072      | 0.717                     |  | 7,830 | 0,000 |

Based on the table above, it can be seen that the t value is  $7.830 > t$  table  $1.672$  with a significance of  $0.000 < 0.05$ , so  $H01$  is rejected and  $Ha1$  is accepted, indicating that training has a positive and significant effect on employee performance at PT ISS Indonesia Pondok Indah Mall.

### Partial t test of work motivation (X2) on employee performance (Y)

Table 5. Partial t test of work motivation (X2) on employee performance (Y)

| Model           | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig   |
|-----------------|-----------------------------|------------|---------------------------|-------|-------|
|                 | B                           | Std. Error | Beta                      |       |       |
| (Constant)      | 17,903                      | 3,382      |                           | 5,293 | 0,000 |
| Work motivation | 0.595                       | 0.077      | 0.714                     | 7,772 | 0,000 |

Based on the table above, it can be seen that the calculated t value is  $7.772 > r$  table  $1.672$  with a significance of  $0.000 < 0.05$ , so  $H02$  is rejected and  $Ha2$  is accepted, indicating that work motivation has a positive and significant effect on employee performance at PT ISS Indonesia Pondok Indah Mall.

### Simultaneous Hypothesis Testing

The overall test is used to determine whether there is a joint influence of the independent variables on the dependent variable (Basyit et al., 2020). This test is carried out using the F distribution by comparing the Fcount value with the Ftable value. To determine the F value, in statistical analysis, especially in the F test, it is necessary to calculate the degrees of freedom for both the numerator and denominator. The degrees of freedom in the numerator are calculated using the formula  $DF$  (numerator) =  $k - 1$ , where  $k$  is the number of independent variables. Meanwhile, the degrees of freedom in the denominator are calculated using the formula  $DF$  (denominator) =  $n - k - 1$ , where  $n$  is the number of research samples. For example, if a study has 2 independent variables ( $k$ ) and 60 research samples ( $n$ ), then the degrees of freedom in the numerator are  $2 - 1 = 1$  and the degrees of freedom in the denominator are  $60 - 2 - 1 = 57$ . Based on these calculations, the Ftable value obtained from the F test table is 4.01. The test criteria are as follows:  $H0$  is accepted and  $Ha$  is rejected if  $F_{count} < F_{table}$ , which means that the independent variable simultaneously does not have a positive and significant effect on the dependent variable. Conversely,  $H0$  is rejected and  $Ha$  is accepted if  $F_{count} > F_{table}$ , which means the independent variable simultaneously has a positive and significant effect on the dependent variable.

### The Effect of Training on Employee Performance

Training provided by PT. ISS Indonesia for employees, which includes technical, managerial and soft skills training, shows a positive and significant influence on employee performance. Employees who have attended training tend to perform better due to their increased skills and knowledge. Employee work motivation at PT. ISS Indonesia is influenced by several factors, including fair compensation, recognition of achievements, career development opportunities, and a conducive work environment (Erfeni et al., 2022). Research shows that work motivation has a significant influence on employee performance. Employees who feel appreciated and have the opportunity to develop are more motivated to provide their best performance. Recognition and appreciation for their hard work increases their sense of pride and job satisfaction, which in turn increases their productivity and commitment to their work (Maulida & Tri Wahyuni, 2024). Apart from that, a supportive and healthy work environment also plays an important role in keeping employee work motivation high.

The results of the analysis show that training and work motivation together have a stronger influence on employee performance than the influence of each factor individually. (Gustiana et al., 2022). The combination of effective training and high work motivation creates a work environment where employees feel supported and equipped with the skills necessary for success (Yusuff, 2023). Training provides employees with new knowledge and skills that they can apply in their daily work, while high work motivation ensures that employees have the drive and commitment to use those skills in a productive and efficient way. Well-trained and motivated employees demonstrate higher levels of productivity, better quality of work, and greater contributions to the achievement of organizational goals (Sukmawati et al., 2020).

### The Influence of Training and Work Motivation Together on Employee Performance

Data analysis reveals that training and work motivation together have a significant effect on employee performance. The combination of effective training and high work motivation creates employees who are able to work more efficiently and effectively, thus contributing greatly to achieving company goals (Mintawati, 2024). Training improves employee skills, while work motivation encourages them to apply these skills with

high enthusiasm and commitment. Work motivation which is influenced by factors such as compensation, recognition, development opportunities, and work environment also shows a positive and significant influence on employee performance. Employees who have high work motivation tend to be more productive, committed and satisfied with their work, which has an impact on improving performance (Vhalery & Leksono, 2022).

#### 4. Conclusion

Based on the results of research conducted at PT ISS Indonesia Pondok Indah Mall, it can be concluded that there is a positive and significant influence from training on employee performance. This is evident from the simple linear regression equation  $Y=19.846+0.564X_1$  with a correlation value of 0.717 and a coefficient of determination of 51.4%. This shows that training makes a significant contribution to employee performance, with  $H_0$  rejected and  $H_1$  accepted in the significance test. Apart from that, work motivation also has a positive and significant influence on employee performance based on the simple linear regression equation  $Y=17.903+0.595X_2$ , with a correlation value of 0.714 and a coefficient of determination of 51.0%. The results of the significance test show that work motivation significantly influences employee performance. Simultaneously, both training and work motivation have a positive and significant influence on employee performance, as proven by the multiple linear regression equation  $Y=17.162+0.309X_1+0.310X_2$  with a correlation value of 0.740 and a coefficient of determination of 54.8%. The F test results also show rejection of  $H_0$  and acceptance of  $H_a$ , which confirms that together training and work motivation have a significant effect on employee performance at PT ISS Indonesia Pondok Indah Mall.

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