

The Influence of Training on Work Effectiveness

Johanes Natanael Setiahi^{1*}, M. Faris Adnan Bachtiar², Qonita Audreya³

Universitas Pelita Harapan, Tangerang, Indonesia

Email: ^{1*}johanesnatanaelsetiahi@gmail.com, ²adnanbachtia@yahoo.com, ³qonitaaudreya@gmail.com

Email Corresponding Author: evaferdiana@gmail.com

Abstract-This research aims to determine the effect of training on employee performance at Khoe Pek Goan Bloemenstad. Data taken using quantitative methods and obtained from respondents who are employees of Khoe Pek Goan Bloemenstad. Employee performance is influenced by training activities with the aim of increasing human resource capacity in facing competition in business. The research results show that effective training can improve the quality of human resources so that employee performance increases.

Keywords: Employee Performance, Training

1. INTRODUCTION

In an organization or business, it is necessary to manage the available resources to achieve the initial goals of the organization or business itself. One important resource in business activities is human resources. Human resources are required to adapt to dynamic conditions and overcome challenges they face. They also need to seize opportunities to meet the demands imposed, especially in the workplace. Khoe Pek Goan Bloemenstad is a restaurant. With its main activity being the food and beverage business, Khoe Pek Goan Bloemenstad is not exempt from competition from competitors. To strengthen its position in the market, Khoe Pek Goan Bloemenstad is committed to managing and maintaining all resources, especially human resources, to support activities and performance to achieve the company's vision and mission. Therefore, Khoe Pek Goan Bloemenstad must continually strive to improve the capabilities of its human resources to achieve the company's goals effectively. One way is by providing training and development for its employees. Training and development can be categorized as an investment activity to face future changes and challenges.

The term "performance" originates from "job performance" or "actual performance," referring to the actual work results achieved by an individual. Performance reflects the effectiveness of work performed by employees or organizations. Good performance is crucial to achieving organizational goals and therefore needs to be continuously improved. However, improving performance is not an easy task as it is influenced by various factors. To achieve optimal performance, efficient performance improvement and utilization of the human resources potential possessed by employees are necessary to achieve organizational goals.

Performance is an employee's ability to perform their tasks well. Performance also includes the results of tasks completed, both individually and as a team. Therefore, an employee's self-awareness of an organization's success can be seen from the quality of the employee's performance or that of the staff members.

According to Mahsun (2006), performance is a representation of the level of achievement in implementing an activity, program, or policy in realizing the goals, objectives, missions, and visions of an organization outlined in the strategic planning of an organization. Performance often refers to an individual's or group's achievements or level of success. Performance evaluation of an individual or group can be done by comparing it with previously established success criteria. These success criteria can be specific goals or targets to be achieved.

Employee performance measurement according to Darma (2003) considers the following aspects: Employee performance can be seen from the quantity of work completed within a specific time frame. With this quantity, an employee demonstrates the capability and confidence to perform organizational tasks. Assessment of an employee is based on the quality of work done as expected. Completion is not only seen in the outcome but also in the skill and results achieved. Whether the work is completed within the planned time frame. The continuous implementation of training and development remains an inevitable strategy for companies. With active participation from both the company and employees as participants, employees are expected to become excellent resources contributing more to company or organizational activities. Training, according to Rivai (2016), is a systematic process of changing employee behavior to achieve organizational goals. According to Alwi (2012), based on practical experience, effective training can enhance performance, boost morale, and organizational potentials. Training focuses on improving employee skills and capabilities to successfully carry out current tasks. It is tailored to current needs and aims to help employees achieve specific skills and capabilities needed to perform their jobs well.

2. RESEARCH METHODOLOGY

A research design is a study strategy that is created for researchers to get answers to research questions. This study's design is a qualitative research technique using snowball sampling utilizing variables, conducted concurrently to determine the extent to which training and employee motivation are successful. This research gathered information from various sources, including 1) Primary data is gathered via direct interviews using a set of questions.

The type of research used in this study is explanatory research. Carol (2008) states that explanatory research aims to examine the causality between variables that explain a particular phenomenon. The purpose of explanatory research is to elucidate or confirm the relationships or impacts between variables. In this study, the researcher seeks to verify the impact of various job training factors, such as training materials, training instructors, methods of delivering material during the training process, and the impact of training on employee performance.

The method applied in this study is quantitative method using a survey approach through questionnaire distribution. Then, the data or information collected from the questionnaire will be analyzed using statistical techniques.

Data collection processing can be done through two methods, namely primary data and secondary data. Primary data is data obtained directly from respondents or research objects through face-to-face interviews, or through questionnaires consisting of questions addressed to respondents. Secondary data is data or information obtained from social or governmental institutions with various accessibility. This research uses the Likert scale. According to Sugiyono (2012), the Likert Scale is a scale or measurement used to gauge the attitudes, opinions, or perceptions of an individual or group of people about an event and social phenomena, based on the operational definitions established by the researcher.

3. RESULTS AND DISCUSSION

Sample is a part of the quantity and characteristics possessed by the population (Sugiyono, 2012). The population in this study consists of the employees of Khoe Pek Goan Bloemenstad with a total number of respondents of 108. Purposive sampling is a method to obtain a sample by selecting samples from the population according to the researcher's preferences. The determination of the sample size in this study is done by considering the employees working at Khoe Pek Goan who have received training during their tenure at Khoe Pek Goan Bloemenstad.

Khoe Pek Goan was established in 1885 as a traditional bakery in the city of Garut. Until this year, Khoe Pek Goan has expanded its wings into a cafe and bakery with branch stores in the city of Bandung called Khoe Pek Goan Bloemenstad. As a result of the preliminary research, the characteristics of training respondents are presented in the form of respondent identity tabulations for further review. The research respondents consisted of 48.1% male respondents or 52 people. And female respondents amounted to 51.9% or 56 people. The majority of respondents are female. Research respondents with the last education level of Elementary School amounted to 0% or 0. Respondents with the last education level of Junior High School amounted to 3.7% or 4 people. Respondents with the last education level of Senior High School/Vocational School amounted to 43.5% or 47 people. Respondents with a Diploma as their last education level amounted to 32.4% or 35 people. And respondents with a Bachelor's degree (Strata 1) amounted to 20.4% or 22 people. Thus, the majority of research respondents have a last education level of Senior High School/Vocational School. Respondents with an age range of less than 21 years amounted to 3.7% or 4 people. Then respondents with ages between 21-30 years amounted to 73.1% or 79 people. Respondents with an age range between 31-40 amounted to 22.2% or 24 people. And respondents with an age over 40 amounted to 0.9% or 1 person. Thus, the majority of research respondents are respondents with an age range between 21-30 years. Respondents who have worked for less than 6 months amounted to 12% or 13 people. Respondents who have worked between 6-12 months amounted to 32.4% or 35 people. Research respondents who have worked between 13-24 months amounted to 45.4% or 49 people. And respondents who have worked for more than 24 months amounted to 10.2% or 11 people. Thus, the majority of respondents have worked in the company for between 13-24 months.

Data Tabulation

Nama (Berdasarkan Jenis Kelamin)	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Total Q
Wanita	4	4	5	5	5	5	5	5	5	5	5	5	5	5	68
Wanita	4	3	4	4	4	3	4	4	4	4	4	4	4	4	54
Wanita	4	4	4	4	5	5	4	4	4	5	4	4	4	5	60
Pria	4	5	4	5	4	5	5	4	5	5	4	5	5	4	64
Wanita	4	4	4	5	5	5	4	4	4	5	5	5	5	5	64
Wanita	5	4	4	4	4	4	4	5	5	5	5	5	3	4	61

Wanita	3	3	3	3	3	2	2	4	4	4	4	4	4	4	47
Wanita	5	3	3	4	4	5	5	5	5	5	5	5	5	5	64
Wanita	5	3	3	4	4	5	5	5	5	5	5	5	5	5	64
Pria	4	4	4	5	4	4	4	4	3	4	4	4	4	4	56
Wanita	5	5	5	5	5	5	4	5	5	5	5	5	5	5	69
Pria	4	4	3	3	3	4	4	4	4	4	3	4	4	4	52
Wanita	3	4	4	4	4	5	5	4	5	5	4	4	5	4	60
Pria	4	4	4	4	4	4	4	4	4	4	4	3	3	3	53
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Pria	4	5	4	5	4	5	4	5	4	5	4	5	4	5	63
Pria	4	4	4	4	3	4	3	4	4	3	4	4	3	3	51
Wanita	4	5	5	5	5	5	4	4	4	4	4	4	4	4	61
Wanita	3	4	5	4	3	4	5	3	4	5	4	3	4	5	56
Pria	4	3	4	4	3	4	3	4	4	3	4	4	4	3	51
Pria	3	4	5	4	3	4	5	3	4	5	4	3	4	5	56
Pria	4	3	4	4	3	4	4	4	4	3	4	4	4	4	53
Wanita	4	5	4	3	4	5	4	4	5	4	3	4	5	4	58
Pria	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
Wanita	5	4	3	4	5	4	3	5	4	3	4	5	4	3	56
Pria	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
Pria	4	5	4	3	4	5	4	4	5	4	3	5	4	3	57
Pria	4	3	4	5	3	4	4	4	4	5	4	5	4	4	57
Pria	5	5	4	4	3	3	3	5	5	5	4	4	4	3	57
Pria	3	3	4	3	4	4	4	5	5	4	4	4	4	4	55
Wanita	3	3	3	3	3	3	3	4	4	4	4	4	4	4	49
Pria	4	4	4	3	4	4	3	5	5	5	5	5	5	5	61
Pria	5	5	5	4	4	4	5	5	5	5	5	4	4	4	64
Pria	4	4	4	3	4	3	4	4	4	5	5	4	4	3	55
Wanita	3	4	3	4	5	4	4	4	4	4	4	4	4	4	55
Pria	3	4	3	4	4	4	4	4	5	4	3	5	5	5	57
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Pria	5	5	5	4	4	4	4	5	4	4	3	3	4	4	58
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70

Pria	4	3	4	5	4	4	4	4	5	4	5	4	4	4	58
Wanita	5	5	4	4	5	5	4	5	5	4	4	4	4	5	63
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Pria	4	4	5	4	5	4	5	5	5	4	3	4	3	5	60
Wanita	4	4	3	4	4	4	4	4	3	4	5	5	5	4	57
Pria	5	4	4	5	4	5	5	3	4	4	4	3	4	3	57
Wanita	4	4	5	4	4	4	4	5	5	4	4	4	5	4	60
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	4	4	4	4	4	4	4	5	4	4	4	4	4	58
Pria	5	5	4	4	5	3	5	3	3	4	5	5	5	4	60
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	3	4	4	3	4	4	3	5	4	5	4	4	4	5	56
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	4	5	4	5	4	5	4	3	4	4	3	4	4	4	57
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Pria	4	5	4	4	5	4	4	5	5	5	4	5	4	4	62
Pria	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Pria	4	5	4	5	4	5	5	4	4	4	4	4	4	4	60
Pria	4	5	5	4	4	3	4	5	5	5	5	4	4	4	61
Pria	5	4	4	4	3	4	4	4	4	4	4	3	4	4	55
Wanita	4	4	5	4	4	3	4	4	4	3	4	4	3	4	54
Pria	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
Pria	3	3	3	3	3	3	3	3	3	3	3	3	3	3	42
Pria	5	5	4	5	4	5	5	4	3	4	3	4	4	4	59
Wanita	4	5	4	3	4	4	3	4	3	4	3	4	3	4	52
Pria	4	5	4	3	4	4	4	4	4	3	4	4	3	4	54
Pria	4	3	4	4	4	4	4	5	4	3	4	4	4	4	55

Pria	4	4	3	4	4	4	4	4	5	4	4	4	3	4	55
Pria	4	4	4	3	5	4	3	3	3	3	4	4	4	4	52
Wanita	4	3	4	3	4	4	4	4	4	4	4	3	4	4	53
Pria	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Pria	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Pria	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	5	5	5	5	5	5	5	5	5	5	4	5	5	69
Wanita	5	5	5	5	5	5	5	5	5	4	4	5	5	5	68
Pria	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Pria	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	5	5	5	5	4	5	5	5	4	5	4	5	4	66
Pria	4	4	4	4	4	4	4	5	5	5	5	5	5	5	63
Pria	5	5	4	5	4	5	4	4	5	4	5	4	5	4	63
Wanita	4	5	4	5	4	5	4	5	5	5	5	4	5	4	64
Wanita	4	5	4	5	4	5	4	5	4	5	4	5	4	5	63
Wanita	4	4	4	4	4	4	4	5	5	5	5	5	5	5	63
Pria	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	4	5	4	5	4	5	4	5	4	5	4	5	4	5	63
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	5	5	4	4	5	5	4	5	4	5	4	5	4	4	63
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Pria	4	3	4	3	3	5	3	4	4	3	3	4	4	3	50
Pria	3	2	3	3	4	4	3	4	3	4	3	4	5	5	50
Wanita	5	4	4	4	5	5	5	5	5	4	5	4	5	5	65
Pria	5	5	5	5	5	5	5	4	4	4	4	4	4	4	63
Pria	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Pria	4	4	3	4	4	4	4	4	4	4	4	3	4	4	54
Wanita	4	4	4	4	3	4	4	5	5	5	5	5	5	5	62
Wanita	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
Wanita	3	4	5	5	4	4	5	5	5	5	5	5	5	5	65
Pria	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70

Wanita	4	5	5	5	5	5	5	5	5	4	4	4	4	4	4	63
Pria	3	5	4	5	4	5	4	5	4	5	4	5	4	5	5	62
Pria	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
	469	474	465	469	466	480	467	487	485	481	471	477	476	476	6643	

Skor	Frekuensi
2	3
3	155
4	598
5	756

The highest value among the given values appears at a frequency score of 5, totaling 756 points. This indicates that the level of satisfaction from the training provided by the company is very high. Impact of Training on Employee Performance from Training Indicators From 108 respondents, 46.3% strongly agree that the training material provided increases the respondents' insights.

4. CONCLUSION

Based on the research findings, we can see that the training participants agree with training variables such as the relevance of the training material to the training objectives, the effective delivery of the training material, and the enhancement of participants' insights by the material. Participants also agree that the instructors are very effective in delivering the material and there is a lot of interaction between instructors and participants during the training process. In line with the training conducted, participants agree that after undergoing training, they can deliver quality and quantity of work in line with what is expected by the company. The training also has a positive impact on the participants in the form of new knowledge, increased initiative, and timely completion of tasks.

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