

The Importance of Training on Employee Performance at PT. Anaszaen, Karawang City, West Java, Indonesia

Ridwan Tho At Firdaus¹, Hersusetiyati²

^{1,2}**Sangga Buana University, Indonesia**

Correspondent: ridwanthoat23@gmail.com¹

Received : March 1, 2024

Accepted : April 30, 2024

Published : May 28, 2024

Citation: Firdaus, R, T, A., Hersusetiyati. (2024). The Importance of Training on Employee Performance at PT. Anaszaen, Karawang City, West Java, Indonesia. Sinergi International Journal of Education, 2(2), 64-74.

ABSTRACT: In the era of globalization, companies' need for quality labor is increasing. Companies must be adaptive and improve their capabilities to compete. Human resources play an important role in achieving the company's goals. This study aims to determine the effect of training on employee performance at PT. Anaszaen Karawang, given the continued decline in annual performance. The research method used a descriptive quantitative survey with saturated sampling in 36 respondents of PT. Anaszaen. The data collection technique uses observation, interviews and questionnaires. Data analysis was carried out with descriptive statistics, simple linear regression, partial hypothesis test, determination coefficient, validity test, and reliability test using SPSS Version 23. The results of the hypothesis test showed that training had a positive and significant effect on employee performance (significance $0.000 < 0.05$; $t \text{ count } 16.469 > t \text{ table } 2.03224$). The determination coefficient of 88.9% shows that training contributes 88.9% to employee performance, with 11.1% influenced by other factors that were not studied. Although the training is considered quite good, there are aspects that need to be improved, especially the trainees, training methods, and work quality.

Keywords: Training, Employee Performance, Human Resource Management



This is an open access article under the CC-BY 4.0 license

INTRODUCTION

The era of globalization requires companies to have a competent and qualified workforce. In this context, companies must be able to adapt and strengthen themselves in order to compete and face future challenges (Dlamini et al., 2022; Gusa, 2019; Miao et al., 2022). Human resources (HR) play a crucial role in achieving the company's goals. Therefore, HR elements are the main factor that requires serious attention, in line with the demands that are constantly faced by companies. HR management involves various activities such as recruitment, training, performance evaluation, and rewarding employees (Idris, 2017; Nikpour, 2017; Vosloban, 2012). This management also includes attention to work relations, welfare, security, and the principle of equality (Atatsi et al., 2019; C. Kim et al., 2015; S. Park & Choi, 2020).

PT. Anaszaen, a company engaged in the outsourcing and fabrication sector, experienced a decline in employee performance from year to year. This can be seen from the achievement of performance targets that are below 70% every year, showing the challenges faced by employees in carrying out their duties (Abualoush et al., 2018; Jawabreh et al., 2020; Li & Lin, 2018). Based on interviews with company managers, factors such as motivation and training are the main concerns in efforts to improve employee performance (Hasibuan, 2014; Murawski, 2021; Wu & Kao, 2022).

Employee training is an important strategy in improving their competence, knowledge, and skills. According to HR management theory, effective training can significantly improve employee performance (Cho & Choi, 2021; Sutrisno et al., 2023). Training involves a variety of forms, from technical training to personal development, aimed at improving interpersonal and leadership skills (Baharin et al., 2023).

Previous research has shown that the quality of human resources is a determining factor in the success of a company (Priadi, 2020). Research by Prihatina et al. (2023) highlights the importance of global performance management in multinational companies. Hersusetiyati (2021) emphasizes that company productivity is highly dependent on employee performance. Wibowo (2022) stated that employee performance can be assessed from their ability to complete the tasks given. Rahman (2023) shows that training can increase employee awareness and responsibility towards their duties (Bohlouli et al., 2017; Collins, 2021; T.-H. Kim et al., 2020).

Although many studies have highlighted the importance of training and performance management, few have focused on the specific impact of training on employee performance in specific companies such as PT. Anaszaen. This research seeks to fill this gap by exploring how training can improve employee performance at PT. Anaszaen (Hijal-Moghrabi, 2017; Ludipa et al., 2018; J. H. Park, 2019). This research also aims to provide policy recommendations that can be implemented by companies to improve employee performance through effective training (del-Castillo-Feito et al., 2022; Liu et al., 2021; Raven et al., 2015).

The purpose of this study is to analyze the impact of training on employee performance at PT. Anaszaen Karawang. This research aims to provide a better understanding of how training can be used as a strategy to increase employee productivity and achieve the performance standards set by the company (Gera et al., 2021; Nieto-Morales & Ríos, 2022; Wan, 2014).

METHOD

The research method used is descriptive quantitative in the form of a survey. According to Sugiyono (2022:8), a quantitative approach is research based on the philosophy of positivism used to investigate a specific population or sample. Data collection is carried out through the use of research instruments, and data analysis is quantitative/statistical, with the aim of testing the hypothesis that has been established.

According to Sugiyono (2022:74), descriptive research is carried out to gain an understanding of the value of independent variables, either one or more variables, without comparing or relating

them with other variables studied. This descriptive research relates the training variable as an independent variable with the employee performance variable as a dependent variable.

According to Sugiyono (2022:6), the survey method is used to obtain data from certain natural locations, but researchers intervene in data collection, such as distributing questionnaires, conducting structured interviews, and the like. The data collection techniques used are observation, interviews and distributing questionnaires.

According to Sugiyono (2022:145), observation as a data collection technique has specific characteristics when compared to other techniques, such as interviews and questionnaires. If interviews and questionnaires involve communication with people, observation is not limited to humans, but can also involve other natural objects. In this study, the researcher made observations on PT. Anaszaen Karawang is to observe employee performance for 7 working days in October.

According to Sugiyono (2022:137), interviews are used as a data collection technique when researchers want to conduct a preliminary study to identify problems that need to be researched. In addition, interviews are also suitable for use when researchers want to gain a deeper understanding of the respondents' views or experiences, especially when the number of respondents involved is relatively small or small. In this study, interviews were conducted with managers in the field of outsourcing and fabrication at PT. Anaszaen Karawang regarding the problems that occur in the object of research.

According to Sugiyono (2022:142), in this study, the researcher will use a questionnaire as a data collection technique. The questionnaire will be distributed to 36 employees of PT. Anaszaen Karawang by providing a set of questions or written statements that will be answered by the respondent.

RESULT AND DISCUSSION

Descriptive Statistical Analysis

Table 1.

Training Descriptive Statistics

No	Pernyataan	ALTERNATIF JAWABAN					N	Total Score	Ideal Score	Category
		STS (1)	T.S. (2)	R (3)	S (4)	SS (5)				
1	Instructor	2	14	8	11	1	3	103	180	Enough
	own adequate qualifications and competencies	5.6	38.9	22.2	30.6	2.8	6	57.2		Good
		%	%	%	%	%		%		

The Importance of Training on Employee Performance at PT. Anaszaen, Karawang City, West Java, Indonesia

Firdaus and Hersusetiyati

	For practice participant									
2	Employee own high spirit in follow training	0 0%	18 50%	6 16.7 %	10 27.8 %	2 5.6 %	3 6	108 60%	180	Enough Good
3	A strong desire For notice with carefully every material training provided	0 0%	16 44.4 %	7 19.4 %	11 30.6 %	2 5.6 %	3 6	102 56.6 %	180	Enough Good
4	Suitability method training <i>On The Job Training</i> provided with employee	1 2.8 %	20 55.6 %	5 13.9 %	7 19.4 %	3 8.3 %	3 6	99 55%	180	Enough Good
5	Material provided Already in accordance with field work	0 0%	19 52.8 %	4 11.1 %	11 30.6 %	2 5.6 %	3 6	104 57.7 %	180	Enough Good
6	Employee have Skills after follow training	0 0%	14 38.9 %	14 38.9 %	7 19.4 %	1 2.8 %	3 6	103 57.2 %	180	Enough Good
7	Understanding ethics work by employees so that responsible answer in every work	0 0%	15 41.7 %	6 16.7 %	14 38.9 %	1 2.8 %	3 6	109 60.5 %	180	Enough Good
Total Score									728	
Total Ideal Score									1.260	
Score Percentage									57,8%	

Based on the responses from 36 employees of PT. Regarding training, the seventh statement item on the understanding of work ethics by employees showed the highest score with a percentage of 60.5%. In contrast, the fourth statement item regarding the suitability of the training methods provided with employees obtained the lowest score with a percentage of 55%. For the overall analysis of the training variables, the researcher used a continuum line.

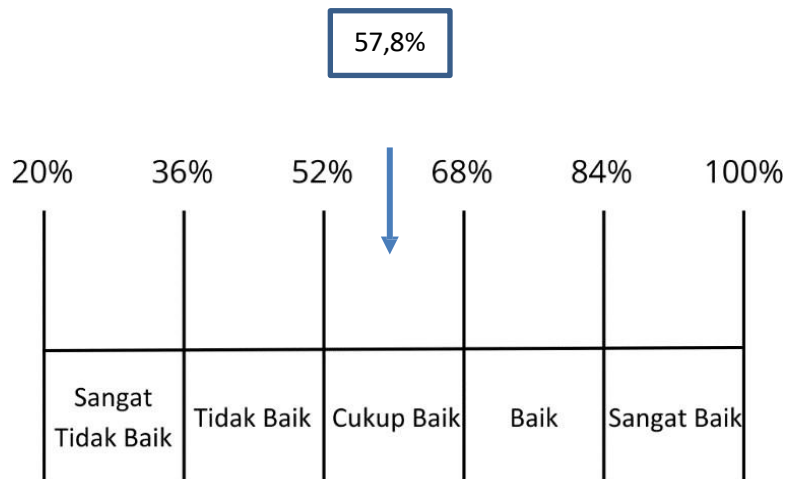


Figure 1. Line Continuum About Training

Source : Data Processing Results (2024)

Based on figure 1. The continuum line above, obtained a percentage score of 57.8% regarding training, the results of the percentage score are quite good, so it can be stated that there is a fairly high level of training at PT. Anaszaen Karawang .

Table 2. Statistics Descriptive Performance Employee

No	Statement	ALTERNATIVE ANSWER					N	Total Score	Ideal Score	Category
		STS	T.S.	R	S	SS				
		(1)	(2)	(3)	(4)	(5)				
1	Skills and abilities employee Already adequate For finish work with Good	0	20	5	11	0	36	99	180	Enough Good
		0%	55.6%	13.9%	30.6%	0%		55%		
2	Work done with level high precision	0	20	8	8	0	36	96	180	Enough Good
		0%	55.6%	22.8%	22.8%	0%		53.3%		
3		0	6	22	8	0	36	110	180	

The Importance of Training on Employee Performance at PT. Anaszaen, Karawang City, West Java, Indonesia

Firdaus and Hersusetiyati

	Achievement of work targets fulfil targets that have been set	0%	16.7%	61.6%	22.2%	0%	61.1%		Enough Good	
4	Accuracy estimation time required For finish work with Good	0 0%	17 47.2%	8 22.2%	8 22.2%	3 8.3%	36	105 58.3%	180	Enough Good
5	Achievement directed goal in reach desired result	0 0%	13 36.1%	7 19.4%	13 36.1%	3 8.3%	36	114 63.3%	180	Enough Good
6	Employee have initiative in finish work without need directed	0 0%	16 44.4%	7 19.4%	11 30.6%	2 5.6%	36	107 59.4%	180	Enough Good
Total Score									631	
Total Ideal Score									1.080	
Score Percentage									58,4%	

Based on the responses of 36 employees of PT. Regarding employee performance, the fifth statement item on the achievement of targeted goals recorded the highest score with a percentage of 63.3%. In contrast, the second statement item about the work done with high rigor obtained the lowest score with a percentage of 53.3%. For the overall analysis of employee performance variables, the researcher used a continuum line.

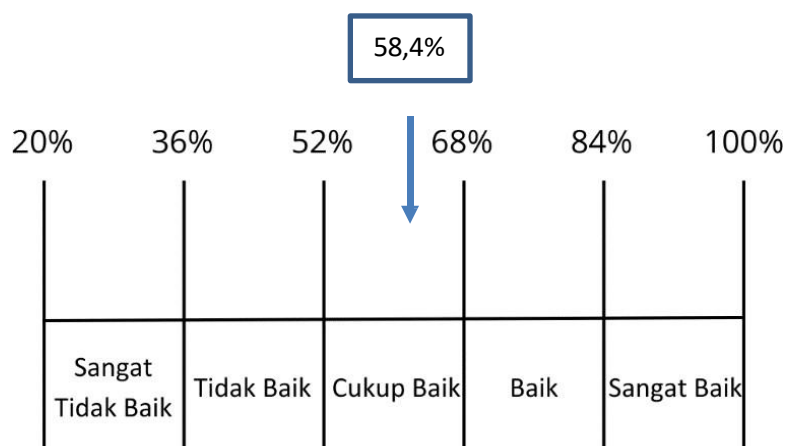


Figure 2. Line Continuum About Performance Employee
Source : Data Processing Results (2024)

Based on figure 2. The continuum line above, obtained a percentage score of 58.4% regarding employee performance, the result of the percentage score is at a fairly good criterion, so that it can be stated that there is a fairly high employee performance at PT . Anaszaen Karawang .

Analysis Simple Linear Regression

Table 3. SIMPLE LINEAR REGRESSION
Coefficients ^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	3.227	.890		3.624	.001
Pelatihan	.706	.043	.943	16.469	.000

a. Dependent Variable: Employee Performance

Source: Output IBM SPSS 23

Based on the test results in the table above, the regression equation $Y = 3.227 + 0.706X$ was obtained. From the equation it is explained as follows:

- 1) A constant of 3,227 means that if there is no training, then there is an employee performance value of 3,227 points.
- 2) The training regression coefficient is 0.706, this number is positive, meaning that every time there is an increase in training by 0.706 points, employee performance will also increase by 0.706 points.

Uji Parsial T

Table 4. UJI T
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	3.227	.890		3.624	.001
Pelatihan	.706	.043	.943	16.469	.000

a. Dependent Variable: Employee Performance

Source: Output IBM SPSS 23

Based on table 4. that t calculates $16.469 > t$ table 2.03224 then H_0 is rejected and H_1 is accepted. Based on the two test criteria above, it can be seen that the significant value obtained by the training variable is $0.000 < 0.05$ and t count $16.469 > t$ table 2.03224 which means that H_0 is rejected and H_1 is accepted, so that the training has a positive and significant effect on employee performance.

Coefficient Test Determination

Table 5. DETERMINATION COEFFICIENTS

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,943 ^a	,889	,885	1.18272

a. Predictors: (Constant), Training

Source : IBM SPSS 23 output

Based on table 4.11 , you can seen that mark coefficient his determination obtained with mark of 0.889 or if percentage to 88.9%. So matter This showing that variable training give contribution amounting to 88.9% against performance employee whereas for another 11.1% allegedly influenced by other factors researched in study This

Based on results analysis and data processing that has been done done in study This that training influential positive and significant to performance employees at PT. Anaszaen Karawang . This matter proven with results estimation variable training obtained The calculated t value is more than 16.469 big from t table value 2.03224 , as well mark significance of more than 0,000 small of 0.05 then H_0 is rejected and H_1 is accepted . Therefore that , you can is known from results study the that training own influence positive and significant to performance employee . Besides That mark coefficient training of 0.889 or if percentage to 88.9%. So matter This showing that variable training give contribution amounting to 88.9% against performance employee whereas for another 11.1% allegedly influenced by other factors researched in study This . There is variable training and performance employees who can become material evaluation from facet method training and aspects quality Work his employees.

CONCLUSION

Training at PT. Anaszaen be measured in five dimensions , with two dimensions Lowest is participant training (56.6%) and methods OJT training (55%), which is necessary improved .

Dimensions highest is objective training (60.5%). Performance employees are also measured in five dimensions, with focus on skills and abilities (55%) as well level accuracy (53.3%) is necessary repair. Dimensions highest is effectiveness (63.3%). Study show that training influential positive and significant to performance employee with the calculated t value (16.469) is more big from the t table (2.03224) and significance (0.000) is more small from 0.05. Training contributed 88.9% to performance, with 11.1% influenced by factors other. Although training assessed OK, improvement required of participants training, methods training, and quality Work.

REFERENCE

- Abualoush, S. H., Obeidat, A. M., Tarhini, A., Masa'deh, R., & Al-Badi, A. (2018). The role of employees' empowerment as an intermediary variable between knowledge management and information systems on employees' performance. *VINE Journal of Information and Knowledge Management Systems*, 48(2), 217–237. <https://doi.org/10.1108/VJIKMS-08-2017-0050>
- Atatsi, E. A., Stoffers, J., & Kil, A. (2019). Factors affecting employee performance: A systematic literature review. *Journal of Advances in Management Research*, 16(3), 329–351. <https://doi.org/10.1108/JAMR-06-2018-0052>
- Baharin, N. L., Kelana, B. W. Y., Sanny, L., Teo, P.-C., Ho, T. C. F., & Ramliy, M. K. (2023). The Mediating Effect of Emotional Intelligence on the Relationship between Talent Management Practices and Leadership Skills in Malaysian GLCs. *Sustainability (Switzerland)*, 15(13). <https://doi.org/10.3390/su151310727>
- Bohlouli, M., Mittas, N., Kakarontzas, G., Theodosiou, T., Angelis, L., & Fathi, M. (2017). Competence assessment as an expert system for human resource management: A mathematical approach. *Expert Systems with Applications*, 70, 83–102. <https://doi.org/10.1016/j.eswa.2016.10.046>
- Cho, Y., & Choi, Y. (2021). When and how does sustainable HRM improve customer orientation of frontline employees? Satisfaction, empowerment, and communication. *Sustainability (Switzerland)*, 13(7). <https://doi.org/10.3390/su13073693>
- Collins, C. J. (2021). Expanding The Resource Based View Model Of Strategic Human Resource Management. *International Journal Of Human Resource Management*, 32(2), 331–358. <https://doi.org/10.1080/09585192.2019.1711442>
- del-Castillo-Feito, C., Blanco-González, A., & Hernández-Perlines, F. (2022). The impacts of socially responsible human resources management on organizational legitimacy. *Technological Forecasting and Social Change*, 174. <https://doi.org/10.1016/j.techfore.2021.121274>
- Dlamini, N. P., Suknunan, S., & Bhana, A. (2022). Influence of employee-manager relationship on employee performance and productivity. *Problems and Perspectives in Management*, 20(3), 28–42. [https://doi.org/10.21511/ppm.20\(3\).2022.03](https://doi.org/10.21511/ppm.20(3).2022.03)
- Gera, N., Vesperi, W., Fatta, D. D., Sahni, A., & Arora, A. (2021). Human resource development and spiritual intelligence: An investigation amongst management students in Delhi NCR.

- International Journal of Innovation and Learning*, 29(1), 45–66.
<https://doi.org/10.1504/IJIL.2021.111831>
- Gusa, P. S. (2019). The Effect of Policy Evaluation on Employee Performance. *JISIP. Journal of Social and Political Sciences*, 8(4), 325–328.
- Hasibuan, M. S. (2014). *Human Resource Management*. Bumi Aksara.
<https://www.talenta.co/blog/insight-talenta/berikut-definisi-human-resource-management-dan-implementasinya/>
- Hijal-Moghrabi, I. (2017). The Current Practice of Performance-Based Budgeting in The Largest U.S. Cities: An Innovation Theory Perspective. *Public Performance and Management Review*, 40(4), 652–675. <https://doi.org/10.1080/15309576.2017.1313168>
- Idris, J. (2017). An Assessment Of The Impact Of Organizational Culture On Employee Performance. 1. *International Journal of Development and Management Review (INJODEMAR)*, 12(1).
- Jawabreh, O., Masa'Deh, R., Mahmoud, R., & Hamasha, S. A. (2020). Factors influencing the employees service performances in hospitality industry case study AQbA five stars hotel. *Geojournal of Tourism and Geosites*, 29(2), 649–661. <https://doi.org/10.30892/gtg.29221-496>
- Kim, C., Lee, I.-S., Wang, T., & Mirusmonov, M. (2015). Evaluating effects of mobile CRM on employees' performance. *Industrial Management and Data Systems*, 115(4), 740–764. <https://doi.org/10.1108/IMDS-08-2014-0245>
- Kim, T.-H., Kumar, G., Saha, R., Rai, M. K., Buchanan, W. J., Thomas, R., & Alazab, M. (2020). A privacy preserving distributed ledger framework for global human resource record management: The blockchain aspect. *IEEE Access*, 8, 96455–96467. <https://doi.org/10.1109/ACCESS.2020.2995481>
- Li, L., & Lin, T. T. C. (2018). Examining how dependence on smartphones at work relates to Chinese employees' workplace social capital, job performance, and smartphone addiction. *Information Development*, 34(5), 489–503. <https://doi.org/10.1177/0266666917721735>
- Liu, P., Qingqing, W., & Liu, W. (2021). Enterprise human resource management platform based on FPGA and data mining. *Microprocessors and Microsystems*, 80. <https://doi.org/10.1016/j.micpro.2020.103330>
- Ludipa, O. M., Rahayu, R., & Juita, V. (2018). The effect of information technology investment on company performance. *Journal of Business Management, Studies*, 7(1), 40–48.
- Miao, B., Suo, Y., Liang, Y., & Li, Y. (2022). The Influence of Organizational Identity on Knowledge Employees' Job Performance-The Mediating Role of Work Values. *IEEE Access*, 10, 90903–90914. <https://doi.org/10.1109/ACCESS.2022.3201905>
- Murawski, L. (2021). Gamification in human resource management—Status quo and quo vadis. *German Journal of Human Resource Management*, 35(3), 337–355. <https://doi.org/10.1177/2397002220961796>
- Nieto-Morales, F., & Ríos, V. (2022). Human resource management as a tool to control corruption: Evidence from Mexican municipal governments. *Public Administration*, 100(4), 1019–1036. <https://doi.org/10.1111/padm.12782>

- Nikpour, A. (2017). The impact of organizational culture on organizational performance: The mediating role of employee's organizational commitment. *International Journal of Organizational Leadership*, 6(1), 65–72. <https://doi.org/10.33844/ijol.2017.60432>
- Park, J. H. (2019). Does Citizen Participation Matter to Performance-Based Budgeting? *Public Performance and Management Review*, 42(2), 280–304. <https://doi.org/10.1080/15309576.2018.1437050>
- Park, S., & Choi, S. (2020). Performance feedback, goal clarity, and public employees' performance in public organizations. *Sustainability (Switzerland)*, 12(7). <https://doi.org/10.3390/su12073011>
- Raven, J., Akweongo, P., Baba, A., Baine, S. O., Sall, M. G., Buzuzi, S., & Martineau, T. (2015). Using a human resource management approach to support community health workers: Experiences from five African countries. *Human Resources for Health*, 13(1). <https://doi.org/10.1186/s12960-015-0034-2>
- Sutrisno, S., Khairina, N., Syah, R. B. Y., Eftekhari-Zadeh, E., & Amiri, S. (2023). Improved Artificial Neural Network with High Precision for Predicting Burnout among Managers and Employees of Start-Ups during COVID-19 Pandemic. *Electronics (Switzerland)*, 12(5). <https://doi.org/10.3390/electronics12051109>
- Vosloban, R. I. (2012). The Influence of the Employee's Performance on the Company's Growth—A Managerial Perspective. *Procedia Economics and Finance*, 3, 660–665. [https://doi.org/10.1016/S2212-5671\(12\)00211-0](https://doi.org/10.1016/S2212-5671(12)00211-0)
- Wan, H. L. (2014). Employee Loyalty at the Workplace: The Impact of Japanese Style of Human Resource Management. *International Journal of Applied HRM*, 3(1), 1–17. https://www.researchgate.net/publication/304561053_Employee_Loyalty_at_the_Workplace_The_Impact_of_Japanese_Style_of_Human_Resource_Management
- Wu, A.-C., & Kao, D.-D. (2022). Mapping the Sustainable Human-Resource Challenges in Southeast Asia's FinTech Sector. *Journal of Risk and Financial Management*, 15(7). <https://doi.org/10.3390/jrfm15070307>
- Hersusetiyati, Sopyan, A. (2021). Pengaruh Pengembangan Karier Terhadap Produktivitas Tenaga Kerja (Studi Kasus Pada Departemen Produksi PT. Perusahaan Logam Bima Bandung Tahun 2019). Retrieved From Jurnal Dimensi, 1(1), 49-56. <https://doi.org/10.32897/dimensi.v1i1.776>
- Priadi, M.D. (2020). Pengaruh Kompensasi Non Finansial Terhadap Produktivitas Kerja Karyawan PT Krakatau Daya Listrik (Kdl) Cilegon Banten. Retrieved From Sains Manajemen: Jurnal Manajemen UNSERA, 6(2), 104-122. <https://doi.org/10.30656/sm.v6i2.2313>
- Prihatina, J. Indri, A. Budi, S. Nurwulan, K. (2023). Performance management challenges in multinational organizations: global and local policy perspectives, Retrieved From Studi of Management Economics And Business, 2(10), 1087-1094. <https://doi.org/10.57096/return.v2i10.175>
- Sugiyono. (2022). Metode Penelitian Kuantitatif, Kualitatif dan R&D. (Edisi 2 Cet-29). Bandung: CV. Alfabeta