

# Analysis of Influence of Training and Work Motivation on Performance of Employees in General Hospitals Ogan Komering ULU Timur

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## Abstract

The purpose of the research, from the results of data processing can be seen that the regression  $Y = 0.148 + 0.124 X_1 + 0.909 X_2$  is very very significant and linear meaning a constant of 0.148 states if there is no training and work motivation then the performance of Employees at Regional General Hospital (Hospital) Ogan Ogan Ulu Timur will be fixed at 0.148, the regression coefficient  $X_1$  amounted to 0.124 states that each additional 1 point score motivation to work will improve the performance of clerks at the General Hospital (Hospital) Ogan Ogan Ulu Timur amounted to 0.124 points, the regression coefficient  $X_2$  amounted to 0.909 states that each addition of 1 work motivation point will improve the performance of Employees at the East Ogan Komering Ulu Regional General Hospital (RSUD) by 0.909 points. Suggestions / recommendations, Regional General Hospital (RSUD) Ogan Komering Ulu Timur related to training required technical skills, social abilities, conceptual abilities, so that employees can quickly complete work, work motivation needs to be improved through education, through promotion, and through mutation, about performance is needed to improve employee training and employee motivation in the economy, especially on incentives. Based on the results of this study, there are several implications as follows: to improve employee work discipline in the field of assurance and health facilities in leadership style needs to be improved leadership style indicators of participation type, employee work motivation needs to be improved indicators of work motivation counseling or guidance, regarding employee work discipline socialization of regulations and approaches to persuasion needs to be improved for employees.

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## I. INTRODUCTION

The workforce is one of the important factors that must be considered by the company in order to achieve its objectives. Here the company's ability is demanded to manage resources in a planned manner, especially human resources as the operational staff of the company to produce efficiency and effectiveness in every company activity. Thus the company can not only maintain the profits, but also can maintain its existence in the business world.

The development of the company is also influenced by technological developments, because in order to be able to develop, besides being supported by more sophisticated equipment systems, both for operational and administrative purposes. Here, inevitably the company must be able to provide and create skilled, capable, skilled and ready-to-use personnel in carrying out jobs that increasingly demand higher work abilities. This role is usually manifested in the form of contribution of ability and potential to the implementation of tasks related to the activities of the company concerned. In order for that role to always produce optimal results, a continuous training program is needed for both newly accepted and long-time employees in the company.

After employees are selected and placed, these employees must be given training so that they can carry out their duties properly and in the end the training is useful to improve their performance. Employee development through education and training benefits both parties, namely employees and companies. Where the benefits obtained by employees is an increase in their abilities or skills. While the benefits obtained throughout improve the performance of company employees. The issue of training is a problem that is quite important in improving employee performance.

Training is one of the efforts in improving the quality of human resources in the hotel world. Employees, whether new or already employed need to attend training because of the demands of work that can change due to changes in work environment, strategic, and so forth. The important thing in a company is to socialize its employees into the company culture so that they can become productive and effective employees, immediately after entering and

becoming a member of the company's social system. The important thing in a company is to socialize employees into the company culture so that they can become productive and effective employees, immediately after entering and becoming a member of the company's social system.

New employees usually have the basic skills and skills needed. It is also not uncommon for new recruits not to have the full capacity to carry out the tasks of the worker according to the organization of his people, policies and procedures. If a company wants to have high competitiveness in the future, then one of the strategic efforts that needs to be done is to create a continuous learning process in all levels of employees through training. There are two main objectives of employee training, namely First, the training is conducted to close the gap between the skills or abilities of employees with job requests. Second, the programs are expected to improve the efficiency and effectiveness of employee work in achieving work targets that have been set. Based on observations made by researchers found various problems including employee training that has not been systematic and well organized, not yet achieved optimal work motivation and less than optimal employee performance.

Training is basically related to employee work motivation so it is necessary for the leadership of a government agency to always try to improve the training of its employees. If the training and work motivation of employees increases, it will bring benefits to the agency itself, and on the other hand it can affect improvements in employee performance. Increasing or growing training and high work motivation for employees is certainly not an easy thing to do because there are many factors that influence it. So a factor that needs to be considered by its employees is a well-structured training that can accommodate the interests of employees and the interests of agencies

Based on this opinion, it is theoretically clear that training is a factor related to the performance carried out by an employee, or in other words, if the training is not well-structured, it will be able to influence the decline in employee performance so that it will interfere with the achievement of the stated organizational goals. A factor which cannot be ignored with regard to training is work motivation. This can be seen from the discipline of working hours which is still far from expected. For example, many who violate the set office hours, go home and go to work not at a predetermined hour.

## II. RELATED WORKS/LITERATURE REVIEW (OPTIONAL)

The training prepares employees to do the work now. On the other hand, if management wants to prepare employees to assume responsibility work in time will dating, this activity is called human resource development. Development (development) has a broader scope in efforts to improve and enhance knowledge, abilities, attitudes and personality traits. The term training refers to the total structure of the program inside and outside the employee's work that the company uses in developing skills and knowledge, especially for employee performance. Training is a short-term educational process using systematic and organized procedures, so that operational employees learn knowledge of learning techniques and skills for a particular purpose and is an effort to increase the knowledge and expertise of an employee to do a particular job.

Training is one of the efforts in improving the quality of human resources in the hotel world. Employees, whether new or already employed need to take part in training because of the demands of work that can change due to changes in the work environment, strategies, and so on.

Training is seen as an investment in the field of human resources that aims to improve employee performance. Therefore training is one of the important factors in a company organization. The importance of training in addition to relating to various dynamics (changes) that occur in the corporate environment, such as changes in production, technology, and labor, also related to the benefits that can be felt. These benefits include: increasing company productivity, morale and work discipline, facilitating supervision, and stabilizing the workforce.

Training for workers can be classified into two groups, first: training for workers entering the operational workforce group, second: training for workers who are included in the workforce group occupying managerial positions. For each group the necessary labor training methods are different from each other.

Motivation is an impulse of individual needs and desires that is directed at the goal of gaining satisfaction. Basically the word motivation is the motive (motive) means encouragement, cause, or board an someone to do something. Thus motivation means a condition that encourages or becomes the cause of someone doing an action / activity that takes place consciously.

Work motivation is a series of energy energy that comes from both inside and outside a person. Humans are living creatures that have the power of movement within themselves which is called motivation, and all mental activities that are felt or experienced and which provide conditions for the occurrence of behavior are called motives in the form of stimulation, encouragement or power generation for the emergence of a certain behavior.

Motivation is a tool to reduce and manipulate a situation that causes a person in a certain way towards the goals specifically stated by the motivator, as well as the motivation system must also adjust to the policies of an

organizational effort, where the motivation system must be included in the situation in the organization concerned generally motivation is closely related to basic human needs, individual responses to those needs carried out by a series of activities.

Motivation is a factor that drives people to act in certain ways. With the starting point of the meaning of motivation, motivation is something that gives rise to performance. In other words motivation is a performance driver. Motivation can be caused by internal or external factors. Internal factors come from the needs and desires that exist in a person, while external factors explain the forces that exist in individuals who are influenced by internal factors that are controlled by managers.

Motivation is also a reflection of the conditions of employees and the work environment, if motivation increases, the organization gets benefits such as low absenteeism, small lobes of turn over, work is more quickly completed and so on. So that motivation is expected to increase and organizational progress can be achieved with what is desired by the organization.

Performance is seubah word in the language of Indonesia from the word "work" that translates words from a foreign language achievement. If it also means the work. Performance in organizations is the answer to the success or failure of organizational goals that have been set.

Performance (work performance) is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Performance is basically what employees do and don't do. Employee performance is what influences how much they contribute to the organization.

Understanding performance is defined religiously by experts, but the substance is the same, namely the output generated through work performance. Performance is formally defined as the quantity and quality of achieving tasks either individually, in groups or in organizations. Performance is actual or real which is the result of empirical observation and disability . Performance is a process of carrying out the work and can only be assessed if it already has procedures or provisions in carrying out the work also used to measure its performance in doing work in addition to the required procedures and provisions to achieve the desired target.

Performance appraisal is an organizational process to assess the performance of its employees. The purpose of conducting performance appraisals in general is to provide feedback to employees in an effort to improve their performance and improve organizational productivity, especially those relating to policies towards employees such as goals for mutation, promotion, salary increases, education and training.

Performance appraisal is the process of evaluating how well employees do, when compared to a set of standards and then communicating with employees. Performance appraisal is also referred to as employee appraisal, performance review, performance evaluation, and appraisal of results. Performance appraisal is a continuous process and is something important to know about achievements and progress over a period of time so that results are more comprehensive.

Work assessment is the basis for evaluating human resource management activities such as recruitment, selection, transfer, placement, promotion, training and payroll. Performance appraisal activities are closely related to organizational sustainability. Performance appraisal can be done in two ways , informally and systematically.

From the description above it can be concluded that the performance appraisal is an integral part of the appraisal process which includes: change, limited time, direction and support from superiors. Employees together with their superiors can set goals and performance standards that must be achieved within a period of encouraging overall human resource performance.

### III. METHODS

This research was conducted at the Regional General Hospital (RSUD) East Ogan Komering Ulu. The time of the study was carried out from November 2018 to January 2019. The population in this study were all employees at the East Ogan Komering Ulu Regional General Hospital. The 33 respondents were employees.

To determine the sample size in this study, a limit is used which states that "if the number of research subjects is less than 100, it is better to conduct a population study, but if the subject is more than 100 people, it can be taken as 10-15 percent or 20-25 percent (Arikunto 2004: 103).

#### **Research Instruments**

This study uses the Explanatory Survey Method, which is a survey that explains the variables studied and then analyzes the relationship between these variables and tests them. In this research, what is explained and analyzed is the relationship between leadership style variables and work motivation with employee work discipline variables.

## 1. Definition of Variable Operations and Measurements

- a. Training is a short-term educational process using systematic and organized procedures, so that operational employees learn knowledge of learning techniques and skills for a particular purpose and is an effort to increase the knowledge and expertise of an employee to do a particular job. Training is measured by indicators:
  - 1) Technical ability
  - 2) Social abilities
  - 3) Conceptual ability
- b. Work motivation is the process of creating employees who are tough and of high quality and are able to carry out every job or task as well as possible, so that a comprehensive effort is needed in order to improve the quality, skills, attitudes and behavior of employees. Work motivation can be measured through:
  - 1) Awards
  - 2) Guidance
  - 3) Income
- c. Performance is to do work harder, so work is expected to be faster and better. Performance can be measured through:
  - 1) Work relationship
  - 2) Job satisfaction
  - 3) Work climate
  - 4) Economic satisfaction

Indicators of each of the variables above are used as a basis for compiling a list of questions caused to respondents. The data collected through the questionnaire is qualitative data and then converted to quantitative data by giving a score of the liker scale on each alternative answer as follows:

Alternative answers A are given a score	5
Alternative answer B is given a score	4
Alternative answers to C are given a score	3
Alternative answer D is given a score	2
Alternative answers to E are given a score	1

## 2. Data Sources

Data and information needed in this study are based on 2 (two) sources:

- a. Primary data is data obtained directly by means of observation, interviews and questionnaires.
- b. Secondary data is data obtained from literature and documentation studies in a way related to the problems in this study.

## 3. Data Collection Techniques

To get the data and information needed in this writing, the techniques used are:

- a. Observation, namely making observations directly on the location of researchers.
- b. Interview, namely holding dialogue directly against the respondent to get data and information about the problems that exist in the object of research.
- c. Documentation, namely data collection techniques by making records of existing documents on the object of research.
- d. Questionnaire is a data collection technique by conducting questionnaires or questions to research respondents.

## IV. CONCLUSION

Based on the results of the discussion and interpretation in the previous chapter, especially the results of data analysis and hypothesis testing, several conclusions and implications can be drawn as follows:

In general, employee training at Ogan Komering Ulu East General Hospital in the good category, employee motivation at Ogan Komering Ulu East General Hospital in the good category and the performance conditions of employees at the Regional General Hospital (Regional General Hospital) RSUD) Ogan Komering Ulu Timur in the good category.

The multiple correlation coefficient between the training variables ( $X_1$ ), and work motivation ( $X_2$ ) together with performance ( $Y$ ) results ( $R$ ) = 0.907. The magnitude of the variation relationship rise / fall of the value of the variable  $X_1$  and  $X_2$  terhadap  $Y$  or ( $R^2$ ) of 82.2% the rest influenced by other factors. The results of testing the hypothesis of training and work motivation together are significantly related to the performance of Employees at the

Regional General Hospital (RSUD) Ogan Komering Ulu Timur with regression  $Y = 0.148 + 0.124X_1 + 0.909X_2$  meaning that if training is increased by one point the Employee's performance At the East Ogan Komering Ulu Regional General Hospital (RSUD) East increased by 0.124 and if work motivation was increased by one point, the performance of the Employees at the East Ogan Komering Ulu General Hospital will increase by 0.909 at a constant 0.148. The correlation coefficient with the t test results obtained  $t_{count} > t_{table}$  ( $1,300 > 0.684$ ). The significance of the regression coefficient test results obtained  $F_{count} > F_{table}$  ( $66.550 > 3.011$ ). Thus the hypothesis can be accepted truthfully or reject  $H_0$  accept  $H_1$  means the effect of training and work motivation on the performance of Employees at the East Ogan Komering Ulu East General Hospital is significant and proven true

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