



Analysis of the Influence Training and Work Motivation on Performance in the Health Services of East Java Province

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ARTICLE INFO

Article History:

Received: 12 June 2024

Final Revision: 27 July 2024

Accepted: 27 July 2024

Online Publication: 26 July 2024

KEYWORDS

training; work motivation; performance

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ABSTRACT

The purpose of this study was to explain the effect of training and work motivation on employee performance using research objects at Dinas Kesehatan Provinsi Jawa Timur. This research uses a quantitative approach. The population in this study were employees of the Health Office (Dinas Kesehatan) of Jawa Timur Province. The sample in this study was 72 respondents who had gone through calculations using the Slovin formula. The data analysis used in this research uses the component-based Structural Equation Modeling (SEM) method using the Partial Least Square (PLS) analysis tool. The results of this research show that training can have a positive and significant influence on employee performance, and work motivation has a positive and significant influence on employee performance.

1. INTRODUCTION

1.1 Background

At the East Java Provincial Health Service, Health Human Resources (HHR) are the main element driving Health development. HHR plays an important role in increasing awareness, willingness, and ability to live healthily for everyone to achieve an optimal level of health and also as an implementer of health efforts and services to achieve health development goals. Presidential Regulation Number 72 of 2012 explains that the National Health System regulates the performance of health workers and health support/support personnel who are involved and work and perpetuate themselves in health efforts and management including the number of health workers in all health facilities, especially in community health centers and hospitals. The East Java Provincial Health Service through UPT Latkesmas Murnajati is holding training for health workers.

From the existing data on training attended by East Java Provincial Health Service employees in 2023. From this table, it can be seen that there are categories of training that did not achieve targets, there is 1 training that did not achieve targets and 3 trainings that have achieved targets, among 4 trainings which will be held in 2023. The next factor that influences employee performance is work motivation. According to [1], individual performance is influenced by motivation, ability and work environment factors. Motivational factors have a direct relationship with individual employee performance. Meanwhile, individual ability and work environment factors have an indirect relationship with performance. The existence of these two factors will influence employee work motivation. Therefore, in this position and relationship, it is very strategic if the development of individual employee performance starts with increasing work motivation.

Many things can influence the cause of the decline in employee performance assessments. It can be seen from the Performance Data at the East Java Provincial Health Service that performance in the last three years has experienced fluctuations



in performance from 2021 to 2023. Performance is seen to be unstable and tends to decline, based on observations and interviews. The previous assessment was seen from the target, while the latest assessment is seen from the results of performance and initiative, employees are required to be more competent so that responsibility increases, therefore employees are asked to be even better, to achieve goals within an organization. The large number of employees whose performance is unstable and tends to decline will certainly hurt achieving organizational goals, because if an employee's performance is not encouraged, they will be less motivated at work and tend to decline.

Based on the description above, job training and performance motivation are very important in an agency, because they can maintain and improve performance. To achieve these goals, Health Human Resources (HR) are needed who are experts and competent in their respective fields. However, in reality, based on data and interviews, it can be concluded that there is training that has not been achieved which results in a decrease in performance, in employee performance data there are also unstable performance fluctuations and tend to decrease from year to year, not better than the previous year.

Therefore, the background of the author and his interest in further researching whether training and work motivation can influence performance, the author chose the East Java Provincial Health Service as the object of observation.

1.2 Literature Review

1.2.1 Training

The term "training" often refers to a way of acquiring knowledge and skills as a result of learning practical skills and knowledge related to specific useful competencies. Training is a narrow human resource management concept that involves the activities of providing planned specific instructions (such as training in specific operating procedures) or skills training (such as task-related training, training programs, etc.) job introduction). [2] said that "Training can also be defined as a method used to provide or improve the skills needed to carry out current work" according to [3] "In the training program the aim is to improve mastery of various skills and techniques carrying out certain work for current needs." Meanwhile, [4] "Successful implementation of training and development depends on selecting the right program for the right people and under the right conditions."

Based on the definition that has been put forward, training is provided to develop employee knowledge and personality to be able to complete work effectively and produce quality performance. Training aims to improve employee work performance.

1.2.2 Work Motivation

According to Afandi, motivation is the emergence of a person's desire because they are inspired, enthusiastic, and encouraged to carry out activities with a sincere and serious heart to get quality results [5]. Work motivation is a factor that encourages a person to carry out a certain activity, therefore motivation is often interpreted as a factor that drives a person's behavior. If he wants something, he will be motivated to carry out certain activities to

get what he wants. One person's needs are different from other people's. This difference in needs is due to the person's mental processes. From these different attitudes, the motivation to carry out activities to take advantage of something they encounter is also different [6].

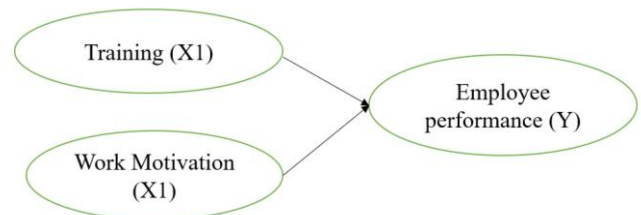
Meanwhile, according to Ref. [7], motivation is related to the effort and encouragement that arises within a person which is carried out to fulfill all the goals desired by a person to achieve the intended goal. Employees who are motivated at work will help the employee job satisfaction results, while [8] say that work motivation is the result of a collection of internal and external forces that cause workers to choose appropriate paths of action and use certain behaviors.

Motivation is a process that considers the intensity, direction, and persistence of individual efforts toward achieving goals. Based on the definitions put forward by experts, it can be concluded that providing motivation cannot be separated from a leader's ability to influence, motivate, direct, and communicate with employees.

1.2.3 Performance

In other books, performance also actually comes from the words job performance and is also called actual performance work performance or actual achievements that have been achieved by an employee. Many explain the definition or understanding of performance as stated by experts, but all of them have several meanings and meanings for that performance. According to [9], there is also a definition of performance as a record of the consequences produced by a work function or activity during a certain period that is related to organizational goals. Performance can also be interpreted as an individual's success in carrying out their work.

1.2.4 Conceptual Framework



H 1:

It is suspected that job training will have a positive effect on the performance of East Java Provincial Health Service employees

H 2: It is suspected that work motivation will have a positive effect on the performance of East Java Provincial Health Service employees

2. RESEARCH METHODOLOGY

The sampling method used in this research is Probability Sampling, this technique is used because the population is homogeneous, referring to the opinion of [10] that, "Probability Sampling is a sampling technique that provides an equal opportunity for each element (member) of the population to be selected as a member sample." The proportional Random

Sampling technique was used to determine the sample to be selected. In this technique, the population used in this research was 251 East Java Provincial Health Service employees divided into 5 divisions. In this research, the data collection method was through distributing questionnaires using 72 respondents as samples. SmartPLS was used as an analytical tool in this research, and data analysis was carried out using a component-based SEM (Structural Equation Modeling) approach.

3. RESULT AND DISCUSSION

3.1 PLS Model Analysis

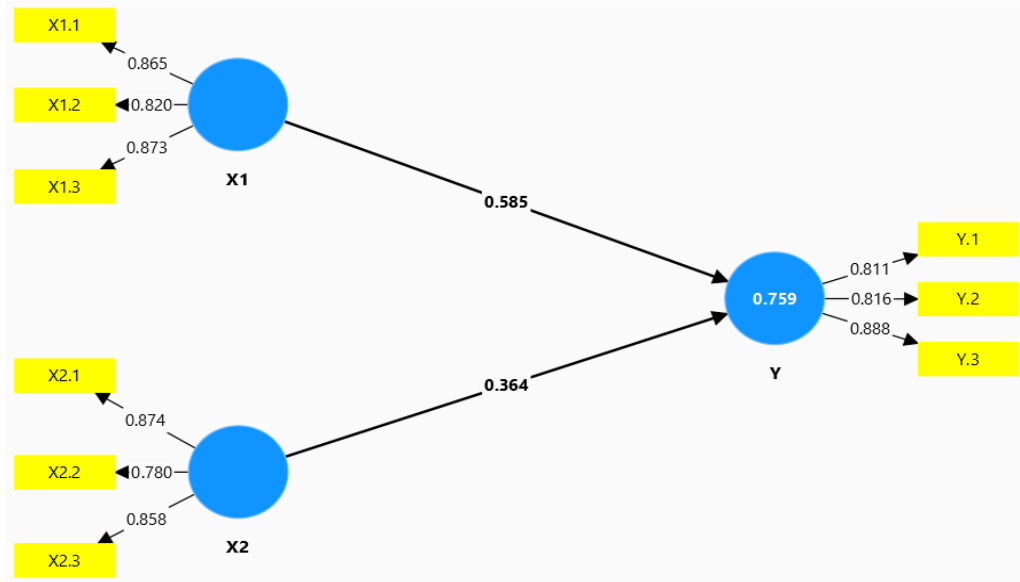


Fig 1 Outer Model with Factor Loading, Path Coefficient, and R-Square

From the PLS output image (Figure 1), it can be seen that the factor loading value for each indicator is above the arrow that connects the variable with the indicator. The figure also shows the size of the path coefficients with arrow lines connecting exogenous and endogenous variables. Therefore, the indicator with the highest loading coefficient for Training is Training Objectives (X1.3) with a loading factor of 0.873. Meanwhile, for Motivation, the indicator with the largest loading factor is Encouragement to achieve goals (X2.1) with a value of 0.874. For Performance, the indicator with the highest loading factor is

Timeliness. (Y.3) with a value of 0.888. The validity test, it shows how much of the indicator variance explained by the latent variable with a value above 0.5 means that the validity is acceptable and the model is declared good. Reliability Test can be seen from composite reliability which indicates how much the measurement device can be relied on to be trustworthy. An indicator is said to be consistent in measuring its latent variable if it has a value above 0.7.

Table 1. Validity and Reliability Test

Variable	Cronbach's alpha Composite reliability	Composite reliability (rho_a)	Composite reliability (rho_c)	Average variance extracted (AVE)
Pelatihan (X1)	0.813	0.823	0.889	0.728
Motivasi (X2)	0.787	0.789	0.876	0.703
Kinerja (Y)	0.789	0.789	0.877	0.704

The findings from the AVE test show that the Training variable (X1) has a value of 0.728, Motivation (X2) 0.703, and Performance (Y) 0.704, all three variables have a value above 0.5. So it can be concluded that all variables in this research have good validity. The table above shows that the test results show that the Training, Motivation, and Performance variables have a composite reliability value that exceeds 0.7, which indicates an adequate level of reliability. In PLS, correlation can be found between variables or constructs, the stronger the correlation, the closer the exogenous variable is to the endogenous variable or the

stronger the correlation between the exogenous variable and the endogenous variable with a maximum value of 1.

Table 3. Latent Variable Correlation

Variable	Training (X1)	Motivation (X2)	Performance (Y)
Training (X1)	1.000	0.668	0.828
Motivation (X2)	0.668	1.000	0.754
Performance (Y)	0.828	0.754	1.000

In the latent, the correlation variable shows the highest value in the relationship between Training (X1) and Performance (Y), which shows a value of 0.828 (Table 3). This shows that in the research variables above a very strong relationship exists between the Training variable (X1) and Performance (Y) than the relationship between the other variables.

3.2 Inner Model (Structural Model Testing)

The *R-square* value is a goodness-of-fit model test, which can evaluate the structural model. The *R-square* value of the equation between latent variables shows the results of inner model testing. The exogenous (independent) variables contained in the model can explain the endogenous (related) variables found at the R^2 value. The R^2 (**Performance**) value of 0.759 shows that this model can explain around 75.90% of the phenomena studied. The remainder, amounting to 24.10%, is explained by other variables not included in the model and error factors. This means that the

Training and Motivation variables contribute 75.90%, while other variables are not included.

Table 4. Coefficient of Determination Test

Variable	R-square	R-square adjusted
Performance (Y)	0.759	0.752

Hypothesis test

It can be seen through the level of significance using the table results from Estimate for path coefficients through bootstrapping as follows:

Based on the table above, the results of the hypothesis test can look like this:

Table 5. Quality Test (Inner Weight)

Variable	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics (O/STDEV)	P values
Training (X1) -> Performance (Y)	0.585	0.586	0.090	6.520	0.000
Motivation (X2)-> Performance (Y)	0.364	0.366	0.098	3.726	0.000

1. Training (X1) has a positive effect on performance (Y) with a path coefficient of 0.585 and a t-statistic value of 6,520 > 1.96 (t-table value $Z\alpha = 0.05$), where p-value = 0.000 is smaller than $\alpha = 0.05$ (5%)
2. Motivation (X2) has a positive effect on performance (Y) with a path coefficient of 0.364 and a t-statistic value of 3,726 > 1.96 (t-table value $Z\alpha = 0.05$), where p-value = 0.000 is smaller than $\alpha = 0.05$ (5%).

3.3 The Effect of Training on Performance

Based on the results of the research conducted, researchers found that training can influence the performance of East Java Provincial Health Service Employees. This influence shows that there is a relationship between training and employee performance, this is because the training provided can improve employee skills to work better and can help complete the job. The better the quality of the training carried out, the better the performance of employees at the Health Office. The training activities carried out also aim to improve the skills of employees. The results of the descriptive analysis of the Training variable show that the most prominent/influential indicator on the performance of Health Office employees is the third indicator "Training Objectives" with the aim of training to improve organizational competence which can improve the performance of employees at the Health Office. If the training in the company gets better, the performance of existing employees will increase.

3.4 The Effect of Work Motivation on Performance

Based on the results of the research conducted, the researchers found that Motivation influences the performance of East Java Provincial Health Service employees. This influence shows that there is a relationship between Motivation and Employee

Performance, this is because employees receive encouragement from superiors and colleagues to achieve success at work, and always be responsible for the tasks given, the better the motivation given, the better the employee performance will be. Work motivation which has a positive influence can be through work relationships, working conditions, the work itself, opportunities for advancement, recognition or appreciation, success, and responsibility in completing work has shown a strong relationship in improving performance. employee.

The results of the descriptive analysis of the Motivation variable show that the indicator that has the most influence on employee performance is the first indicator, namely "Encouragement to Achieve Goals" The encouragement to achieve goals for each employee can increase performance. Motivation is very important in a company because with motivation it is hoped that employees can arouse the desire to work harder and have higher enthusiasm.

5. CONCLUSION

Based on the results of tests carried out using the PLS analysis method to examine the influence of Training and Work Motivation on Performance at the East Java Provincial Health Service, the following conclusions can be drawn: The analysis indicates that training significantly contributes to enhancing the performance of East Java Provincial Health Service employees. The research hypothesis, which posited that training positively influences employee performance, was supported. This finding underscores the importance of high-quality training programs in fostering better employee performance. Similarly, the analysis demonstrates that motivation plays a crucial role in improving employee performance. The research hypothesis, which suggested that work motivation positively impacts employee performance, was also supported. This result highlights that

strong work motivation provided by the organization leads to improved employee performance.

ACKNOWLEDGMENT

Thanks to Dr. Dra. Ika Korika Swasti, M.Pd. as Mentor Lecturer who has provided a lot of direction and assistance to solve problems sincerely and attentively while the author was compiling this final research proposal. and thanks to Mrs. Dini and Mr. Hamdan representing my research site, who have helped a lot in collecting the information and data needed.

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