The Effect of Education and Job Training on Employee Performance

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Abstrak

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh tingkat pendidikan (X1), dan pelatihan kerja (X2) terhadap kinerja pegawai. Metode yang digunakan adalah analisis Regresi Linier Berganda. Penelitian ini dilakukan pada karyawan di Padma Hotel Bandung yang memiliki populasi 120 pegawai. Persamaan regresi Y = 29.912 + 0.138X1 + 0.830X2 Hasil penelitian menunjukkan bahwa nilai R square sebesar 0,508 yang menyatakan bahwa variabel-variabel tersebut secara keseluruhan mampu menjelaskan perubahan kinerja karyawan sebesar 50,8% dan sisanya 49,2% dijelaskan oleh variabel selain ketiga variabel dalam penelitian ini. Tingkat pendidikan memiliki nilai t-hitung sebesar 1.278 dan nilai signifikansi uji-t sebesar 0,204 > 0,05. Pelatihan kerja memiliki nilai t-hitung sebesar 9.648 dan nilai signifikansi uji-t sebesar 0,000 < 0,05. Tingkat pendidikan dan pelatihan kerja memiliki nilai F hitung sebesar 50.045 dan nilai uji F signifikan sebesar 0,000 < 0,05. Kesimpulannya adalah tingkat pendidikan (X1) secara parsial tidak berpengaruh signifikan terhadap kinerja karyawan, sedangkan pelatihan kerja (X2) secara parsial berpengaruh signifikan terhadap kinerja karyawan. Tingkat pendidikan (X1) dan pelatihan kerja (X2) secara simultan berpengaruh signifikan terhadap kinerja karyawan. Pada penelitian selanjutnya, disarankan untuk menguji variabel lain yang diduga kuat mempengaruhi kinerja karyawan.

Kata kunci :Tingkat Pendidikan, Pelatihan Kinerja, Kinerja Karyawan

Abstract

This study aims to determine and analyze the effect of education level (X1) and job training (X2) on employee performance. The method used is Multiple Linear Regression analysis. This research was conducted on employees at Padma Hotel Bandung, which has a population of 120 employees. The regression equation Y = 29.912 + 0.138X1 + 0.830X2 The results showed that the R square value was 0.508 which stated that these variables as a whole were able to explain changes in employee performance by 50.8% and the remaining 49.2% was explained by variables other than the three variables in this study. The level of education has a t-test value of 1,278 and a significance value of the t-test of 0.204 > 0.05. Job training has a t-count value of 9,648 and a t-test significance value of 0.000 <0.05. The level of education and job training has a calculated F value of 50,045 and a significant F test value of 0.000 <0.05. The conclusion is that the level of education (X1) partially has no significant effect on employee performance, while job training (X2) partially has a significant effect on employee performance. Level of education (X1) and job training (X2) simultaneously have a significant effect on employee performance. In future research, it is recommended to test other variables that are strongly suspected of influencing employee performance.

Keywords :Education, Job Training, Employee Performance

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INTRODUCTION

Employee performance reflects employee behavior in the workplace as the application of skills, abilities, and knowledge, which contribute or value towards goals organization (Kaswan, 2017). According to Kasmir (2019), employee performance is what has achieved in completing the tasks and responsibilities given in a certain period. Hotel Padma Bandung is one of the companies that very considerate their quality of service which they very pay attention to the employee performance. Padma Hotel Bandung known as the Hotel that gives a very good service. According to Trip Advisor, Hotel Padma Bandung is included in the top 10 best 5-star hotels in Bandung (TripAdvisor, 2022). Although right now Padma Hotel Bandung still can be included in the top 10 best hotel in Bandung, Hotel Padma Bandung was experiencing a downgrade along 2019 – 2021. In 2016 – 2018, Padma Hotel Bandung was placed as number 1 best hotel in Bandung outperformed 214 other hotels in Bandung (Fajar Hidayat, 2016). But in 2022, Hotel Padma Bandung ranks at 9th on Trip Advisor, which is decreasing 8 places from year 2016 - 2018. If we look at the performance of employee from year 2019 – 2021, it is true that the performance of employee in Padma Hotel Bandung has also decreased.
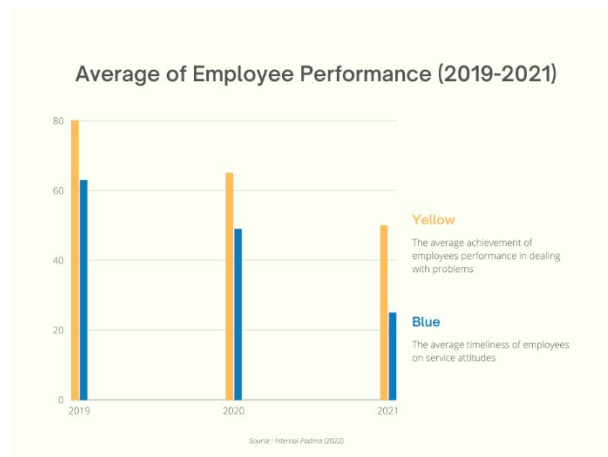

Figure 1. Average of Employee Performance at Padma Hotel Bandung (Sources: Internal Padma)

As seen on the bar chart of employee performance at Padma Hotel Bandung, the chart illustrates the average of employee performance on 3 years back (2019 – 2021) rated from the average achievement of employees performance in dealing with problems and the average timeliness of employees on service attitude. According to the HR of Padma Hotel Bandung (2023), the employee assessment is carried out by considering several factors that must be owned by employees at Padma Hotel Bandung. Achievements, Excellence, Customer Focus, Integrity & Honesty, and People Oriented are the factors that Padma Hotel Bandung use in assessing all their workers. Padma Hotel Bandung also use the customer's feedback and complaints in calculating the average of employee performance.

The following is Padma Hotel Bandung employee's data based on their level of education, there are employees with formal education of SMK, High School (SMA), D3, D1, and S1 at Hotel Padma Bandung.

Table 1. Employees Education Level

Degree	Total
SMK	22
High School	31
D3	18
D1	34
S1	15
Total	**120**

In addition to its purpose to improving employee performance and adding employee's knowledge, the employees might be administered through coaching or training. According to Suwatno (2018) training means a systematic change of knowledge, skill, attitude and behavior that have to be increase, owned by every employee so that employees can realize the company's goals to be achieved in order to fulfilling HR standards.

Without realizing it, a good employee performance can help the work to be done perfectly, one of the way is presence job training programs for employees, With the presence of job training program, later on the company will see the impact obtained from training on employee performance (Sugiarti et al., 2016). The following is the data of Training target per year with the actual training data per year that Padma Hotel Bandung do to the employees.

Table 2. Training Data

Year	Training Target	Actual
2019	12 times/year	8 times/year
2020	12 times/year	5 times/year
2021	12 times/year	7 times/year
2022	12 times/year	10 times/year

From the table above, we can see that Padma Hotel Bandung targeting to train the employee atleast 1 time per month which the amount of training that should be done in a year is 12. But, in 2019 Padma Hotel Bandung was only done total of 8 times training to the employees. In 2020, because of COVID-19 which makes it more difficult to conduct the training, Padma Hotel Bandung was only doing 5 times training to the employees. In 2021, Padma Hotel Bandung was doing 7 times training to the employees. In 2022, Padma Hotel Bandung was doing 10 times training in a year. It shows that the amount of actual training was never reached the amount of training target.

METHODOLOGY

The type of research used in this study is descriptive and causal research because this study aims to analyze the relationship between variables and describe the results of the study. According to Sugiyono (2017), descriptive research is research that describes or analyzes a research result but is not used to make broader conclusions. While causal research according to Sugiyono (2017) is research that aims to analyze the cause-and-effect relationship between the independent variable (the variable that affects) and the dependent variable (the variable that is influenced).

This study uses quantitative research methods because this study uses numbers with statistical calculations and the research aims to test the hypothesis that has been made. The sample in this study were 100 employees from Padma Hotel Bandung. The sampling technique used in this research is purposive sampling technique, the technique of determining the sample with certain considerations. Data collection techniques of primary data obtained from interviews, questionnaires, and observations. While secondary data obtained from books, internet, research results, and other sources of information that are considered relevant to the research topic. The analysis technique used is multiple linear regression analysis.

RESULT AND DISCUSSION
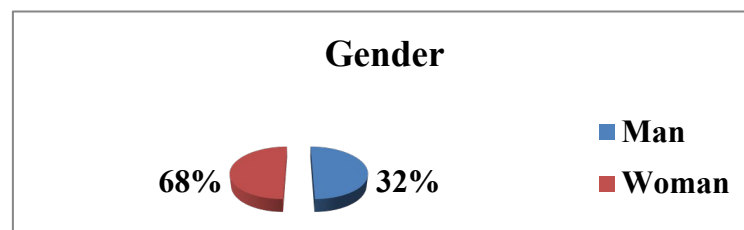**Respondent Characteristics**

Figure 3. Respondent Characteristic

Figure 4.1 is survey data based on the gender of the respondent. Judging from the results of data collection through questionnaires, it can be seen that the number of male respondents are more dominant than female respondents, where the number of male respondents is 68%, while the number of female respondents is 32%. It means that the are more of male employees of Padma Hotel Bandung rather than female employees at Padma Hotel Bandung.
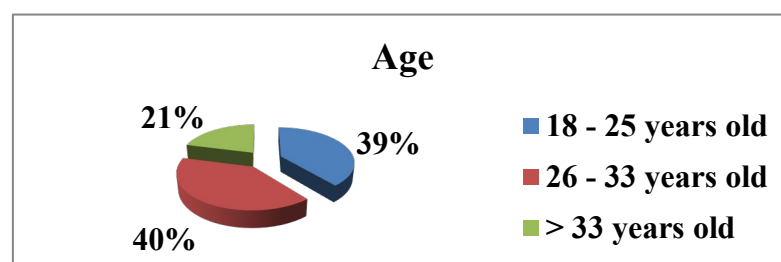

Figure 4. Respondent Characteristic

Figure 4.2 is survey data based on the age of the respondents. From the data above it can be seen that from a total of 100 respondents of Padma Hotel Bandung

employees, 39% were aged 18-25 years old, 40% were aged 26-33 years old, and the remaining 21% were >33 years old.
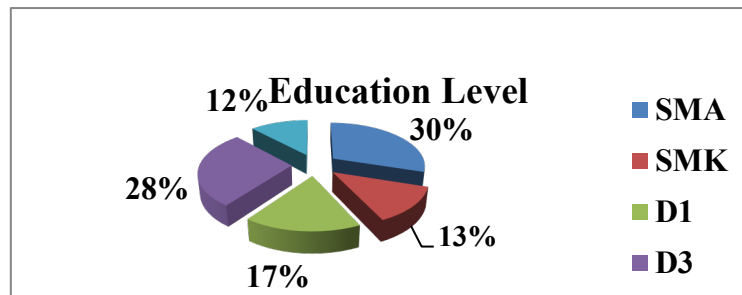

Figure 5. Respondent Characteristic

Based on Figure 4.3, it was obtained that of the 100 employees who filled out the questionnaire at Hotel Padma Bandung as many as 30% had a high school (SMA) education as their last education, 13% had a vocational education as their last education (SMK), 17% had associate degree (D1) as their last education, 28% had associate degree (D3) as their last education, and the remaining 12% had a bachelor degree (S1) as their last education.

Result of The Research

The descriptive analysis calculation of this research shows that Education variable (X1) is in a good category and Job Training variable (X2) is in a very good category. Education and Job Training at Padma Hotel Bandung simultaneously influences the Employee Performance at Padma Hotel Bandung. This can be seen based on the simultaneous test or F test that Fcount is greater than Ftable, it means that H0 is rejected and Ha is accepted, which makes the independent variables consisting of Education and Training simultaneously have a significant effect on the dependent variable, namely Employee Performance at Padma Hotel Bandung. However, even though the Education variable (X1) has a positive value on the F test, the Education (X1) value on the T test is less than 0.5, which means that the Education variable (X1) partially has no significant effect on Employee Performance (Y). It's different with Training (X2), which gets a value greater than 0.5 in the T test indicating that Training (X2) partially influence Employee Performance (Y).

Table 3. Simultaneous Hypothesis Testing (F Test)

ANOVAᵃ						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1268.676	2	634.338	50.045	.000ᵇ
	Residual	1229.514	97	12.675		
	Total	2498.190	99			
a. Dependent Variable: Y						
b. Predictors: (Constant), X2, X1						

Sources: SPSS Output, ANOVAᵃ

It can be seen from the table 3. that Fcount is 50.045 greater than Ftable of 3.090 Fcount > Ftable (50.045 > 3.019) and the significance level is 0.000 < 0.05. This shows that H0 is rejected, and Ha is accepted, which means that the independent variables consisting of Education and

Training simultaneously have a significant effect on the dependent variable, namely Employee Performance at Padma Hotel Bandung.

1. Education variable (X1) has a calculated t value that is smaller than the t table value. Because the value of t count (1.278) < t table (1.985) then H0 is accepted. Therefore, it can be concluded that partially there is no significant influence of Education (X1) on Employee Performance (Y).
2. Training (X2) has a t count value that is greater than the t table value. Because the value of t count (9.648) > t table (1.985) then H0 is rejected. Therefore, it can be concluded that partially there is a significant influence of Training (X2) on the Employee Performance (Y).

Based on the questionnaire results filled in by 100 employees of Padma Hotel Bandung, it shows that the average score of the Education, Job Training and Employees Performance at Padma Hotel Bandung level of employees at the Padma Bandung hotel is included in a good category. Education and Job Training at Padma Hotel Bandung simultaneously influences the Employee Performance at Padma Hotel Bandung. This can be seen based on the simultaneous test or F test that the variables Education (X1) and Training (X2) simultaneously have a significant effect on Employee Performance (Y) at Padma Hotel Bandung. However, even though the Education variable (X1) has a positive value on the F test, the Education (X1) value on the T test is less than 0.5, which means that the Education variable (X1) partially has no significant effect on Employee Performance (Y). It's different with Training (X2), which gets a value greater than 0.5 in the T test indicating that Training (X2) partially influence Employee Performance (Y). The magnitude of the influence of Education and Training on Employee Performance at Padma Hotel Bandung is 50.8%. While the remaining 49.2% is influenced by other factors that is not examined in this study.

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