

Influences of Motivation, Training and Work Environment on Employee Performance at PT. PLN (Persero) Services Unit 3 (Up3) Palu

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Abstract: The quality of human resources is one of the most important factors for any company that wants to advance its core activities and obligations. The physical and non-physical aspects of labor capacity, skills, and other abilities are related to the quality of human resources. If the human resources in a company or organization are of high quality, then the number and quality of human resources will also be high. Located in Palu city, Palu Customer Service Implementation Unit is a government-owned company in the electricity industry in Central Sulawesi province. PT PLN (Persero) is the main electricity provider for the country of Indonesia. It is a state-owned company known as BUMN. In addition to developing competencies in the field of distribution, the company pays special attention to human resources. This study discusses the effect of motivation, training and work environment on employee performance. The purpose of this study is to see the effect of motivation, training and work environment on employee performance. The data analysis technique used is multiple linear regression analysis techniques using the SPSS 25 application. The results showed that motivation partially affects employee performance at PT PLN (Persero) UP3 Palu, training affects employee performance at PT PLN (Persero) UP3 Palu, the work environment has no effect on employee performance at PT PLN (Persero) UP3 Palu.

Keywords: Motivation, Training, Work Environment, Employee Performance.

INTRODUCTION

Work performance is a term that can be applied to everyday performance. Work performance is something that can be achieved by an individual. In order for someone to have a good performance, there must be certain prerequisites, such as a strong will, sincere effort, and the ability to get the job done.

Therefore, the process of preparing individuals for good performance with higher responsibilities and expanding their intellectual capacity so that they can do their work more effectively is referred to as human resource development (HRD). Human resource development leads to educational possibilities that are meant to benefit workers and are connected to their growth.

It is seen from two factors, firstly quantity in relation to human resources, and secondly quality in relation to the quality and skills of employees. Human resource development through training and education programs contributes to the improvement of the quality of human resources. Since quality issues often

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arise in companies, one solution that can be considered is human resource development. This is because the purpose of human resource development is to improve the quality of human resources.

Education and training, commonly called training is an action taken to increase the productive contribution of staff by improving their knowledge and abilities in topics related to the company's activities. As a result of environmental changes, training tries to assist employees in acquiring practical knowledge and its application to develop the skills and attitudes necessary to achieve company goals.

The growth of Human Resources can increase the professionalism and competence of employees, so that they are able to carry out their responsibilities and abilities effectively. A company or organization will operate efficiently if the capabilities of its human resources are sufficient to achieve the set goals. The mental and physical capabilities of individuals comprise their human resources. Behavior and environment, as well as the execution of work in accordance with goals, are determined by heredity and environment. Training and development is conducted to improve the quality of the business. To improve the performance and quality of workers.

Motivation is a creative power of each individual employee in their activities so that their performance can be as expected by the company. Because employee motivation can begin with a review of some of the main characteristics of the business. This refers to the strength of a person's work behavior or the amount that a person shows in his work.

Training and development is very important because of the impact of work or competition as a result of technological advances and competition between business actors in the same industry. To increase the competitiveness of the company, every employee must work effectively, efficiently and produce a quality and quantity workforce.

The work environment is a very important component in employees doing work activities. By paying attention to a good work environment or creating working conditions that are able to provide motivation to work, it will have an influence on the enthusiasm or enthusiasm of employees to work. The work environment here is everything that is around the worker and that can affect him in carrying out the assigned tasks, for example cleanliness, music, lighting and others.

Research purposes

The purpose of this study was to determine the relationship between employee performance at PT PLN (Persero) UP3 Palu and factors such as commitment, motivation, and the nature of the work environment. The following are the objectives of this study, which were determined by considering the issues raised by this study:

1. To analyze the influence of motivation on employee performance of PT PLN (Persero) UP3 Palu
2. To analyze the influence of Training on the performance of employees of PT PLN (Persero) UP3 Palu.
3. To analyze the influence of the Work Environment on the performance of employees of PT PLN (Persero) UP3 Palu.
4. To analyze the influences of Motivation, Training, and Work Environment simultaneously on the performance of employees of PT PLN (Persero) UP3 Palu.

LITERATURE REVIEWS

Human Resource Management

Human resources are one of the most important resources of a tourism company, directly affecting its competitiveness and survival in the tourism market (Mubarok et al., 2020). All resources in tourism

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enterprises are important, but human resources are the resources that connect all other resources to a coherent organizational unit. Only high-quality personnel can respond to the challenges posed by a highly competitive business environment (Setiawan, 2015).

Companies in obtaining profits carry out activities that use production factors such as human resources, natural resources, capital, and technology, thus requiring efforts to improve and develop human resources (Widyani, 2015). The ultimate goal of human resource management is to maximize the potential of each worker to contribute to the company's success through strategic, moral and socially conscious ways.

Employee Performance

Sedarmayanti (2017) suggests that performance or performance is that performance is the result or output of a process. Based on the above definition, it can be concluded that with the performance of employees, it is hoped that workers will carry out their duties efficiently and effectively. So that ultimately it is indispensable in achieving the goals that have been set. According to Mangkunegara (2006: 67), that performance (work performance) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

motivation

Motivation is a driving force or encouragement that can cause feelings of pleasure and change the behavior of a person or individual in order to achieve better results for himself. Motivation is a non-cognitive factor, according to Sardiman in Dewi and Harjoyo (2019). Its specific purpose is to encourage the growth of enthusiasm, enjoyment and the search for knowledge. There are still many workers who do not develop in their careers due to the lack of growth-oriented motivation. Martinis in Dewi and Harjoyo (2019) says that motivation is a mental force that encourages a person to engage in development and acquire new skills and experiences. Motivation according to Suprijono in Dewi and Harjoyo (2019), is a process that provides the desire to learn, a sense of direction, and dedication to a task. in particular,

Training

The definition of training is simply defined by Afandi (2018) as a learning process designed to change a person's performance in doing their job. The training process is often carried out by a company after employee recruitment because training is only given to employees of the company concerned. Training is sometimes given after the employee is placed and assigned in their respective fields. In general, job training is an effort to improve the knowledge, skills and abilities of employees in order to carry out a task or job assigned to them effectively and efficiently. Both the hard and soft skills provided are of high quality. Hard competencies refer to training that can be directly applied to a person's capacity to work. For example, his ability to perform a certain type of task,

WorkEnvironment

The work environment will be the topic of our conversation in this article. The work environment has a significant impact on the mental health of employees in a particular organization. It is expected that by paying attention to the work environment, there will be an increase in work enthusiasm. Productivity among workers will increase along with their well-being. If this can be managed efficiently, then the objectives of a corporation will be managed efficiently as well (Enny, 2019). A work environment condition is said to be good or appropriate if humans can carry out activities optimally, healthily, safely and comfortably. The suitability of the work environment can be seen as a result in a longer period of time, poor work environments can demand more labor and time and do not support obtaining an efficient work system design, (Sedarmayanti,

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Previous Research

Kurniatama and Waryanto (2022), The success of human resource management is highly dependent on organizational factors such as leadership, training, motivation, and work competencies. A successful hotel is one that is able to manage its human resources to create a cohesive and highly motivated workforce. This study seeks to examine the extent to which training, motivation, and competence affect employee performance at Sahid Jaya Lippo Cikarang Hotel. This study uses an associative cross-sectional research design. The sampling method used for this study was saturated sampling, and the sample obtained was 124 employees. Using multiple regression analysis, this study determined that partially hypothesized training outcomes, namely motivation and competence, have a substantial impact on employee performance.

Prabowo and Anwar (2021), This study aims to identify the relationship between work environment, motivation, work stress, and employee performance. The population of this study amounted to 56 people. Researchers used a questionnaire to collect data. Version 20 of SPSS was used for descriptive and regression analysis. The results showed that 1) the work environment has little effect on employee performance because the workplace culture is well established. 2). Work motivation affects employee performance; the greater the motivation, the greater the employee performance. 2). Stress in the workplace affects employee performance; the greater the stress, the greater the effect on performance. Motivation is a variable that has a significant influence on employee performance, so leaders must pay attention to motivation.

Ingsih et al., (2021), The purpose of this study was to examine the effects of work environment, training, and employee competence on employee performance as measured by job satisfaction. The subject of this research is PT Asaputex Jaya, a company headquartered in Tegal City that sells woven sarongs under the Korma Tree brand. The sample of this study was selected using a simple random selection technique, resulting in 105 respondents. The data for this study were collected through a self-administered questionnaire. This study used Structural Equation Modeling (SEM) analysis technique. This study shows and demonstrates that work environment and training have a substantial positive influence on job satisfaction. However, competence has little influence on job satisfaction. In addition, the work environment has a detrimental impact on employee performance, although job training has no effect. Furthermore, competence and job happiness have substantial beneficial effects on employee performance. Future studies should build a more diverse model to produce broader findings, such as the addition of factors such as job stress, work motivation, and work discipline.

Monika et al., (2021), This research is to evaluate how the influence of work environment, training, and compensation on employee performance at Sai Betik Cooperative (KPN) Balik Bukit District, West Lampung Regency. This research uses descriptive, descriptive, exapost facto, and survey methods. This population analysis found 31 individuals. Using the entire population as a sample, the sampling strategy uses a saturated sample. Based on the results of the analysis, the work environment, training, and compensation affect the performance of Sai Betik Cooperative (KPN) employees in Balik Bukit District, West Lampung Regency. In addition, the work environment, training, and compensation have an impact on employee performance at the Sai Betik Cooperative (KPN) Balik Bukit District, West Lampung Regency. Fcount is 10,737 with a significance level of 0.

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Model and Research Hypothesis

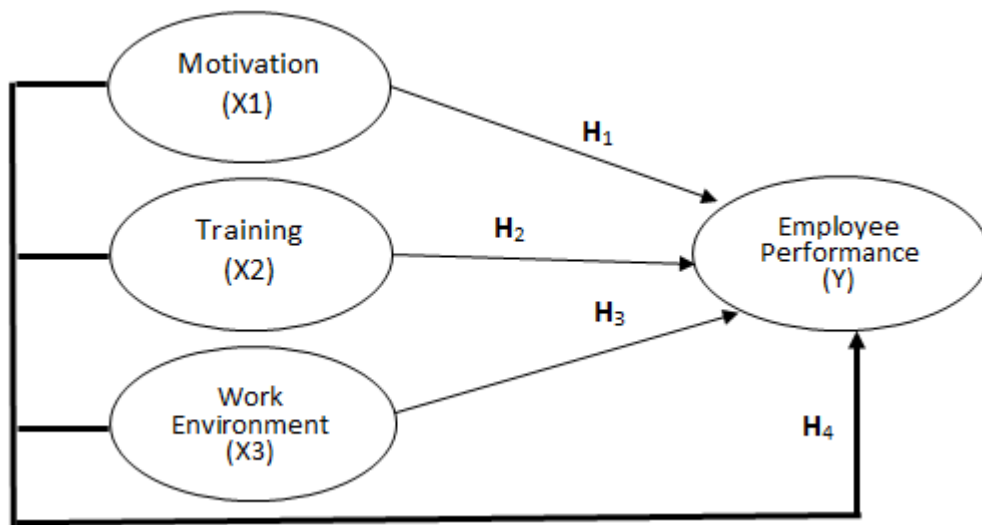


Figure 1. Research Model

Source: Literature Reviews, 2023

Providesthe conceptual framework outlined earlier, the following working hypotheses have been proposed for consideration in this investigation:

H1: alleged motivation partially influences the performance of employees of PT PLN (Persero) UP3 Palu.

H2: alleged training partially influenced the performance of employees of PT PLN (Persero) UP3 Palu.

H3: the alleged work environment partially influenced the performance of employees of PT PLN (Persero) UP3 Palu.

H4: alleged motivation, training and work environment simultaneously influenced the performance of employees of PT PLN (Persero) UP3 Palu.

RESEARCH METHODS

Research design

A quantitative research approach was used during this investigation. The process of conducting research involves testing hypotheses formulated on the basis of previous experience or theories that have been investigated. According to Mackey and Gass (2022), the term "quantitative" refers to an approach commonly used in the behavioral sciences and related social sciences.

Population, Sample Size and Sampling Technique

This research was conducted at PT PLN (Persero) UP3 Palu which is the location of the institution. The research report will be completed until February 2023, starting with the submission of the research title, followed by thesis proposal guidance, thesis proposal examination, thesis guidance, and finally thesis examination.

The population is all workers or permanent employees employed by PT PLN (Persero) UP3 Palu as many as 100 people. This study uses the guidelines from Sehfudin (2017), which stipulates that an appropriate sample size is greater than 30, and less than 500.

Data collection techniques

Both primary and secondary data were used in the completion of this research project. Primary data is described as follows, as outlined by Suharsimi Arikunto (2013: 172): "Information collected through first parties, most often through interviews, tracing, and other means." Secondary data, as defined by Wardiyanta in Sugiarto (2017: 87), is information that is not directly received from the source itself but from a third party. According to Sugiyono (2012: 141), data sources are obtained by reading, studying, and understanding through other media sourced from literature, books, and data collection documents used in this study based on the distribution of questionnaires through Google form is one of the sources of information used in this study.

Variable Operational Definitions

motivation

According to Mangkunegara in Farida and Hartono (2016), work motivation is defined as an environmental condition that arouses, directs, and sustains behavior. According to Rivai and Sagala in Farida and Hartono (2016), motivation is a set of attitudes and values that influence the willingness of individuals to work.

Training

Training and development are two different terms but are often considered the same thing. Training is education that helps workers do their current jobs, and development is education that helps workers do the work they will do in the future (Dewi and Harjoyo, 2019).

WorkEnvironment

Several professionals have provided the following definitions of the workplace: The relationship between the work environment and the psychological characteristics of employees is close. According to Nitisemito in Enny (2019), the term "work environment" refers to everything around workers that can affect their performance of the assigned tasks.

Employee Performance

Very often the performance of an employee is still floating for the individual who lives it, because they only know that the work done is a routine activity which does not necessarily result in an award from their leadership. For this reason, the need for leaders to make a guideline to determine the performance measures of their employees, so as not to bias the performance of an employee Amalia (2017).

RESEARCH RESULTS AND DISCUSSION

Research results

Research Instrument Test Results

Table 1. Validity Test

Variables	Indicators	Sig	r count	r table	Remarks
(X1)	Hard Work	0.000	0.843	0.361	Valid
	Future Orientation	0.000	0.946	0.361	Valid
	High Achievement	0.000	0.909	0.361	Valid
	Work orientation and Focus on duty	0.000	0.873	0.361	Valid
	Working Improvements	0.000	0.910	0.361	Valid

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	persistence in work	0.000	0.869	0.361	Valid
	Relationships with colleagues and bosses	0.000	0.930	0.361	Valid
	time utilization	0.000	0.955	0.361	Valid
(X2)	Type of the training	0.000	0.747	0.361	Valid
	Training materials	0.000	0.899	0.361	Valid
	Trainers	0.000	0.690	0.361	Valid
	Training Method	0.000	0.905	0.361	Valid
	Trainees	0.000	0.867	0.361	Valid
(X3)	Individual factors	0.000	0.914	0.361	Valid
	Leadership factor	0.000	0.920	0.361	Valid
	Team Work	0.000	0.908	0.361	Valid
	working system	0.000	0.922	0.361	Valid
	Contextual Elements	0.000	0.916	0.361	Valid
(Y)	Quality	0.000	0.941	0.361	Valid
	Quantity	0.000	0.918	0.361	Valid
	Effectiveness	0.000	0.935	0.361	Valid
	Timeliness	0.000	0.915	0.361	Valid
	Independence	0.000	0.908	0.361	Valid

Source: Process Data, 2023

Based on the results of table 1, it shows that in this study of the four variables that have been studied, all statements on each variable, both independent and dependent variables, have a calculated r value greater than the r table and a sig value < 0.05 or 5%. Therefore, it can be concluded that the results of validity testing on all statements are valid.

Discussion Results

Effect of Motivation on Employee Performance

The partial test results (t-test) show that motivation partially influences employee performance. In other words, the higher the level of motivation, the higher the employee performance, and the lower the motivation, the lower the employee performance. The high motivation of employees at work can be influenced by several things, such as the desire to obtain a higher position or compensation or just recognition.

Effect of Training on Employee Performance

The results of this research analysis show that training has an influence on employee performance. The more training provided to employees will have an impact on employee performance results of course. One of the most influential indicators is the training method with an average respondent value of 4.15 where employees really want instructors who provide training to master the training method well so that the resulting output can also be maximized.

The Effect of Work Environment on Employee Performance

The results of this research analysis show that the Work Environment has no effect on Employee Performance. This means that an increase in the work environment does not affect employee performance at PT PLN (Persero) UP3 Palu. It can be seen that the employee indicator does not mind the environmental conditions where it works with the highest score value, where employees can still carry out

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the assigned work tasks to achieve employee performance targets. This can also be seen from employees who work in a state of high voltage (PDKB) where the condition of the work field with high voltage hazards does not affect employee performance, where employees still achieve maximum performance.

CLOSING

Conclusion

1. Motivation has influence on the performance of employees at PT. PLN (Persero) UP3 Palu
2. The training has influenced employee performance at PT PLN (Persero) UP3 Palu
3. The work environment has no influence on employee performance at PT. PLN (Persero) UP3 Palu
4. Motivation, training and work environment simultaneously had influences on the performance of employees of PT PLN (Persero) UP3 Palu.

Suggestions

1. PT PLN (Persero) Palu Customer Service Unit should continue to pay attention to factors regarding Motivation, Training and Work Environment in order to improve Employee Performance.
2. For future researchers, it is expected to pay more attention to what factors affect employee performance such as compensation, motivation or leadership style so that it can later become a comparison material for the factors that have been studied and the amount of influence.

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