EFFECT OF WORK MOTIVATION, COMMUNICATION, AND TRAINING ON EMPLOYEE PERFORMANCE AT PT. PARAMA TIRTA MULYA SEJAHTERAH

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ABSTRACT

This study aims to determine the effect of work motivation, work communication and job training on the performance of PT Parama Tirta Mulya Sejahterah employees. Both partially and simultaneously. The type of this research is quantitative research. The population of this study is all employees of PT. 43 employees. Sampling technique is done by saturated sampling technique. Data is obtained using a questionnaire (questionnaire) that is tested for validity and reliability. The results of data analysis found that there was a positive influence between motivation on employee performance with the coefficient value $b1 = 0.452$. There was a positive influence between work communication on employee performance with a coefficient value of $b2 = 0.038$. There was a positive influence between training)on employee performance with a coefficient value of $b3 = 0.333$. There was a significant positive effect of employee performance, Partial Test Results (t-test) between work motivation with work performance wan shows the value of t-count greater than t-table (3,829> 2,601), between communication and employee performance shows the value of t-count greater than t-table value (2,808> 2,016), and between training and employee performance shows the value of t-count greater than t-table value (2,213> 2,016), this shows that there is a significant positive effect partially. The result of the calculated F value is 44.981 and the probability of significance is 0.000.

Keywords: Employee Performance, Work Motivation, Work Communication, Work Environment

PLEMINARY

Resources within the company have a very important role, namely to be able to achieve company goals. In this case, human resources include all the people in the company, namely those who participate or are involved in the company's operational activities from the lowest level to the top level, although there are different levels, all human resources in the company have the same role against the achievement of a company goal. PT Parama Tirta Mulya Sejahterah has 43 employees as human resources in carrying out work activities. For this reason, in its activities it is necessary to have good human resource management, so that it can help leaders and companies in managing and supporting as well as directing employees in a company or organization.

Problems that occur in employees in Parama Tirta Mulya Sejahterah is the employee motivation does not exist, because employees feel very unappreciated by the company and the company owner. Because there is no authority for employees from the company owner in making decisions to face problems that occur while working, the responsibilities that must be borne are so great that there is no impetus in achieving the goals with declining employee work ethic, initiative and creativity do not arise and there is no sense of job responsibility, due to inadequate remuneration or inconsistent workload provided by company. Income for an employee per month, the average

salary given by the company is the minimum wage of the City or UMK, an average of 3,800,000, in accordance with the UMK of Batam City in 2019. In this company there is no overtime pay during official and national holidays or on on a red date, based on the rules of the Labor Department Act Law on labor regulations article 11 letter a and letter b Ministerial Decree number 102/2004, the provisions of the calculation of overtime work wages done during weekly breaks or official holidays are greater than those done on weekdays. However, what happened in the company was not in accordance with the law of the Labor Department.

Communication problems that occur in the Parama Tirta Mulya Sejahterah company are the existence of personal problems or personal problems between employees, lack of listening and misperceptions in communicating between employees or employees and leaders, as well as poor mastery of foreign languages between employees and customers in a work environment. This conflict occurs because in this company there are people with their own character, personality, and mindset, which of course differ from one another. This difference causes employee communication conflicts. The role of the company is needed in this communication conflict so that the work process can run smoothly without any conflict.

Training for an employee from the company, the most basic training for employees such as introducing the work environment and an explanation of all the work that must be done by the company but the implementation is not maximal, which makes employees not aware of the ability to work, communication, presentation, time management , and the ability to adapt to the internal and external environment. In these conditions, job training is needed to support and give responsibility to employees in carrying out their duties.

When performance is done well, the goal of the organization in increasing profits goes well. In the future, employee performance is the biggest asset for the company. At PT. Parama Tirta Mulya Sejahterah, the results of employee performance play an important role in doing their work, this is related to the work relationship between employees and company (work contract), determination of employee salaries and promotion for employees. If there is a problem, the results of employee performance will decrease and goals are not achieved, for that it will be detrimental to employees and the company.

Based on the background that has been presented above, the authors are interested in making research with the title:

"EFFECT OF WORK MOTIVATION, COMMUNICATION, AND TRAINING ON EMPLOYEE PERFORMANCE AT PT. PARAMA TIRTA MULYA SEJAHTERAH".

Theoritical Review
Motivation

According to Syahyuti (2010), motivation is the impetus for someone to do their job well, and according to Rosidah (2018: 81), motivation is the process of giving encouragement to subordinates so that subordinates can work in line with the limits given to achieve organizational goals optimally. The definition of the process of giving encouragement is a series of activities that must be passed or carried out to encourage employees to work in line with the organization goals.

According to Gitosudarmo (2015: 109), motivation is a factor that encourages someone to do a certain activity, therefore motivation is often interpreted as a driving factor for one's behavior. Every activity carried out by a person must have a factor that drives these activities.

According to Fahmi (2013: 123) Solutions in overcoming problems in the field of motivation, namely:

1. Creating a work atmosphere that supports the situation and working conditions.
2. Leaders look after speech and actions that can lead to conflict.
3. Bosses and employees think of each other positively.
4. If there is an employee who has an achievement, give him a compliment or gift because it can increase enthusiasm at work.

   Indicators to measure work motivation according to Syahyuti (2010):

a. Encouragement to achieve goals. A person who has high work motivation has a strong impetus to achieve maximum performance in himself.
b. Work spirit. Work spirit is a good psychological condition if it creates pleasure which encourages someone to work harder and better.
c. Initiative and creativity. Initiative is defined as the strength or ability of an employee or worker to start or continue a job with encouragement from others
d. Responsibility is the attitude of individual employees who have good work motivation, must have a sense of responsibility for the work they do so that the work can be completed on time.
e. Have a vivid goal is the goal of every employee must been vivid in working to do the job as to get the right results with vivid goals.

Communication

According to Joseph in Suranto AW (2010) Communication is a process of sending and receiving messages between two people or between a small group of people with some effects and some instantaneous feedback. According to Husnaini Usman (2014: 470), states that "Communication is the delivery of messages from one person to another, either directly or indirectly, in written, vocal or non-verbal language".

According to Afifudin (2013: 121) Internal communication is all messages sent or received within an organization, both formal and informal. The three dimensions of internal communication are:

1) Vertical Communication

   Communication can be in the form of communication from leader to employee or from employee to leader. Communication from leader to employees is intended to provide understanding or authority to employees to do a job that must be carried out.

2) Horizontal Communication

   Horizontal communication is carried out between fellow employees and other staff. Horizontal communication is generally in the form of providing information relating to the implementation of leadership policies so that it does not contain an element of command.

3) Diagonal Communication

   Diagonal communication is communication between section leaders and employees of other sections. Diagonal communication is communication that takes place between employees at different levels of positions on different tasks or functions and does not have direct authority over other parties.

According to Suranto AW (2010: 105), there are several indicators of effective communication, including:

1. Understanding
    Comprehension is the ability to understand messages carefully as intended by the communicator.
2. Pleasure
    If the communication process is not only successful in conveying information, it can also take place in a pleasant atmosphere for both parties.
3. Influence on attitude
    Communication is said to affect attitudes, when after a communicant receiving a message then his attitude changes according to the meaning of the message.
4. Relationships are getting better
    This highly effective communication process accidentally increases the level of interpersonal relationships. In offices, it often happens.
5. Positive statements
    Containing the meaning of what each of us says or convey to others, will get a good response.

Training

According to Gary Dessler in Suwatno (2011: 118) job training is a process of teaching new or existing employees the basic skills they need to carry out their jobs. Meanwhile, according to Andrew E. Sikula's opinion in Suwatno (2011: 117) training is a short-term educational process that uses a systematic and organized procedure where non-managerial employees learn technical knowledge and skills for limited purposes. And according to Mangkunegara (2011: 3) Training is a process of teaching knowledge, skills and attitudes so that employees are skilled and able to carry out their responsibilities better according to standards.

According to Sedarmayanti (2010: 170) The general objective of employee training and development is to increase organizational productivity through various activities, including:

1. Develop knowledge, so that work can be completed rationally.
2. Develop skills/expertise, so that work can be completed more quickly and effectively.
3. Developing attitudes that lead to a willingness to cooperate with fellow employees and management (leaders).

Training indicators according to Mangkunegara (2011: 46), including:

1. Objectives of the training
    The objectives of the training must be concrete and measurable, therefore the training that will be held aims to improve work skills so that participants are able to achieve maximum performance and increase participants' understanding of work ethics that must be applied.
2. Materials
    The training materials can be in the form of: management, drafting, work psychology, work communication, discipline and work ethics, work leadership and work reporting.
3. Methods Used
    The training method used is a training method with participatory techniques, namely group discussions, conferences, simulations, role playing (demonstrations) and games, classroom exercises, tests, teamwork and study visits or comparative studies, among others.

4. Instructor

Education is more directed at increasing one's abilities through formal channels with a long period of time, in order to maximize the delivery of material to participants.

5. Participants

This is one of the factors that determine the training process. If the instructor is enthusiastic in providing training material, the training participants will be eager to participate in the training program and vice versa.

Employee Performance

According to Mangkunegara (2011: 67) Employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties according to the responsibilities assigned to him. And according to Malayu S.P. Hasibuan (2012: 34) Performance is a result of work achieved by a person in carrying out the tasks assigned to him based on skills, experience, seriousness and time.

Objectives and Benefits of Job Appraisal According to Wilson Bangun (2012: 232), the objectives and benefits of performance appraisal include:

1. Evaluation between individuals in the organization. Performance appraisal can aim to assess the performance of each individual in the organization. This goal can provide benefits in determining the amount and type of compensation that is the right for each individual in the organization.

2. Self-development of each individual in the organization. Performance appraisal in this organization is useful for employee development. Each individual in the organization is assessed for their performance, for employees with low performance it is necessary to develop both through education and training.

3. System maintenance. Various existing systems in the organization, each existing subsystem is interrelated with one another subsystem. One subsystem that is not functioning properly will interfere with the running of the other subsystems. Therefore, the systems in the organization need to be properly maintained.

4. Documentation of performance appraisal will be useful as a basis for follow-up in the post.

5. The contents of the employee's work in the future. The benefits of performance appraisal here relate to human resource management decisions, legal compliance with human resource management, and as a criterion for validity testing.

Employee performance indicators according to Anwar Prabu Mangkunegara (2009: 75) suggest that performance indicators, namely:

1. Quality

The quality of employee performance is both an employee who does what must be done.

2. Quantity

The quantity of performance does not care that an employee works. This quantity can be seen from the speed at which each employee works.

3. Implementation of tasks

Performing duties is any employee who is able to do his job accurately or without mistakes.

4. The Speed of Time

It is the level of activity at the beginning of the stated time, seen from the point of coordination with the output and maximizing the time available for other activities.

5. Responsibilities

Responsibility for work is awareness of the employee's obligation to carry out the work assigned by the company.

Research Hypothesis

H1: It is suspected that motivation (X_1) has an effect on Employee Performance (Y) at PT Parama Tirta Mulya Sejahterah.

H2: It is suspected that Communication (X_2) has an effect on Employee Performance (Y) at PT Parama Tirta Mulya Sejahterah.

H3: It is suspected that Training (X_3) has an effect on Employee Performance (Y) at PT Parama Tita Mulya Sejahterah.

H4: It is suspected that Motivation (X_1), Communication (X_2), and Training (X_3) simultaneously affect Employee Performance at PT.Parama Tirta Mulya Sejahterah.

Types of research

The type of research used is quantitative research

Population and Sample

The population and research are all employees at PT.Parama Tirta Mulya Sejahterah, totaling 43 employees.

The sampling technique used was nonprobability sampling technique with saturated ampling type taken from the total population of 40 employees.

Research Instruments

The research instrument used in this study was a questionnaire in the form of a statement with a total of 20 statement items distributed to 43 respondents using a Likert scale.

Data analysis technique

1. Instrument Validity and Reliability

a) The validity of the instrument is done by comparing the rcount value with the rtabel value in the Pearson Bevariate correlation

b) Reliability of the instrument, done by looking at and comparing between Alpha Chronbach

2. Reality Test

Reliability Test Results Table

Variable	Statement Item	rCount	rTable	Notean
Motivation (X1)	X1.1	0,896	0,60	Valid
	X1.2	0,810	0,60	Valid
	X1.3	0,865	0,60	Valid
	X1.4	0,428	0,60	Valid
	X1.5	0,887	0,60	Valid
Communication (X2)	X2.1	0,775	0,60	Valid
	X2.2	0,927	0,60	Valid
	X2.3	0,897	0,60	Valid
	X2.4	0,651	0,60	Valid
	X2.5	0,880	0,60	Valid
Training (X3)	X3.1	0,711	0,60	Valid
	X3.2	0,878	0,60	Valid
	X3.3	0,825	0,60	Valid
	X3.4	0,530	0,60	Valid
	X3.5	0,832	0,60	Valid
Employee Performance (Y)	Y.1	0,632	0,60	Valid
	Y.2	0,909	0,60	Valid
	Y.3	0,818	0,60	Valid
	Y.4	0,875	0,60	Valid
	Y.5	0,842	0,60	Valid

a. Normality test, done by looking at the distribution of data on the histogram, the normal P Plot graph and the Kolmogorov-Smirnov test.
b. Multicollinearity test, carried out by looking at the table of VIF (Variance Inflation Factor) and TOLERANCE values
c. Heteroscedasticity test, carried out by looking at the scatterplot graph between the predicted values of the dependent variable, namely ZPRED (axis with SRESID (Y axis).

3. Multiple Linear Regression Analysis Multiple linear regression analysis with the regression model equation formula as follows:

$$Y = b_0 + b_1 X_1 + b_2 X_2 + b_3 X_3 + e$$

Note:
Y   = Employee performance
X1   = Communication
X2   = Work Environment
X3   = Leadership Style
b0   = Constant
b1 – b3 = independent variable regression coefficient
e   = Confounding variables   (error)

4. Hypothesis Testing
    a) t test (partial), is done by comparing the value of t count with the value of t table with sig. <5%.
    b) F test (Simultaneous), carried out by comparing the value of F count with the value of F table with sig. <5%. Determination Coefficient Test (R^2) The coefficient of determination (R^2),

by looking at the amount of the adjusted coefficient of R^2 on the model summary display in SPSS.

## Results and Discussion
Instrument Validity

Variable	Cronbach's Alpha	Standard Value	Conclusion
Motivation	0,818	0,60	Reliable
Communication	0,882	0,60	Reliable
Training	0,795	0,60	Reliable
Employee Performance	0,861	0,60	Reliable

Based on the results of the reliability test in Table 4.14 above, it shows the Cronbach's alpha value for the Motivas variable of 0.818, for the Communication variable of 0.882, Training of 0.795, and Employee Performance of 0.861. This shows that all the variables of this study have a composite reliability value that is greater than 0.60 (> 0.60) which means that there are no unreliable questions from all variables.

2. Classic assumption test

Based on the normal results of the p-p plot in this study, it can be concluded that the regression model is feasible because it fulfills the assumption of normality where the points are scattered around the diagonal line and follow the direction of the diagonal line.

Normal P-p Plot Normality Test Results
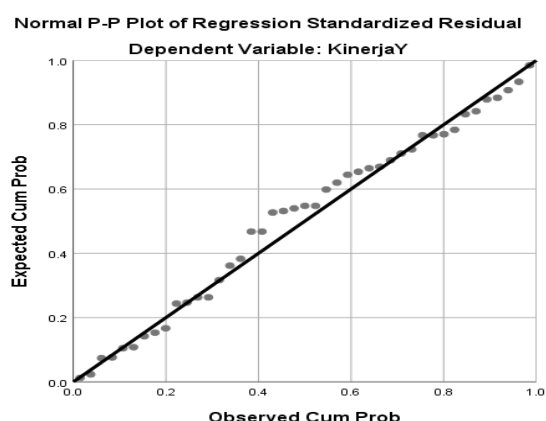
b). Multicollinearity Test

Model	B	Std. Error	Beta	T	Sig.	Tolerance
(Constant)	-1.269	1.997		-.635	.529	
MotivationX1	.452	.118	.418	3.829	.000	.483
CommunicationX2	.308	.110	.300	2.808	.008	.504
TrainingX3	.333	.150	.303	2.213	.033	.306

a. Dependent Variable: Employee Performance (Y)

Source: Primary data processed (2020)

Based on Table 4.9 above, the results of the data processing can be seen that in the coefficients section, it is known that the VIF value of each independent variable is less than 10, namely the VIF value of the Motivation variable of 2.071, Communication of 1985 and Training of 3.264. And it can also be seen that the tolerance value of the three variables is greater than 0.1 (≥ 0.10), so it can be concluded that there is no multicollinearity among the independent variables in the linear regression model.

c). Heteroscedasticity Test

Model		B	Std. Error	Beta	T	Sig.
1	(Constant)	-1.269	1.997		-.635	.529
	MotivationX1	.452	.118	.418	3.829	.000
	CommunicationX2	.308	.110	.300	2.808	.008
	TrainingX3	.333	.150	.303	2.213	.033

Based on the graph in Figure 2.3 below, where the heteroscedasticity test is carried out using the Scatterplot graph method which is generated from processed data using SPSS, it appears that the dots are randomly distributed, do not form a certain clear pattern, and are spread either above or below

the 0 (zero) number. on the Y axis. This shows that there is no deviation from the classic assumption of heteroscedasticity in the regression model made, so it accepts the homoscedasticity hypothesis.

Heteroscedasticity Test Result
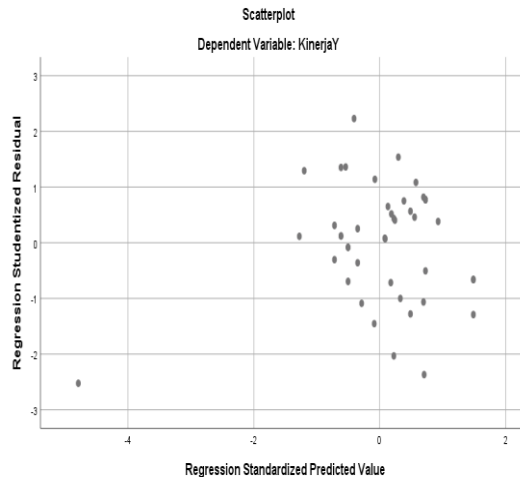
Source: Primary data processed (2020)

d. Multiple Linear Regression Analysis Coefficients[a]
 Source: Primary data processed (2020)

$$Y = -1{,}269 + 0{,}452 (X_1) + 0{,}308 (X_2) + 0{,}333 (X_3) + e$$

3. Hypothesis Test Results
1) The results of the partial test (t test) between motivation and employee performance show that the t value is greater than the t table (3.829> 2.016) with a t value less than 0.05 (0.000 <0.05). This shows that there is a partially significant effect. So that H_1 which states that motivation has a significant and significant effect on employee performance is accepted.
2) Results of partial testing (t test) between communication and employee performance shows that the t value is greater than the t table (2.808> 2.016) with a significant value less than 0.05 (0.008 <0.05). This shows that there is a partially significant effect. So that H2 which states that communication has an effect and is significant on employee performance is accepted.
3) The results of the partial test (t test) between training and employee performance show that the t value is greater than the t table (2.213> 2.016) with a significant value less than 0.05 (0.033 <0.05). This shows a partially significant positive effect. So that H3 which states that training has a significant and significant effect on employee performance is accepted.

b. Simultaneous Test Results (*f-test*)
If Probability (sig. F) <α (0.05) then Ho is rejected, meaning that there is a significant effect of the independent variable on the dependent variable.
1) If Probability (sig. F)> α (0.05) then Ho is accepted, meaning that there is an insignificant influence from the independent variable on the dependent variable. With calculations looking for the value of F_{tabel} using the formula (k ; n - k) (Sujarweni, 2014:154). = (3 ; 43 – 3) = (3 ; 40)

From these results, it can be determined that the value of t table based on the distribution of the value of the table is 2.839. And here are the f test results

Simultaneous F Test

Model		B	Error	Beta	t	Sig.
1	(Constant)	-1.269	1.997		-.635	.529
	MotivationX1	.452	.118	.418	3.829	.000
	CommunicationX2	.308	.110	.300	2.808	.008
	TrainingX3	.333	.150	.303	2.213	.033

Results ANOVA[a]

Model		df	Mean Square	F	Sig.
Regression	370.862	3	123.621	44.981	.000[b]
Residual	107.184	39	2.748		
Total	478.047	42			

a. Dependent Variable: Performance Y

b. Predictors: (Constant), TrainingX3, CommunicationX2, MotivationX1

Source: Primary data processed (2020)

c. Determination Coefficient Test
Determination Coefficient Test Results (R^2)

Model Summary[b]

Model	R	R Square	Square	Estimate	Durbin-Watson
1	.881[a]	.776	.759	1.65780	2.314

a.Predictors: (Constant), TrainingX3, CommunicationX2, MotivationX1

b. Dependent Variable: Performance Y

Based on the test results of the coefficient of determination in Table 4:19 above, the value of the R square in the regression model is 0.776. This shows that the ability to explain the independent variables, namely motivation, communication, and training on the dependent variable, namely employee performance, which can be explained by this equation model is 77.6%, while the remaining 22.4% is influenced by other factors not included in the research model. this. If the R square value is closer to 1, the independent variables will have a stronger influence in explaining the dependent variable.

FINAL

CONCLUSION

At the end of this thesis the writer will describe some conclusions that can be drawn and suggestions based on the findings of the research. In general, the authors conclude that work motivation, communication and training have a significant effect on employee performance at PT Parama Tirta Mulya Sejahterah.

The results of the partial test (t test) between motivation and employee performance show that the t value is greater than the t table (3.829> 2.016) with a significance value of t less than 0.05 (0.000 <0.05). The results of the partial test (t test) between communication and employee performance show that the t value is greater than the t table (2.808> 2.016) with a significant value less than 0.05 (0.008 <0.05). The results of partial testing (t test) between training and employee performance show that the t value is greater than the t table (2,213> 2,016) with a significant value less than 0.05 (0.033 <0.05).

So it can be concluded that based on the results of the F test, the Fcount value is 44,981 and the significance probability is 0,000. Because Fcount is greater than Ftable (44,981> 2,839) or if using a significance value it is found that the significance value obtained is less than α 5% (0,000 <0.05), it can be concluded that Ho is rejected or Ha is accepted, which means that there is an influence which is significant from the independent variables which include motivation, communication, and training on employee performance at PT. Parama Tirta Mulya Sejahtera. So that the regression model can be used to predict employee performance at PT. Parama Tirta Mulya Sejahtera.

RECOMMENDATIONS

1. For the leaders of PT.Parama Tirta Mulya Sejahterah

   In order to increase motivation in employee performance, it is hoped that the company PT.Parama Tirta Mulya Sejahterah will pay more attention to the forms of employee work motivation such as achievement, because if employees feel motivated in their work, the performance will also be even better, by the way the leadership rewards employees who have the ability and have achievements.

   High work motivation will make employees feel comfortable and enthusiastic in doing their job. Leaders must hold training / socialization about communication and duties and functions as

employees in supporting the implementation of their work tasks in accordance with good work operational standards.

2. For Employees at PT. Parama Tirta Mulya Sejahterah

   Further improving the quality of Human Resources by providing the best service to customers, this is to support work in order to provide more satisfaction to customers and the company.

3. For the next writer

   It is desirable to expand research so that more complete information is obtained about the effect of Work Motivation, Communication and Training on Employee Performance.

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