



# The effect of motivation and job training on the performance of employees of the population and civil registration office of Tangerang Regency

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## ABSTRACT

Based on the research, the authors tried to identify the effect of motivation and job training on employee performance at the Department of Population and Civil Registration of Tangerang Regency. Aims to determine the effect of motivation and job training on employee performance. The method used is statistical quantitative using 38 respondents and data collection techniques in the form of questionnaires. The data obtained were analyzed using multiple linear regression analysis. The results showed that the level of significance for the effect of motivation on employee performance was 4.655. However, the significance value is  $> 0.05$ , which means that motivation has no significant effect on employee performance. Therefore, the first hypothesis which states that motivation affects employee performance at the Department of Population and Civil Registration of Tangerang Regency is rejected. However, the results of the study also show that job training has a significant effect on employee performance. The significance level for the effect of job training on employee performance is 13.588. The results of the F test analysis show that the variables of motivation and job training have a significance value of 0.000, which is  $< 0.05$ . In addition, the calculated f value (809.807) is also  $>$  from f table (3.267). So, it can be concluded that the variables of motivation and job training have a significant influence on employee performance.

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## 1. INTRODUCTION

In the current era of globalization, the success of a company or agency in achieving goals depends largely on the ability of human resources. Therefore, agencies or companies need to create an environment that encourages every employee to achieve work performance. Each agency or company has diverse employee performance. The service provided by employees can be influenced by several factors, one of which is motivation. To achieve good performance, organizations must consider ways for employees to have enthusiasm at work to achieve good results. Employee performance is the result of a person's work in terms of quality and quantity, in accordance with the responsibilities given. To improve the performance of an organization, agency or company, it is necessary to improve the individual performance of the employees first (Sofyan, 2020). Thus, employee performance will also increase. The service provided by employees can be influenced by

several factors, one of which is motivation. To achieve good performance, organizations must consider ways for employees to have enthusiasm at work to achieve good results. Employee performance is the result of a person's work in terms of quality and quantity, in accordance with the responsibilities given. To improve the performance of an organization, agency or company, it is necessary to improve the individual performance of the employees first. Thus, employee performance will also increase (Syafrina, 2019).

One important factor in increasing effectiveness in the work environment is motivation. Within an agency or company, not only skills and abilities are expected from employees, but also the passion to work hard and achieve the best results. By having strong motivation, it is expected that employee performance can increase so that the goals and expectations of the agency or company can be achieved. Motivation is the key for employees in carrying out their duties, and good service from employees will provide satisfaction to the community. Job training also plays an important role in improving employee performance (Amelia, 2022). Training is an activity that aims to improve one's employability in the context of economic activity. With job training, employees will get the basic skills they need, and this is an effort to improve the quality of human resources in the world of work (Sriwahyuni et al., 2021).

The word motivation comes from the Latin "movere" which means to move. Motivation includes attitudes and values that influence a person in achieving specific goals according to individual desires. According to (Suarez, 2021), motivation is a potential force that exists in humans. These strengths can be developed by the individual himself or influenced by external factors, such as financial and non-financial rewards, which can have a positive or negative impact on a person's performance. Motivation is also a major factor that drives individuals to engage in activities to meet personal needs and desires (Ariyah et al., 2023). Understanding motivation is a question of how to cultivate the spirit of subordinates to work so that they are willing to work hard, giving all the skills and abilities to achieve goals (Gressanti, 2020). Population and Civil Registration Office of Tangerang Regency, there are several problems that often occur. One of them is the lack of clear information about the requirements and procedures related to services in the agency, so that people often experience confusion and uncertainty. In addition, low service quality is also a problem, such as lack of friendliness, professionalism, and effectiveness in service.

Motivation is a factor that encourages someone to do a certain activity, therefore motivation is often interpreted as a factor driving one's behavior. Every activity carried out by someone must have a factor that encourages the activity. The motivating factor of a person to do a certain activity in general is the needs and desires of the person Nur Azizah, (2019). According to (Ardiansyah, 2020), there are 7 factors including: 1) Salary 2) Job security 3) Working conditions 4) Status 5) Company procedures 6) Quality of technical supervision 7) Quality of interpersonal relationships between colleagues, superiors, (Pasaribu, 2019) suggests that there are 5 indicators of work motivation, as follows: 1) Physiological Needs (Physical Needs) 2) Safety and security needs (Security Needs) 3) Affiliation or acceptance needs (Social Needs) 4) Self-esteem or status needs (Reward or Status Needs) 5) Self-Actualization (Achievement of Full Potential). According to Dian, (2018) Motivation is an encouragement to a series of human behavior processes in achieving goals. While the elements contained in motivation include elements of arousing, directing, maintaining, showing intensity, being continuous and the existence of goals.

Job training is an activity that aims to provide, obtain, improve, and develop work skills, productivity, discipline, attitudes, and work ethic at a certain level of expertise in accordance with a specific position or job. Effective and directed use of labor is the key to improving employee performance, therefore, agencies or companies need to have policies that encourage employees to work productively in accordance with established organizational plans (Harahap, 2020). These training needs are systematic efforts to gather information on performance problems in the organization and to correct performance deficiencies. Performance deficiencies relate to mismatches between actual behavior and expected behavior (Mutholib, 2019). With these training needs, it must be known what knowledge and skills employees need to work and what knowledge and skills employees already have, aspects of behavior that can be learned and improved through training used to meet job demands that cannot be obtained through formal education, because in their application to certain tasks and personal abilities (Turere, 2018).

Hanantoko & Nugraheni, (2019) argues that training programs are very important for employees, because through training, employees can create an environment where they can learn or develop specific attitudes, abilities, skills, knowledge, and behaviors related to their work. According to (Nugraha, 2018), there are several training indicators that need to be considered, including: 1) Type of training 2) Training objectives 3) Training material 4) The method used.

Employee performance is a result of the work of a person or group in a company, which is successfully achieved in its duties and responsibilities to a job. Performance is an outcome that has a strong relationship with the organization's strategic objectives, customer satisfaction and economic contribution (M. Effendi, 2019). Performance, according to (Manihuruk & Tirtayasa, 2020), is the implementation and work results achieved by people that are adapted to certain positions or tasks within the organization, and that are related to certain standard values or company sizes that can be assessed using indicators. However, work performance, also known as work performance, is the work that a person has achieved based on how they carry out their work-related activities. (Kurnia et al., 2019) said that employee performance is influenced by various factors, including: 1) Individual factors 2) Organizational factors 3) Psychological factors. Indicators are tools used to measure the extent of employee performance achievements. Here are some indicators used to measure employee performance according to (Sriwahyuni et al., 2021) : 1) Quality 2) Quantity 3) Punctuality 4) Effectiveness 5) Independence. According to Damayanti & Sandra, (2021) there are eight characteristics that make a performance standard effective, namely: 1) Standards are based on work, 2) Standards can be achieved, 3) Standards can be understood, 4) Standards are agreed, 5) Standards are specific and as measurable as possible, 6) Standards are time-oriented, 7) Standards must be written, 8) Standards can change.

## 2. RESEARCH METHOD

Researchers use survey methods to collect information from a portion of the population that is considered representative of a particular population. The survey research method was chosen because it is easier, faster, and produces accurate and timely information. Questionnaires were used as data collection instruments, involving a number of people as research samples.

Population in the context of research refers to all individuals, objects or units to be studied or studied. In this case, the population refers to all male and female civil servants of the Population and Civil Registration Office of Tangerang Regency. In research, the population is often the larger group from which the research sample is taken to produce generalizations or conclusions about the population (Prof. Dr. Sugiyono, 2019). In this study, the population consisted of 61 civil servants working at the Population and Civil Registration Office of Tangerang Regency.

The sample is part of the total number and characteristics contained in the population (Wahyuni, 2022). The method applied in this research is random sampling. The sample in this study was determined using the Slovin formula as follows:

$$n = \frac{N}{1 + N(e)^2} \quad (1)$$

Description:

n = Number of samples required

N = Total population

e = The sample error rate is 10% or 0.1

## 3. RESULTS AND DISCUSSIONS

The statistical method called descriptive data is used to provide a brief and clear description or explanation of the data, with the aim of increasing understanding of the attributes, patterns, and variations that exist in the data. Research data is collected and given directly to respondents.

The technique used in sampling uses the quota sample method. That is, sampling is based on a predetermined amount, so that the data collection is easy and the fulfillment of the predetermined amount (quotum), then the number of samples obtained is 38 samples. With this, the data processing requirements with the SPSS sample analysis tool can be met.

## a. Multiple Linear Regression

**Table 1.** Multiple Linear Regression Equation Test Results

Model	Coefficients <sup>a</sup>					
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics
	B	Std. Error	Beta			
1 (Constant)	.866	1.631		.531	.599	
Motivation(X1)	.407	.087	.258	4.655	.000	.197
Job Training(X2)	1.077	.079	.752	13.588	.000	.197

a. Dependent Variable: Employee Performance(Y)

Source: Primary data processed by SPSS 2023

$$(Y) \hat{=} a + b_1X_1 + b_2X_2 + e \quad (2)$$

$$Y=0.866+0.407 X_1+1.077 X_2+e \quad (3)$$

The constant value is 0.866, meaning that if Motivation (X1) and Job Training (X2) have a value equal to zero (0), then the value of Y is equal to the value of the constant 0.866. Motivation has a value of 0.407 which indicates that when motivation increases by one unit, employee performance will increase by 0.407 units. Job training has a value of 1,077 which indicates that when job training increases by one unit, employee performance will increase by 1,077 units.

b. Coefficient of Determination ( $R^2$ )

This coefficient of determination is used to determine how much influence the independent variable has on the dependent variable. The coefficient of determination is determined by the Adjusted R square value.

**Table 2.** Test Results of Coefficient of Determination ( $R^2$ )

Model	Model Summary <sup>b</sup>				
	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.989 <sup>a</sup>	.979	.978	.652	2.157

a. Predictors: (Constant), Job Training(X2), Motivation(X1)

b. Dependent Variable: Employee Performance(Y)

Source: Primary data processed by SPSS 2023

The calculation results in table IV.15 the coefficient of determination (adjusted R square) is obtained at 0.978. This shows that 97.8% of the performance of employees of the Population and Civil Registration Office of Tangerang Regency is influenced by the variable (x) which consists of Motivation (X1) Job Training (X2), while the remaining 2.2% of employee performance is influenced by other variables not examined in this study.

## c. Uji F (Simultan)

The F test is used to determine whether or not there is an influence of the independent variable on the dependent variable. If the probability of significance > 0.05, the effect is not significant,  $H_0$  is accepted, and  $H_a$  is rejected. if the probability of significance < 0.05, there is a significant effect  $H_0$  is rejected and  $H_a$  is accepted. Tabel IV.23 Hasil Uji Secara Simultan (Uji F).

**Table 3.** Simultaneous Test Results (Test F)

Model	ANOVA <sup>a</sup>					
		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	689.314	2	344.657	809.807	.000 <sup>b</sup>
	Residual	14.896	35	.426		
	Total	704.211	37			

a. Dependent Variable: Employee Performance(Y)  
 b. Predictors: (Constant), Job Training(X2), Motivation(X1)

Source: Primary data processed by SPSS 2023

Based on the table above, the calculated f value of the model is 809.807, the value of f count > f table can be found by  $df_1 = \text{number of variables} - 1$  or  $3 - 1 = 2$  and  $df_2 = n - k - 1 = 38 - 2 - 1 = 35$ , so the result of f table 3.27 can be concluded that the value of f count is  $809.807 > f$  table 3.27 with a probability value of  $0.000 < 0.005$ . So Motivation and Job Training together have a positive and significant effect on Employee Performance, so hypothesis 1 is accepted. Uji t (Parsial)

The t test is conducted to test the regression coefficient used to determine the independent variable on the dependent variable. By comparing t count and t table at the 0.05 significance level. The t test has an effect if the significance of the t value > t table or if the significance value is  $< 0.05$ . t table can be found with  $df = n - k - 1$ , in this study the t table used is 2.02809. the t test results of each variable can be seen in the table below as follows:

**Table 4.** Partial Test Results (Test t)

Model	Coefficients <sup>a</sup>				t	Sig.
	Unstandardized Coefficients		Standardized Coefficients			
	B	Std. Error	Beta			
1 (Constant)	.866	1.631			0,531	0,599
Motivation(X1)	.407	.087	.258		4.655	.000
Job Training(X2)	1.077	.079	.752		13.588	.000

a. Dependent Variable: Employee Performance(Y)

Source: Primary data processed by SPSS 2023

Based on the table above describes the results of the t test, as follows: First hypothesis (H<sup>1</sup>), It is known that the Sig value for the influence of the Motivation variable on the Employee Performance variable of  $0.000 < 0.05$  can be concluded that H<sup>0</sup> rejected H<sup>1</sup> accepted there is an influence of the Motivation variable on the Employee Performance variable. Second hypothesis (H<sup>2</sup>), It is known that the Sig value for the effect of the Job Training variable on the Employee Performance variable of  $0.000 < 0.05$  can be concluded that H<sup>0</sup> rejected H<sup>2</sup> accepted there is an influence of the Job Training variable on the Employee Performance variable..

#### 4. CONCLUSION

Based on the results of research that has been conducted at the Population and Civil Registration Office of Tangerang Regency regarding the Effect of Motivation and Practical Work on Employee Performance. Therefore, from this study, the following conclusions are drawn. This motivation (X1) has a positive effect on the Population Performance of Tangerang Regency and Civil Registration Service Employees. Based on the results of this research analysis using partial analysis techniques, showing a significance level of  $0.000 < 0.05$  and a degree of freedom  $df (n - k - 1) = 38 - 2 - 1$ , with t count 4.655, then t count  $4.655 >$  from table 2.0301. It was concluded that motivation has a partial effect on the hitpotesis performance of 1 employee received. Practical Work (X2) has a positive effect on the Population Performance of Tangerang Regency and Civil Registration Service Employees. Based on the results of this research analysis using partial analysis techniques, showing a significance level of  $0.000 < 0.05$  and degrees of freedom  $df (n - k - 1) = 38 - 2 - 1$  with a calculated t value of 13.588, then t count  $13.688 >$  from t table 2.0301. It was concluded that job training had a partial effect on the performance of hitpotesis 2 employees received. Motivation (X1), Practical Work (X2) have a positive effect on the Population Performance of Tangerang Regency and Civil Registration Service Employees. Based on the results of this research analysis using simultaneous analysis techniques showed a significance level of  $0.000 < 0.05$  and degrees of freedom  $DF (N - K - 1) = 38 - 2 - 1$ , with a value of F count 809.807, then t count  $809.807 >$  F table 3.27. It was concluded that motivation and job training simultaneously affect the hitpotesis performance of 3 employees received. The conclusion of this study is that the influence of motivation and work discipline has a positive and

significant relationship with employee performance. This factor is to encourage a higher level of motivation and work discipline to employees. This research has a very close relationship between motivation, work discipline and employee performance. This study used t-test and f-test analysis which provided a strong statistical basis to support the conclusions in this study. Research implications: this research provides insight for companies in developing strategies and supports high levels of motivation and work discipline to employees. Overall, the study only provides new information about how motivation and discipline affect employee performance and also provides a more in-depth look at these factors. Although this study gave good results, there are still some suggestions that can be considered for future research to improve deeper understanding and insight into employee motivation, work discipline and performance. The researcher then wants to include other variables that can affect employee performance such as compensation and employee training. With this suggestion, future research can contribute further to improving employee performance.

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