

## THE INFLUENCE OF HUMAN RESOURCE TRAINING ON THE PERFORMANCE OF EMPLOYEES IN THE MAKASSAR CITY EDUCATION OFFICE

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### **Abstract**

*This research is a quantitative research that aims to determine the effect of human resource training on employee performance in the Makassar City Department of Education. The population in this study were employees working in the Makassar City Department of Education with a sample of 32 employees. The data collection technique used was a questionnaire. The analysis technique used was multiple linear regression using the Statistical Product and Service Solution (SPSS). The results of the study showed that there was a positive and significant effect of Human Resource Training on Employee Performance at the Makassar City Department of Education.*

**Keywords:** Human Resource Training, Employee Performance.

### **Abstrak**

Penelitian ini merupakan penelitian kuantitatif yang bertujuan untuk mengetahui pengaruh pelatihan sumber daya manusia terhadap kinerja pegawai Dinas Pendidikan Kota Makassar. Populasi dalam penelitian ini adalah pegawai yang bekerja di Dinas Pendidikan Kota Makassar dengan sampel yang diperoleh sebanyak 32 orang pegawai. Teknik pengumpulan data yang digunakan adalah kuesioner. Teknik analisis yang digunakan adalah regresi linier berganda dengan menggunakan Statistical Product and Service Solution (SPSS). Hasil penelitian menunjukkan bahwa terdapat pengaruh positif dan signifikan Pelatihan Sumber Daya Manusia terhadap Kinerja Pegawai pada Dinas Pendidikan Kota Makassar.

**Kata Kunci :** Pelatihan Sumber Daya Manusia, Kinerja Pegawai.

### **INTRODUCTION**

Human resources are the main asset that greatly influences the progress of an organization, and human resource management has also become the focus of many organizations in achieving competitive advantage. Employee performance affects how much they contribute to the organization itself.

The Education Office is an implementing element of the Regional Government led by a head of department who is subordinate and accountable to the Mayor through the Regional Secretary. The Office is a Regional Apparatus given the authority, duties, and responsibilities to implement regional autonomy, decentralization, and deconcentration.

Education department employees usually work at local education department offices, regional government offices, or at the national level in the ministry of education. They play a key role in creating a quality educational environment and supporting the development of education in a region or country.

Employees who perform well can provide significant benefits to the organization in carrying out all activities within the organization to achieve its goals. The success of an organization In achieving organizational goals, it is determined by employee performance.

The ability of employees to perform their responsibilities becomes a benchmark for achieving the goals of an organization. The development of an organization's institution is inseparable from the training of its human resources or workforce, which emphasizes the quality and skills of the institution that enhance employee performance, who must be committed to the development of training programs.

Training plays a very important role in improving employee performance and enhancing higher quality human resources. The purpose of training is to produce reliable organizational human resources with competencies that match the organization's needs. The goal of HR training is to create employees who have good

performance by enhancing their abilities to perform much better. If the employees' previous performance was positive, the training provided aims to further improve their achievements in the process of climbing the career ladder. On the other hand, if the previous performance was negative, the goal of HR training is to improve it to become good and positive.

Training itself can be defined according to several experts, among others: according to Gomes (2003:197), training is any effort to improve the performance of workers in a specific job that is currently their responsibility.

Furthermore, according to Rae in Sofyandi (2008:113), training is an effort to enhance employees' knowledge and skills in performing their jobs more effectively and efficiently. Training programs are a series of programs designed to enhance employees' knowledge and skills in relation to their work. The effectiveness of a training program is a term used to ensure whether the training program is being conducted effectively in achieving the specified objectives.

Employee performance training refers to a series of efforts and policies designed to improve the quality of performance and contributions of employees within an organization. The main objective of employee training is to create a work environment that supports professional growth, enhances abilities, and motivates employees to achieve individual and organizational goals.

Materials. Training materials can include: management, document handling, work psychology, work communication, work discipline and ethics, work leadership, and work reporting.

Method Used. The training method used is a participatory training method, which includes group discussions, conferences, simulations, role-playing (demonstrations) and games, classroom exercises, tests, teamwork, and study visits. (studi banding).

Participant Qualifications. Training participants are company employees who meet the requirements such as permanent employees and staff who receive recommendations from their superiors.

Coach Qualifications. The instructors to be used in delivering training materials must meet the qualification requirements, including: having expertise related to the training materials, being able to generate motivation, and being able to use participatory methods.

Time (Number of Sessions). The number of training material sessions consists of 67 material sessions and 3 opening and closing sessions of the work training. Thus, the total number of training sessions is 70 sessions or equivalent to 52.2 hours. The more often the staff receive training, the more the employees' abilities and skills tend to improve.

This also contributes to the overall growth of the organization by ensuring that the human resources within it continue to develop and adapt to changes in the work environment.

Furthermore, based on the researchers' investigation of several employees of the Makassar City Education Office who have attended human resource training, leadership stated that human resource training needs to be conducted because it aims to develop knowledge, skills, expertise, as well as to shape and develop the personality attitudes of each individual in enhancing their capabilities. The performance of the employees of the Makassar City Education Office greatly determines the success of the organization's tasks and functions. However, based on initial observations, there are still several issues related to employee performance, such as:

In addition, employees in the education sector must continuously update their knowledge, so they can be better prepared to face the ever-changing challenges in the education sector. Therefore, training in human resources is needed to improve employee performance.

## **RESEARCH METHOD**

This research is a quantitative study. According to Sugiyono (2018;13), quantitative data is a research method based on positivism (concrete data), where the research data consists of numbers that will be measured using statistics as a calculation testing tool, related to the problem being studied to produce a conclusion.

This research was conducted to determine and prove the influence of Human Resource Training as an independent variable on Employee Performance as a dependent variable. (dependen).

### **1. Population**

Sugiyono (2012: 115) states that a population is a generalization area consisting of objects/subjects that have certain qualities and characteristics applied by researchers for study and then drawn conclusions. The population in this study is the employees of the Makassar City Education Office, totaling 32 people.

### **2. Sample**

According to Sugiyono (2013:122), saturated sampling is a sampling determination technique when all members of the population are used as samples. The research on the employees of the Makassar City Education Office uses the sampling technique by taking the entire population as research respondents.

The researchers are trying to select a sample that represents the population. The desired level of accuracy or error often depends on the data source, time, and available resources. The greater the error level, the smaller the number of samples required, and conversely, the smaller the error level, the larger the number of sample members required from the data source. Then the conclusion was drawn, that the

sample in this study consisted of 32 employees from the Makassar City Education Office.

Research design is a systematic plan or framework used to guide the research process from start to finish. Research design involves detailed steps on how data will be collected, analyzed, and interpreted to answer research questions or test hypotheses. The purpose of research design is to guide the research process. Design helps researchers follow a clear structure in conducting research to be more organized, ensures validity and reliability, and with a good design, researchers can ensure accurate and reliable results. Additionally, to avoid errors, research design helps in identifying potential mistakes or biases that may arise during the research.

## **RESULT AND DISCUSSION**

Employee training is defined as a systematic effort aimed at improving the knowledge, skills, and competencies of individuals in performing their tasks. Training is believed to have a significant impact on improving employee performance, especially in organizations that adapt to changes in technology and work methods. By providing the right training, organizations are able to create an environment that supports the professional development of employees, encouraging them to achieve better work results than expected. Through training, employees not only feel more confident and competent but also more motivated to contribute more than anticipated. In this context, training plays a role in building employees' capabilities to exceed previously set performance limits. Effective training can also change employees' attitudes, mindsets, and work methods, which ultimately has a positive impact on the organization's productivity and success.

From the results of the hypothesis testing in the above research, it was found that there is a positive and significant influence of the Human Resource Training variable on the performance of employees at the Makassar City Education Office. This is based on the acquisition of a  $t\text{-value} > t\text{-table}$ , with a  $t\text{-value}$  for the training variable of 4.211 and a  $t\text{-table}$  value of 2.042. The significance value is 0.000. This means that if Human Resource Training improves, it will also affect the employees' performance level to improve as well. The influence of the Human Resource Training level of the Makassar City Education Office on Employee Performance can be explained by several factors. Based on the results of the coefficient of determination ( $R^2$ ) test in table 4.12, an  $R$  Square value of 0.371 or 37.1% was obtained. This means that the independent variable, namely HR Training, can explain 37.1% of the variation in the dependent variable, namely Employee Performance. In other words, the training provided to employees contributes significantly to improving their performance, although it does not completely dominate.

However, 62.9% of the variation in employee performance cannot be explained by the training variable. This shows that there are other factors beyond HR training

that also influence employee performance, such as work motivation, work environment, compensation and incentives, and work experience. Thus, although HR training provides a significant contribution, there are still many other variables that need to be considered to obtain a more complete picture of the factors affecting employee performance. The results of this study are also supported by previous research conducted by M. Rijali Malik Sitepu (2019). Human Resource Training on an individual basis has a positive and significant impact on Employee Performance. Good human resource training can influence an employee to increase productivity in their work. Effective training will provide employees with better skills and knowledge, thereby giving them higher motivation to perform their tasks efficiently and with quality.

Furthermore, another study by Roswaty & Andika Maulana Siddiq (2019) concluded that training has a positive and significant impact on employee performance. The variable of Human Resource Training measured using indicators such as instructors, participants, materials, methods, and objectives is an effort to achieve the performance expected by the organization. In this case, the results of the categorization calculation of the human resource training variable in table 4.4 show that Human Resource Training on the Performance of Employees at the Makassar City Education Office is in the very high category, indicating that Human Resource Training on the performance of employees at the Makassar City Education Office is quite good. Meanwhile, the categorization calculation of the Employee Performance variable in table 4.5 shows that the Employee Performance variable is in the very high category, which means that the Employee Performance at the Makassar City Education Office is quite good. Therefore, based on the categorization and other factors, it can be concluded that the variable of Human Resource Training is capable of improving the variable of Employee Performance.

## **CONCLUSION**

This research was conducted to determine the influence of human resource training on employee performance at the Makassar City Education Office. Based on hypothesis testing using simple linear regression analysis, it was concluded that there is a positive and significant influence of human resource training on employee performance at the Makassar City Education Office. It means that the better the human resource training provided to employees, the better their performance will be. The variable of human resource training becomes an important aspect in maintaining productivity and sustainable operations. Human resource training is key to enhancing the skills and competencies of employees within an organization. In addition, there are efforts and positive achievements of employees as well as motivating them to achieve high performance.

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