

## **Effect of Employee Training on Work Productivity at PT. Aryan Indonesia**

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### **Abstract**

This study aims to determine the effect of training on work productivity at PT Aryan Indonesia. Training is the independent variable (X) and productivity is the dependent variable (Y). This study conducted a survey of employees with a population of 150 people and a sample of 80 people who were registered as employee training participants. The data that has been collected was analyzed by quantitative methods. To obtain the test results of the relationship between training and productivity, the authors use the method of regression analysis and correlation coefficient. The correlation analysis method is used to see the close relationship between two variables, namely the dependent variable or dependent variable (Y) and the independent variable or independent variable (X). The dependent variable in this study is work productivity and the independent variable is employee training. The results of this study indicate that employee training has an effect of 49.3497% on employee work productivity and the rest is influenced by other factors. Based on the results of the data processing, it can be concluded that employee training has a major impact on increasing employee productivity.

*Keywords: Employee Training, Work Productivity, Management.*

### **1. Introduction**

In this era of globalization, companies are faced with a high level of competition. In order for the company to survive, the company must be able to work efficiently and effectively which is directly related to productivity. Productivity and work efficiency depend on the company's resource factors, namely human resources that play a very important role in mobilizing and utilizing other resources to achieve company goals. For this reason, companies can carry out employee development programs by carrying out education or training, depending on the company's needs. Training requires lower costs by implementing a program where participants will be better able to master a certain field of work in a relatively shorter period than education. Based on the above background.

This study formulates the problem of how the training program implemented by PT. Aryan Indonesia and how the effect of training on employee productivity levels of PT.Aryan Indonesia. The purpose of this study is to find out what training is provided by PT Aryan Indonesia, and to find out how the effect of training on employee work productivity. The benefits of this research are to add insight to the author, it can be used to fulfill the obligations of the Tridarma of higher education and as input for company leaders about the effect of employee training on work productivity.

## **2. Literature Review**

### **Human Resource Management**

According to Hasibuan (2001: 5) is as follows, "Human resource management is the science and art of regulating the relationship and the role of the workforce to be effective and efficient in helping the realization of the goals of the company, employees, and society". Human Resource Management Functions according to Edwin B. Flippo (2000: 6-8) in his book "Personnel Management" says that human resource management includes management functions including planning functions, organizing functions, directing functions, and control functions. controls). and operational functions which include a) Manpower Procurement, b) Development, c) Compensation, d) Integration, e) Maintenance, f) Termination of Employment (Separation).

### **Employee Training**

Mulia Nasution (2000:71-72), "Training is a teaching and learning process by using certain techniques and methods to improve the skills and work abilities of employees." Types of Training According to T. Handoko (2000: 110) the methods of education and training are divided into main categories, namely: On-the-job training methods, such as: job rotation, job instruction training, internships, coaching. and temporary assignments. Off-the-job training methods include: 1) simulation methods (case study methods, role playing, business games, laboratory games and executive development programs. 2) Information percentage techniques (lectures, video presentations), conference method, programmed instruction, self-study.

### **Work Productivity**

John Kendrick (2002: 2) in his book "Management" Stonner AF. James 2nd Edition defines productivity as follows, "The relationship between output (output) in the form of goods and services (O) with input (input) in the form of Human Resources (I), which is used in the production process, the relationship is usually expressed in the form of ratio  $O/I$  (Output/Input)." Factors Affecting Productivity. Quality and Capability. The quality and physical abilities of employees can be influenced by the level of mental education and physical abilities of the employees concerned. Supporting facilities such as the work environment and for example the use of technology in the machines used and employee welfare guarantees such as BPJS. Supra Saran. What happens inside the company is influenced by what is outside the company, such as the sources of production factors used, market opportunities, government taxation and licensing, and another environment.

## **3. Methods**

The author conducted research at PT. Aryan Indonesia, having its address at Jalan Jenderal Sudirman Kav 52-53/Lot 3 and 5 Pacific Place Mall, 6th, and 7th Floors Senayan, South Jakarta. The time of this research was carried out for five months, namely from October 2018 to February 2019.

### **Method of Determination of Population and Sample**

Population: The population of this research is the employees of the operational department of PT. Aryan Indonesia, amounting to 150 people. Sample: The population that was sampled in this

study were employees of PT. Aryan Indonesia who is still registered as an employee training participant. The samples taken as research material were eighty people.

### **Data Collection Method**

The library research method: the method by studying books, articles, and written materials that have a relationship with the problem being discussed. Direct interview (Interview): namely data collection techniques used to obtain information by asking directly or holding face-to-face at the research site. Direct observation (Observation): The author made observations and direct observations by visiting the company being studied. Questionnaire: Data collection technique by giving a set of written questions to respondents to answer.

### **Data Processing Method**

The data that has been collected was analyzed by quantitative methods. This method processes data into information in the form of numbers that make it easier for the author to analyze the relationship between the variables studied. To see whether there is an influence between training and education on employee productivity in a company, the author uses a statistical formula that is useful for analyzing the effect of training on employee work productivity. To obtain the test results of the relationship between training and productivity, the authors use the method of regression analysis and correlation coefficient.

### **Correlation Analysis Method**

The correlation analysis method is used to see the close relationship between two variables, namely the dependent variable or dependent variable (Y) and the independent variable or independent variable (X). The dependent variable in this study is work productivity and the independent variable is employee training

### **Linear Regression Method**

This test is carried out to determine the extent of changes in the Y variable if there is a change in the X variable per unit, the formula is:  $Y = a + bX$

## **4. Results and Discussion**

### **Brief Company History**

PT. Aryan Indonesia is the company that owns the first Kidzania franchise rights in Southeast Asia. Kidzania is a family recreation area with an edutainment theme. The rides available are specifically for children aged two to sixteen years with a focus on education and entertainment. In this place erected buildings that are commonly found in today's cities. This concept was born from a unique idea of a Mexican company which was finally realized thanks to the hard work of four young entrepreneurs. Finally, the city for children opened for the first time on September 1, 1999, at the Santa Fe mall, Mexico City. Kidzania combines two concepts, namely education and entertainment (edutainment). Instinctive games that do not require special training throughout the various activities that have long been carried out by humans, universal approaches like real activities. Children are VVIP guests and everything is designed and provided for them. Kidzania Jakarta was first opened and inaugurated on November 24, 2007, Kidzania Jakarta is located at Pacific Place Mall L6-601,

SCBD, Jl. Sudirman Kavling 52-53, South Jakarta 12190. Kidzania Jakarta has a building with an area of 7500 m<sup>2</sup>, with a maximum capacity of 1200 people for children's visitors and 600 people for adults with a total of 1800 people per shift. Kidzania's operating hours are open every day throughout the year with the provisions of operating hours that are adjusted to the high season and low season imposed by the Kidzania management.

### **Training Policy at PT. Indonesian Aryans**

PT. Aryan Indonesia as a service company implements employee training with the aim of improving the skills and abilities of employees as the basis for the company's sustainability and is carried out directly in the actual workplace, with supporting facilities and infrastructure, such as projectors. Participants are trained by teachers from within the company itself who have long experience in the company and have taken all levels of training provided by the company. The training program implemented is known as Training Level. In this Level Training, participants will follow the Aspirational Pyramid program starting from level one to level five with different training topics for each level. The following is an explanation of the Aspirational Pyramid material:

#### *1. Level 1 Quality in work*

- Grooming standards. Discusses how the standard of appearance is required for employees of the operational department.
- Service attitude. Discussed how the standard of attitude and behavior of employees when serving Kidzania visitors. At the beginning of the meeting with visitors, operational employees are required to greet with the greeting "Good evening". This is because the theme of Kidzania, which is the city of the night, must be strengthened with this greeting. Employees are taught to provide the best service to visitors, such as taking visitors to the toilet when they ask for directions to the toilet as a form of extra service.

#### *2. Level 2 Supervising Skill*

- Teamwork slides. Discuss the importance of teamwork (team wok)
- Compromise. Discuss the importance of an agreement in a mutual agreement related to a pleasant attitude and communication. Aims that the cooperation that exists can run well with good communication between employees.
- Responsibility. Laying the blame on others leads you away from taking responsibility for a problem. Not leaving the blame on one party to avoid responsibility, such as using traffic jams as a reason for being late for work

#### *3. Level 3 Human Resource Management*

- Ok productivity. Productivity and Quality are two sides of the same coin. Employees are given the understanding that they are working to produce quality services. This is where it is very important to emphasize that the services provided to consumers must be maximal and sincere.
- Managing team. The goal is to ensure that leaders understand that a team exists to achieve something, build teams with collaboration and collaboration and motivate, use teams effectively.

#### *4. Level 4 Service skills*

- Up your service. The training participants were given a briefing on "The Can-Do Spirit" which is a discussion about the spirit of what can be done. The points discussed, namely Have a positive outlook on your work and in your life (have a positive view on your work and in your life), approach difficulties with enthusiasm, challenges with interest and commitment (face

difficulties with enthusiasm, challenges with interest and commitment), welcome complaints from customers as useful contributions, trust to keep your word, fulfill your promises and meet your obligations.

- Work under pressure. The goal is to recognize and understand how stress can maximize performance and creativity, increase self-confidence, and nourish the body. Level 5 Expert Skill

### **Human Characteristics**

Discusses the four human traits and how employees will deal with visitors who have these traits, such as sanguine people are popular. One of his weaknesses is his moody nature or depending on the mood. Sometimes he gets excited quickly, but suddenly cries, or vice versa. Professions that dwell in the field of entertainment are usually colored by people who are sanguine types. Phlegmatic people are people who love peace. His nature relents, does not want to get involved in the debate. Phlegmatic people usually exist in professions that do not have much conflict. Choleric people are people who have a leadership spirit. Has authority, has a strong will, and is usually easy to order other people. The downside is that not everyone wants to be ordered around. People who become leaders/managers are usually choleric types. Melancholy people are perfectionists. Likes details and requires precision. One of the weaknesses of melancholy people is that they are too perfectionist, sometimes they like to procrastinate until the perfect atmosphere is created. People who work in the field of research are usually melancholy types.

### **Instruction Skills**

Discuss how employees will treat themselves at placed to do a job and when giving direction to consumers.

### **SWOT Tows**

Each employee can see their own strengths (S/strange) and weaknesses (W/weaks), opportunities (O/opportunities), and threats (T/treat) from the outside that they face, so that through such evaluations the right movement can roll on continuously.

### **TR Coaching and on the Job Training**

Discusses how employees as a leader are responsible for overcoming problems both theoretically, technically, and methodically to provide training and teaching on work processes.

Implementation time for one year, there are two training terms. The first term is from September to October with the material presented at odd levels, namely level one, three, and five. While the second term is held from February to March with the material presented at even levels, namely levels two and four. The implementation of the training time is arranged in such a way as to overcome the buildup of training participants with a busy work schedule during the holiday season where Kidzania will impose a denser work schedule for its employees.

### **Analysis of the Relationship between Job Training and Employee Productivity**

From the results of this study the author will describe in detail and clearly the research results obtained from the results of distributing questionnaires to the object of research, of course the employees of PT. Aryan Indonesia (Kidzania) as respondents. The author uses a survey method with

questionnaires distributed in Kidzania Jakarta. This survey lasted for 5 months. In this survey the researchers managed to collect 80 respondents. It is hoped that the questions in this questionnaire will be able to find out more clearly about the effect of training on increasing work productivity of PT. Indonesian Aryans.

**Result**

In this study, regression analysis was used to determine the influence between the independent variable and the dependent variable. This analysis method uses Microsoft Excel 2010. The independent variable is the training factor expressed by X and the dependent variable is expressed by Y, namely the productivity factor.

**Table 1. Summary Output**

<i>Regression Statistics</i>	
Multiple R	0.702493
R Square	0.493497
Adjusted R Square	0.487003
Standard Error	3.543089
Observations	80

**Table 2. ANOVA**

	<i>Df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>Significance F</i>
Regression	1	954.0286	954.0286	75.99713814	3.81E-13
Residual	78	979.1714	12.55348		
Total	79	1933.2			

**Table 3. Coefficient**

	<i>Coefficients</i>	<i>Standard Error</i>	<i>t Stat</i>	<i>P-value</i>	<i>Lower 95%</i>	<i>Upper 95%</i>	<i>Lower 95.0%</i>	<i>Upper 95.0%</i>
Intercept	14.58806	2.555873902	5.70766	2E-07	9.4997107	19.67642	9.49971066	19.6764188
PELATIHAN	0.610383	0.070017045	8.71763	3.8E-13	0.4709897	0.749776	0.47098973	0.74977618

From the results of the Microsoft Excel 2010 data processing, it can be seen that the multiple R value is 0.702493. This value is the simultaneous correlation value. Because in this calculation there is only one variable X, the simultaneous correlation is the same as the correlation. This value describes the value of the close relationship between variables. The correlation value is between zero and one for a positive correlation. The closer to zero the value of the relationship is getting smaller, while the closer to positive one is, the value of the positive relationship is getting bigger. The negative correlation value is between zero and -1. The closer to zero the value of the relationship is getting smaller, while the closer to -1, the value of the negative relationship is getting bigger. In the results of data processing above, the correlation value obtained has a large positive relationship. The next value is the value of determination. The value of determination is the value that states the proportion of the Y variable that is affected by the model (the X variable as a whole). From the results of the

above data processing, it is shown that the value of determination is 0.493497. This means that productivity is influenced by training by 49.3497%. The rest is influenced by other factors.

From the results of the analysis above, the effect of employee training on work productivity can be seen that there is a strong relationship between employee training and productivity, which is 0.702493. Then 49.3497% of employee productivity is influenced by employee training, while 50.651% is influenced by other factors not included in this study. Seeing the magnitude of the influence that occurs between the two variables, the training program implemented by the company has given very good results to the objectives to be achieved by holding this training.

## **5. Conclusion**

The results of the above data processing shows that employee training has an effect of 49.3497% on employee work productivity and the rest is influenced by other factors. Based on the results of the data processing, it can be concluded that employee training has a major impact on increasing employee productivity. Based on the research and conclusions above where the effect of training on employee productivity is only 49.3497%, it is hoped that further research will be carried out, in addition to training what factors affect employee productivity at PT. Aryan Indonesia.

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