



Research Article

The Effect of Training on the Performance of Civil Servants in Makassar's Health Training Center (BBPK)

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Abstract: This study aims to analyze the effect of training on the performance of Civil Servants at the Makassar Health Training Center (BBPK). This research is an analytic survey research with an associative approach, namely research that aims to determine the effect of two or more variables. The population in this study were all Civil Servants (PNS) in Makassar Health Training Center (BBPK) Based on Secondary Data in 2019, showing that the number of Civil Servants was 77 people. The sample in this study used the total sample method. so the number of samples in the study were 77 people. Analysis of the data used is multiple linear regression. The results showed that the training (X) partially had a significant effect on performance (Y), namely t-count 2.958 > t table 1.99300 and significance value 0.004 < 0.05. So it can be concluded that there is a significant effect of training on the performance of Civil Servants at the Makassar Health Training Center (BBPK). Makassar Center for Health Training (BBPK) needs to conduct an annual training needs analysis for Civil Servants and assign them to attend training in accordance with their main duties and functions so that employees increasingly improve their performance and maintain the training that has been carried out which contributes to the organization.

Keywords: Training, Performance, Civil Servants, BBPK.

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INTRODUCTION

Makassar Center for Health Training (BBPK) is a government organization within the scope of the Health Human Resource Development and Empowerment Agency of the Ministry of Health of the Republic of Indonesia which has the main task of carrying out the management of health human resource training.

The training carried out so far by the Makassar Center for Health Training (BBPK) is training that is structured and is expected to be able to overcome all the problems of performance in the organization so far in order to support the implementation of the tasks and functions of the organization so that it continues to grow and bring better changes for the organization. Based on observations and interviews with one of the Civil Servants, said that the training that is carried out annually for employees is not in accordance with the tasks of the group, but because of the togetherness so that it can motivate us to participate and it is also

expected to encourage employees in working for the organization in order to experience progress along with the development of science and technology.

The smooth implementation of government tasks in national development is very much determined by the performance of Civil Servants who are the state apparatus to provide services to the public in all fields. The position and role of Civil Servants in every government organization is crucial because Civil Servants are the backbone of the government in carrying out national development.

Training is an important part of developing human resource management that is designed in a structured way to improve the performance of employees both working in government and private agencies in order to obtain optimal work results. The development of human resources with the training approach and career development of employees is expected to improve knowledge, skills, and attitudes

that are sustainable for the progress of the organization (Widodo, 2018).

Training is considered as one of the most important functions of Human Resource (HR) Management because training will add knowledge, skills that will increase the competency and ability of the workforce as a long-term investment in overcoming problems along with the development of science and technology and innovation that quick to face global competition and will certainly give success to organizations (Motlokoa *et al.*, 2018).

The training is directed so that participants as community service bureaucrats can demonstrate their main functions namely solving problems, setting and achieving goals; and understand and handle organizational needs so that performance can be achieved and able to overcome all problems and answer all future organizational challenges both internal and external ". Training is an important organizational investment in human resource development because training can involve human resources to gain knowledge, skills in the learning process so that they can use in working according to their area of work in their organization (Wibowo, 2017).

Training is one of the important factors in developing human resources. Training not only increases knowledge, but also increases work skills, thereby increasing work productivity (Ramadhani, 2017).

Training is an improvement in performance and increases the work motivation of employees who work in government agencies based on the description of their duties as stipulated in the work contract, namely employee performance targets (SKP) imposed on them so that employees have the initiative in advancing the organization in which they work.

Research (Ampomah, 2016) revealed that training and development was one of the factors in improving employee performance in private tertiary institutions in Ghana in the Pentecostal University College case study. In this study also found employees are motivated to work after attending training so as to produce higher performance. Therefore this study recommends that the training and development of all staff must be carried out with enthusiasm.

However, before organizing a training organization first determine the objectives of the implementation of the training itself. According to (Simamora, 2004). The main objectives of the training are to improve and improve the performance of employees, increase the knowledge and skills of employees in line with technological advancements, help solve organizational problems, prepare employees to occupy certain positions, orient employees towards the organization and meet the needs of personal, family and organization.

Aside from the training objectives, the training material is also the most basic thing to consider whether there is a match with the type of training that will be carried out because the training material is one of the determinants of the success of training. Training materials that are prepared based on training objectives that have been set and delivered to trainees have an influence on the performance of every employee or employee who has attended the training.

According to (Mangkunegara, 2014) Training and development material must be adjusted to the objectives to be achieved, the material must be provided systematically and based on stages. While (Marwansyah, 2012) explained that good training materials must always be updated in accordance with existing conditions so that the training content really matches the training participants' needs and abilities. The selection of training materials must pay attention to the suitability of the work, education, training conditions, provisions on the allocation of training time and the content of training materials must be updated so that the training objectives can be achieved.

In order for the training to run effectively, it is also necessary to choose the right method for the company's condition and current employment situation. The application of training methods will also affect the creation of good employee performance. The organizer and trainer in a training must be clever in choosing the method that is suitable with the training that will be carried out whether the training method used is on the job training or off the job training both have a role in enhancing the quality of human resources in the organization (Pratama, *et al.*, 2018).

METHODS

This type of research is an analytic survey research with an associative approach that is research that aims to determine the effect of two or more variables. This research was conducted at the Makassar Health Training Center (BBPK) during February - April 2020. The population in this study was all Civil Servants (PNS) at the Makassar Health Training Center (BBPK) Based on Secondary Data in 2019, showing that the number of Employees Civil Affairs as many as 77 people. The sampling technique is the total sample that is in accordance with the total population. Analysis of the data used in this study for univariate analysis is descriptive analysis based on the characteristics of respondents while multivariate analysis uses multiple linear regression analysis.

RESULTS

The data collected is about the characteristics of research respondents at the Makassar Center for Health Training (BBPK) which includes age, gender, rank/class, length of service, and education level.

Table 1. Distribution of Respondents by Biographical Characteristics at BBPK Makassar

Biographical Characteristics	Category	Frequency	
		N	%
Age	20-30	1	1.3
	31-40	22	28.6
	41-50	35	45.5
	>51	19	24.7
	Total	77	100.0
Sex	Male	42	54.5
	Female	35	45.5
	Total	77	100.0
Rank/ Group	Ia-1d	2	2.6
	IIa-IIId	11	14.3
	IIIa-IIIId	44	57.1
	IVa-IVe	20	26.0
	Total	77	100.0
Years of service	0-10	20	26.0
	11-15	17	22.1
	16-20	9	11.7
	21-25	18	23.4
	>26	13	16.9
	Total	77	100.0
Education Level	Junior School	3	3.9
	High School	11	14.3
	D2 and D3	2	2.6
	D4/Bachelor	31	40.3
	Master	28	36.4
	Doctorate	2	2.6
	Total	77	100.0

Source: Primary data 2020

In table 1 above shows that the characteristics of research respondents based on age at most 41-50 years old are 35 respondents (45.5%) while the least respondents are aged 20-30 years 1 respondent, based on male gender as many as 42 respondents (54.5%), while women as many as 35 respondents (45.5%), based on rank/class the most have rank/class IIIa-IIIId is 44 respondents (57.1%) while the fewest who have

rank/class Ia -Id as many as 2 respondents (2.6%), based on the most work period is 0-10 years ie 20 respondents (26.0%), while the least tenure of 16-20 years is 9 respondents (11.7%), based on the level The highest education level is S1 / D4 education level of 31 respondents (40.3%) while the least is the education level of D2 and D3 and S3 respectively 2 respondents (2.6%).

Validity Test

Table 2. Validity Test

		r-count validity Corrected Item-Total Correlation		
Variable	Statement		Sig.	Criteria
Training				
X1	0,843	0,444	0,000	Valid
X2	0,712	0,444	0,000	Valid
X3	0,816	0,444	0,000	Valid
X4	0,780	0,444	0,000	Valid
X5	0,777	0,444	0,000	Valid
X6	0,791	0,444	0,000	Valid
X7	0,809	0,444	0,000	Valid
X8	0,795	0,444	0,000	Valid
X9	0,609	0,444	0,004	Valid
X10	0,830	0,444	0,000	Valid
Performance				
Y1	0,770	0,444	0,000	Valid
Y2	0,851	0,444	0,000	Valid

Y3	0,903	0,444	0,000	Valid
Y4	0,909	0,444	0,000	Valid
Y5	0,881	0,444	0,000	Valid
Y6	0,878	0,444	0,000	Valid
Y7	0,721	0,444	0,000	Valid
Y8	0,579	0,444	0,007	Valid
Y9	0,759	0,444	0,000	Valid
Y10	0,631	0,444	0,003	Valid

Source: Primary Data Tahun 2020

In table 2 above shows that the significance value for each statement is <0.05, it can be concluded that all statements on the training and performance variables are declared valid.

Reliability Test

Table 3. Reliability Tests

Variable	r-count reliability	r-table	Criteria
Training	0,926	0,6	Reliable
Performance	0,932	0,6	Reliable

Source: Primary Data Tahun 2020

In table 3 above shows that the Cronbach alpha value for each statement > 0.6 it can be concluded that each statement on the training variable and performance is declared reliable

Results of Multiple Linear Regression Analysis

Multiple regression analysis aims to determine the relationship that occurs between one dependent variable with one or more independent variables in order to know the estimated value of the dependent variable generated by the influence of the independent

variable between the independent variable and the dependent variable. The results of multiple linear regression tests are based on research variables at the Makassar Health Training Center (BBPK) as contained in the following table:

Table 4. Multiple Linear Regression Test Results

Model	Unstandardized Coefficients	
	B	Std. Error
(Constant)	10,766	3,798
Training	,227	,077

Source: Primary Data Tahun 2020

Table 4 above shows that the multiple linear regression equation model is obtained as follows:
 Performance (Y) = 10,766 + 0,227 Training (X)

The interpretations of the multiple linear regression equation are:

- a) a = 10,766 state that if Training (X) remains (does not change) then Performance (Y) is 10,766.
- b) b₁ = 0,227 states that if Training (X) increases, then Performance (Y) will experience a change of 0.227

T-Test

T-test is used to determine the effect of the independent variable partially on the dependent variable. The t-test aims to see and find out how much influence the training variable has on the performance of Civil Servants. The SPSS program analysis results from the regression can be seen in the following table:

Table 5. T-Test Results

Variable	Coefficient Regression	Beta	T	Sig.
Constanta	10,766		2,834	,006
Training (X)	0,227	0,287	2,958	,004

a. Dependent Variable: Performance

Source: Primary Data Tahun 2020

The analysis results obtained t arithmetic for the effect of training variables (X) on the performance that is a significance value of $0.004 < 0.05$ and $t \text{ value} > t \text{ table}$ is $2.958 > 1.99300$ so it can be concluded that H_0 is rejected while H_1 is accepted. means that variable X about training has a significant effect on the performance of Civil Servants

DISCUSSION

The training carried out by the Makassar Center for Health Training (BBPK) is a structured and systematic training aimed at all Civil Servants who can have an influence on increasing the knowledge, skills, and understanding of existing human resources. The training was carried out to help the competitiveness of the organization by assisting employee retention. In addition, training can be an effort to improve performance that can support organizational goals (Mangkunegara, 2014). Human resources who have received training programs will automatically overshadow their organizations to use their abilities, knowledge, and skills to provide services to the public who are consumers (Adisasmito, 2014).

Training is an employee learning process that allows employees to carry out work in accordance with organizational standards. Training conducted based on the needs of Civil Servants in accordance with their main tasks will have a positive impact on the progress of the organization because employees who have participated in the training can implement the knowledge and skills they have acquired to improve performance in their assignments. Training is a process of improving systematically and in accordance with the needs of employees by increasing skills, knowledge, and understanding as well as self-motivation and innovation (Kiernan et al., 2011; Stazyk & Davis, 2015).

Evaluation of training results is an effort to find out about the learning outcomes of trainees which includes knowledge, skills, attitudes, and performance by looking directly at the application in the world of work which is their duties and responsibilities. (Widoyoko, 2017).

Performance is the result of work that can be achieved by a person or group of people based on their job descriptions by means of a contractual agreement between superiors and subordinates that is governed by the rules in an organization and in accordance with the authorities and responsibilities inherent in each of them so that their work can be carried out and completed, which is oriented towards an expected outcome together with what was planned together in order to achieve organizational goals. (Purnama, 2013; Hayat, 2017).

Employee performance is one of the important keys for organizational development because every

organization that becomes a benchmark that the organization is progressing is its human resources whether it has good performance or not because an organization that can produce good performance certainly cannot be separated from the results of the work achieved by members of the organization. For that, the organization must be able to coordinate each of its members in the achievement of performance.

Based on the results of the study showed that training there is a significant influence on the Performance of Civil Servants at the Makassar Health Training Center (BBPK), meaning that more and more employees attend training, the performance increases and continues to add knowledge and skills as an investment for a better organizational future.

This study is in line with research conducted by Ramadhani (2017) about the influence of the quality of human resources, organizational climate and training education on the performance of employees of the Health Training Center (Bapelkes) of South Kalimantan Province that education and training have an influence on the dependent variable Employee Performance means more intense and the quality of training provided by the training providers will further improve employee performance.

Likewise with research conducted by Sari (2018) that the performance of Civil Servants at the Lubuklinggau City Education Office has increased due to routine training in accordance with the main tasks that have been developed so far.

CONCLUSION

Training conducted by the Makassar Center for Health Training (BBPK) involving all 77 Civil Servants as trainees. From the results of this study indicate that there is a significant influence of training on improving the performance of Civil Servants with a significance value of $0.004 < 0.05$ and the value of $t \text{ count} > t \text{ table}$ is $2.958 > 1.99300$. The Makassar Center for Health Training (BBPK) needs to conduct an annual training needs analysis for Civil Servants and assign them to attend training in accordance with their main duties and functions so that employees increasingly improve their performance and maintain the training that has been carried out which contributes to the organization.

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