



DOI: <https://doi.org/10.38035/dijms.v7i2.6124>  
<https://creativecommons.org/licenses/by/4.0/>

## The Effect of Training on Employee Performance at PT. Asuransi Bintang Tbk, Jambi Branch

Said Almaududi<sup>1</sup>

<sup>1</sup>Universitas Batanghari, Jambi, Indonesia, email. [saidalmaududi@gmail.com](mailto:saidalmaududi@gmail.com)

Corresponding Author: [saidalmaududi@gmail.com](mailto:saidalmaududi@gmail.com)<sup>1</sup>

**Abstract:** This study aims to examine the effect of training on employee performance at PT. Asuransi Bintang Tbk Cabang Jambi. This research is quantitative descriptive research used to test hypotheses. The research sample consists of employees from PT. Asuransi Bintang Tbk Jambi Branch, with a population of 55 persons, utilizing the population census method as respondents to answer the questionnaire. The data collection technique employed is questionnaires. The data analysis technique utilized is SPSS with simple regression analysis and t-test. Training (X) and Performance (Y) at PT. Asuransi Bintang Tbk Jambi Branch are positively correlated, according to the SPSS calculation  $Y=0.809+0.696X+e$ . This figure of 0.299 from the SPSS results (coefficients) shows that the Training variable (X) may explain the Performance variable (Y) by 29.90%, with other factors not included in the study model accounting for the remaining 70.10%. Partially, training has an influence on the performance of PT. Asuransi Bintang Tbk Jambi Branch. The study's conclusion is that, overall, training has a beneficial impact on employee performance. Based on hypothesis testing, a substantial positive link was discovered between training and employee performance.

**Keyword:** Training, Performance.

### INTRODUCTION

Human resources are assets that must be developed effectively and efficiently to achieve optimal performance. To achieve organizational goals, companies must be able to create conditions and situations that encourage and enable employees to optimally develop their abilities and skills, particularly in terms of performance. One crucial aspect for companies in human resources is HR training. According to Mangkunegara (2014:19), training is an activity intended to improve the capabilities of employees within a company. Therefore, it can be understood that training is a process that will result in behavioral changes in employees. During training, employees are provided with knowledge, which includes their understanding of various procedures, processes, regulations, and work-related disciplines.

One way to measure and evaluate employees' ability to persist and fulfill their responsibilities to the company they work for is by observing their performance. To achieve high quality and quantity of work results, employees are required to carry out their assigned tasks effectively. They must optimize their time, be disciplined, and be honest. Performance,

according to Mangkunegara (2017: 67), is the quality and quantity of work results achieved by an employee when they carry out their work in accordance with their assigned responsibilities. Performance and training are closely related because high performance is largely determined by an employee's abilities, skills, and knowledge.

Insurance is an agreement between two parties in which one party is responsible for paying a premium, and the other party is responsible for fully guaranteeing the premium payer if something happens to the first party or their property as per the agreement. There are many types of insurance in Indonesia used for various purposes, such as health insurance, education insurance, and general loss insurance. PT. Asuransi Bintang Tbk is a general or loss insurance company that offers a wide range of insurance products, such as fire insurance, motor vehicle insurance, financial insurance, transportation insurance, property or building insurance, and personal accident insurance. PT Asuransi Bintang Tbk has grown and developed for more than five years by continuously improving the quality of its human resources, systems, and procedures. PT Asuransi Bintang Tbk (ASBI) was founded in 1955 by Soedarpo Sastro Satomo, Idham, Wibowo, Pang Lay Kim, Ali Budiarmo, Roestam Muenaf, J.R. Koesman, and Ismet. Its head office is located at Jl. RS Fatmawati No. 32, South Jakarta.

## **METHOD**

The research method used is a quantitative descriptive method. According to Nazir (1988: 63), a descriptive method is a way to examine the current status of a group of people, objects, sets of conditions, systems of thought, or classes of events. Quantitative research collects, processes, and analyzes respondent data to identify relationships between the variables studied. Two or more variables may be used. Sugiyono (2017) states that the quantitative descriptive method is used to determine the value of one or more independent variables without comparing or relating them to other variables. For example, descriptive quantitative research is conducted to determine the difficulty of training materials provided to a company.

**Descriptive Analysis Method:** The frequency score for each question item is calculated to analyze the problem above. To calculate the score for each component studied, Umar (2013: 225) transforms all data frequencies into weighted values.

**Quantitative Analysis:** According to Sugiyono (2013), the quantitative method is a research approach based on the philosophy of positivism and is used to study specific populations or samples. Sampling is usually conducted by chance, and research instruments are used to collect data. The purpose of quantitative and statistical analysis is to test predetermined hypotheses.

### **Simple Linear Regression Coefficient**

To answer the hypothesis, Sugiyono (2017: 261) used a simple linear regression analysis tool, which estimates the value of variable Y based on the value of variable X and also estimates the change in variable Y for each unit change in variable X, which was processed using the SPSS program.

The simple linear regression equation is:

$$Y = a + bX + e$$

Where : Y = Performance

X = Training

a = Constant

b = Regression Coefficient

e = Error

### Correlation Coefficient

Correlation, according to Supardi (2013: 26), is the relationship or closeness between two variables. It consists of one independent variable and one dependent variable, as well as the direction of the relationship.

### Coefficient of Determination

According to Supardi (2013: 188), the coefficient of determination is denoted by  $r^2$ . This value indicates the portion of the total variation in the response value that can be explained or linked by a linear relationship with the independent variable, while the remainder is explained by other variables (errors or other factors). The coefficient of determination is expressed as the square of the correlation coefficient  $r^2 \times 100\% = n\%$ , meaning that  $n\%$  of the dependent variable can be explained by the independent variable, while the remaining  $(100-n)\%$  is explained by error or the influence of other variables. Meanwhile, in correlation analysis with more than one dependent variable (multiple/multiple), there is an adjusted coefficient of determination that is very sensitive to the number of variables.

### Hypothesis Testing

According to Sunyoto (2016: 29), hypotheses are tested using analysis that assesses statistics, averages, and proportions from one or two samples being studied. This test determines whether the initial (null) hypothesis is accepted or rejected. Statistical figures from a sample are examined because the hypothesis can be either true or false. Hypothesis testing in this study was conducted using individual tests (t-tests). According to Ghozali (2013: 98), partial hypothesis testing aims to demonstrate the impact of each independent variable separately on the dependent variable. The t-test is a test of the regression coefficient of each independent variable on the dependent variable to assess the extent of the independent variable's influence on the dependent variable.

The steps for hypothesis testing are as follows :

1. Hypothesis Design

Ho: There is no effect between training and work performance at PT. Asuransi Bintang Tbk Jambi.

Hi: There is an effect between training and work performance at PT. Asuransi Bintang Tbk Jambi.

2. Calculating the ttable Supardi (2013: 233) determines the table value with the provisions for the significance level  $\alpha=5\%$  (0.05) and  $dk = n-k-1$ .

## RESULTS AND DISCUSSION

### Regression Equation

The Effect of Training on Employee Performance at PT. Asuransi Bintang Tbk, Jambi Branch, based on SPSS calculations, is as follows:

**Table 1. Simple Regression Test Results Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig
	B	Std. Error	Beta		
1 (Constant)	.809	.520		1.557	.129
Training	.696	.185	.547	3.755	.001

a. Dependent Variable: Performance

Based on this information, it is known that the regression equation is as follows:

$$Y = 0,809 + 0,696.X + e$$

From the regression equation above, it can be seen that the value of  $\beta$  is 0.809. This proves that if the variable X (Training) is 0.696, then the variable Y (performance) is 0.809. Furthermore, with the simple linear regression equation above, there is a positive regression coefficient value for variable X, which is 0.696. If the coefficient value of X is positive if there is a change in variable X, it will cause a change in the same direction in variable Y. In this study, it can be analyzed that the magnitude of the influence of Training is 0.696, meaning that if Training at PT. Asuransi Bintang Tbk Jambi increases by 100%, employee performance at PT. Asuransi Bintang Tbk Jambi will increase by 0.696%.

**Coefficient of Determination**

The results of the SPSS calculation to see the coefficient of determination can be seen in the following model summary:

**Table 2. Coefficient and Determination Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.547 <sup>a</sup>	.299	.278	.28340	1.886

a. Predictors: (Constant), Training

b. Dependent Variable: Performance

The correlation coefficient between the Training (X) variable and Performance (Y) at PT. Asuransi Bintang Tbk Jambi is 0.299, meaning there is a close relationship between the Training (X) and Performance (Y) variables. From the summary test results, the  $r^2$  value (determination) of 0.299 is obtained. This figure states that the Training (X) variable is able to explain the Performance (Y) variable of employees at PT. Asuransi Bintang Tbk Jambi Branch by 29.90%, while 70.10% is caused by other variables that have not been studied.

**Partial t-Test**

The t-test is used to determine the effect of training (X) on performance (Y). The criteria are:

Ho: There is no significant effect between training (X) and performance (Y).

H1: There is a significant effect between training (X) and performance (Y).

**Table 3. Partial t-Test**

Model	t	Sig
1 (Constant)	1.557	.129
Training	3.755	.001

a. Dependent Variable: Performance

Calculating  $t_{table}$  (Sarwono, 2012: 191) using the following conditions:  $\alpha = 5\%$  and Degree of Freedom (DF) = number of Data - 2) or 35-1-1-33 and  $t_{table} = 2.03452$ . Based on the calculation results obtained  $t_{count} 3.755$  while  $t_{table}$  is 2.03452. So  $t_{count} 3.755 > 2.03452$ . Then Ho is rejected and H1 is accepted. Thus, there is a significant influence between Training (X) on Employee Performance (Y) at PT. Asuransi Bintang Tbk Jambi Branch.

## Discussion

Training is a process that changes employee behavior, according to Notoatmodjo (2015: 19). However, according to Andrew in Mangkunegara (2017: 44), training is a short-term educational process that uses systematic and structured procedures in which non-managerial employees acquire conceptual and technical knowledge to achieve limited objectives. In the challenging era of globalization, training serves as a tool for developing human resources. Training, according to Article 1 paragraph 9 of Law No. 13 of 2003 concerning Manpower, is all activities aimed at providing, acquiring, improving, and developing work competencies, productivity, discipline, attitude, and work ethic at the most important skill and expertise levels that correspond to the level and qualifications of the job or position. According to Agusta (2013), the need for training is the difference between the knowledge and skills required for the work performed by an employee. Training indicators, according to Mangkunegara (2017:44), are as follows: 1. Required Materials: Materials must be derived from the estimated training objectives, the need for specific skills instruction, and the presentation of necessary knowledge must be clear and measurable. 2. Methods: The chosen method must be tailored to the type of training to be conducted. 3. The training instructor's ability to source information. 4. Training Participants: It is crucial to consider the type of work to be trained and the type of work to be trained. 5. Training Evaluation: After the training is completed, an evaluation must be conducted, taking into account training outcomes such as reaction rate, learning rate, work behavior, and final grades.

Some people define performance as work results or work achievements. However, the meaning of performance encompasses more than just work results; it also includes how the work process is carried out. Next, we will discuss the definition of performance. According to Sedarmayanti (2013: 29) in her book *Human Resource Management Bureaucratic Reform and Civil Servant Management*, the word "to perform" has several meanings: 1. Doing or carrying out an action (Doing, running, executing), 2. Fulfilling or carrying out the obligations of an oath, 3. Depicting a character in a play, 4. Depicting with voice or musical instrument, 5. Carrying out or perfecting responsibilities, 6. Playing a role in a play, 7. Playing music, 8. Doing something expected by a person or machine.

Of the several definitions of employee performance, according to researchers, the indicators that can be used to measure the performance of PT. Asuransi Bintang Jambi Branch employees are the definitions put forward by Bernardian & Russell (in Faustino Cardoso Gomes 2005: 142): 1. Quantity of work: the amount of work carried out in a predetermined period. 2. Quality of work: the quality of work obtained based on the requirements of readiness and suitability. 3. Job Knowledge: the breadth of knowledge about skills and the job. 4. Creativeness: the originality of the ideas presented and the actions taken to resolve emerging problems. 5. Cooperation: the willingness to collaborate with fellow members of the organization. 6. Dependability: the awareness of being trusted to attend and complete work. 7. Initiative: the enthusiasm to undertake new tasks and expand responsibilities. 8. Personal Qualities: related to personality, leadership, friendliness, and personal integrity.

## CONCLUSION

From the statistical tests above, the author can explain in detail the research hypothesis testing, which will be discussed step by step according to the proposed hypothesis. The characteristics of employee training and performance at PT. Asuransi Bintang Tbk, Jambi Branch, are suspected to be high. Based on the research results, the characteristics of employee training and performance at PT. Asuransi Bintang Tbk, Jambi Branch, are as follows:

1. Training: Training with a score of 107 and a score of 150, based on the lowest scale range of 91-118.9, indicates high performance, and training with a score of 147-175, indicates very high performance.
2. Performance: Performance with a score of 125 and a score of 154, based on the lowest scale range of 119-147.9, indicates high performance, and performance with a score of 147-175, indicates very high performance.

Based on the explanation above, it can be concluded that both variables in this study fall into the high category, thus the hypothesis in this study is accepted. The hypothesis in this study is that Training (X) affects Performance (Y). Based on data management, it is known that the impact of Training on Performance reaches 0.547. Therefore, it can be concluded that there is a relationship between Training and Employee Performance, in addition, based on hypothesis testing, it is known that there is a significant influence of training on employee performance at PT. Asuransi Bintang Tbk Jambi Branch.

Practically, the findings of this study provide important managerial implications for PT. Asuransi Bintang Tbk, Jambi Branch. Company management needs to develop an integrated strategy to provide various types of education and training for employees, from staff to managerial levels. Furthermore, employees should always maintain high performance to ensure the company's goals and targets are achieved, which ultimately has a financial impact on all employees of PT. Asuransi Bintang Tbk, Jambi Branch.

## REFERENCE

- Dessler, Gary. (2014). *Manajemen Sumber Daya Manusia*. Klaten: PT. Indeks
- Gaol, CHR, Jimmy L. (2014). *A to Z Human Capital (Manajemen Sumber Daya Manusia) Konsep. Teori dan Pengembangan dalam Konteks Organisasi Publik dan Bisnis*. Jakarta: PT. Gramedia Widiasarana
- Gomes, F.C. (2005). *Manajemen Sumber Daya Manusia*. Yogyakarta: CV Andi.
- Handoko, T.H. (2012). *Manajemen*. Yogyakarta: BPEE
- Hasibuan, M.S.P. (2014). *Manajemen Sumber Daya Manusia*. Jakarta: Bumi Aksara
- Herlambang. (2013). *Pengantar Manajemen*. Bandung: Alfabeta
- Mangkunegara, A.A.P. (2006). *Evaluasi Kinerja SDM*. Bandung: PT. Refika Aditama
- Mangkunegara, A.A.P. (2008). *Perencanaan dan Pengembangan SDM*. Bandung: PT. Refika Aditama.
- Mangkunegara, A.A.P. (2009). *Manajemen Sumber Daya Manusia Perusahaan*. Bandung: PT. Remaja Rosdakarya.
- Mangkunegara, A.A.P. (2017). *Manajemen Sumber Daya Manusia Perusahaan*. Bandung: PT. Remaja Rosdakarya.
- Manullang. (2009). *Dasar-Dasar Manajemen*. Yogyakarta: Gajah Mada University Press
- Notoatmojo, Soekidjo. (2019). *Pengembangan Sumber Daya Manusia*. Jakarta: Rineka Cipta
- Rivai, V & Sagala. (2014). *Manajemen Sumber Daya Manusia untuk Perusahaan dari Teori ke Praktik*. Jakarta: PT. Raja Grafindo Persada
- Rivai, V. (2014). *Sumber Daya Manusia untuk Perusahaan*. Jakarta: Rajawali Pers
- Simamora, H. (2010). *Manajemen Sumber Daya Manusia*. Jakarta: Gramedia Pustaka
- Sugiyono. (2020). *Metodologi Penelitian*. Yogyakarta: Andi Offset
- Wungu & Brotoharsojo. (2003). *Tingkatkan Kinerja Perusahaan Anda dengan Merit System*. Jakarta. PT. Raja Grafindo Persada
- Wether, B.W.Jr., & Davis, K. (2003). *Personnel Management and Human Resources*. Singapore: McGraw-Hill