

THE INFLUENCE OF MOTIVATION, TRAINING AND ORGANIZATIONAL CULTURE ON THE PERFORMANCE OF KTM RESORT BATAM EMPLOYEES

Jhovie Pratama Putra¹, Asron Saputra²

^{1,2} Faculty of Economics and Business, Universitas Putera Batam, Indonesia

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E-mail:

pb190910335@upbatam.ac.id,
Asron.Putra@puterabatam.ac.id

ABSTRACT

This study aims to determine whether motivation, training and organizational culture affect employee performance. The number of respondents was 105 consisting of all KTM resort Batam employees using SPSS version 25 as a statistical tool. The method by analyzing the influence of independent variables with the condition that the variables are not symmetrical is called associative. Associative can also be said to be a method that tests the relationship of more than one variable. The results show that the independent variables simultaneously affect employee performance with a calculated f value of 86.416 > 2.69 f table and sig < 0.05 followed by a large number of influences of 71.1% and the remaining 28.9% outside of this study.

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1. INTRODUCTION

Good human resources are those that possess the necessary competence and abilities for the job. Before and after work, employees have a strong desire to prolong their lives by working. First, they will consider employment to generate revenue. Both work to retain their reputation since by working they are not unemployed, and thirdly, those who work will be dedicated to their employment by enhancing their performance, allowing the organization to continue to have faith in them. Thus, employees will be motivated to work in order to meet their desires, and in order to enhance the performance of the organization, employees must get training.

The results of properly managing human resources will be strong performance, which will have a favorable impact on the company's ability to achieve its goals accomplished by giving staff with encouragement and excitement for their work, hence increasing employee performance. Motivation is an incentive to increase effort and arouses employees' love for their profession, resulting in best performance. Motivation refers to the psychological processes that lead to the creation of goal-directedness and the maintenance of voluntary pursuits. Motivation is a perplexing motive activity since it cannot be immediately witnessed or quantified, hence motivation may be defined as the amount of a person's conduct that is directed toward gratifying their desires [7].

Training is the process of enhancing performance in order to acquire information, skill, and behavior. Training will elevate personnel to a higher level since it facilitates the achievement of organizational objectives. A person who has obtained training will earn a promotion in order to benefit the firm and himself. Training is a human aspect in enhancing improved and optimal employee performance, with training serving as a role in maximizing and achieving organizational goals. Training is a process of gaining skills, knowledge, and attitudes that benefits both employees and employers by preparing them for future job responsibilities [10].

An organization is formed in order to generate earnings that will be necessary to sustain its operations in the future. Management in company is essential, thus organizations must carefully plan in order to earn profits for the businesses they operate. As drivers of the organization's direction, employees are required to execute the activities or duties assigned by the leader as effectively as feasible. The success of a business depends on its employees, and it is desired that their work is efficient and successful. Companies that create rules for carrying out employee responsibilities are directed to create a sequence of tasks that correspond to the job performed by employees. Managers can exert control over employees who have their own wants and objectives when it comes to doing their jobs. Companies can integrate with employees in order to meet the goals of both the employees and the organization. A high level of dedication will enhance company culture and help both parties reach their respective objectives. Employees comply

with regulations and are committed to the firm as a result of organizational culture, resulting in high performance [4] Motivation, training, and organizational culture all play a role in resolving corporate issues to achieve maximum performance. Employee performance refers to an employee's ability to operate more effectively and efficiently on the job, resulting in high-quality, optimum output. When employees are devoted to the firm, their performance inside the organization will increase. The company's performance is mirrored in the performance of its employees, and human capital serves as an indicator of the company's driving power. Companies rely heavily on employee performance, hence employee performance is a reflection of the organization. An employee is accountable for the job he is assigned in line with his work assignments, so that his performance may be evaluated based on the quality and quantity of his labor [12].

2. LITERATURE REVIEW

Motivation

In order to attain certain goals, employees must meet their wants; hence, they require moral principles to reach their goals. Employees who have access to life's basics will be motivated to meet their requirements in any way that encourages motivation at work [1]. Motive is derived from the desire to accomplish what is wanted. As a motivating factor for individuals to achieve the desired outcomes, motivation demands direction and perseverance at work [14]. An employee will be motivated to work because with encouragement, corporate goals will be established, requiring employees' attention [6].

Training

Training is a procedure wherein people acquire new skills in a methodical and planned manner that will be beneficial in the near future [3]. Employees are not merely resources for managing a company in the modern day; they are also an asset. As the company's employees are its assets, it must enhance their abilities so that they can acquire assets with integrity and professionalism in the future [14] Companies that undertake training strive to improve the skills and attitudes of current and prospective employees so that the newly acquired talents will benefit the firm [6].

Organizational Culture

In organizing, culture as the formation of patterns internally or externally in a company should work together to overcome problems that occur so that it will create habits that prioritize the harmony of an organization [1]. A habit that has been inherited from its predecessors to new employees to solve problems that exist within the organization. Its implementation must be consistent so that it can be completed on time and efficiently [14]. Organizational philosophy will be created from habits and values within the company. With a culture that is used to it, it will make the organizational process run according to the will of the company. The culture that is created can make employees adapt or not with their organization [4].

Employee performance

The results of work produced by employees both in quality and quantity have an impact on the continuation of the company. Employee performance will compare the tasks given and work results. The tasks given must be fully responsible with the aim of maximizing the performance of the resulting employees [1]. Job performance is an indication of the performance of an employee. Performance is not only in the form of results produced but in the work process is also included in employee performance. Customer satisfaction in a company is a source of profit for the company, therefore employee performance is a process that produces optimal work [14]. Employees who are given their duties and responsibilities will shape their own performance. The results that are done are the work of employees so that it adds to the satisfaction of managers for the work of employees [6].

Referring to the theory with the background of the researcher conducting a hypothesis with a conceptual framework image aims to test whether there is influence of the variables studied

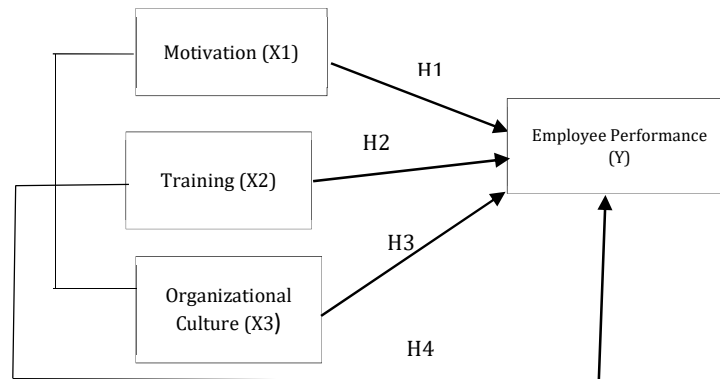


Figure 1. Conceptual Framework

Hypothesis Development

As the driving force of employees, there are several elements of work motivation. Motivation is based on the desired goals with goals, employees will be motivated to work. Humans who are given a perfect brain, mental and physical body should be able to be useful at work. Employees who are given tasks and responsibilities should be able to do them on time. Employees who work should not break promises with their organizations. Profit is the will of all people on earth, but employees as organizational people should have high dedication, likewise companies should not arbitrarily benefit their organizations. They must have a plan that is for mutual benefit [13].

H1: A Positive Influence of Motivation on Employee Performance

As for the training components that must be considered, such as, the instructor has an important role in carrying out the training provided by a good instructor who will be wise in carrying out his duties as a trainer so that it is easy for participants to understand in his explanation after that participants in conducting training definitely need participants to carry out these activities. Participants must be active and willing to take part in the training they are participating in so that the training provided can be applied later in work and training materials and methods. The material presented must be clear and targeted to the audience so that there are no gaps or gaps between the trainer and the participants. The method provided should use a method that is simpler and easier to understand so that the audience will quickly respond to the training provided [3].

H2: A Positive Influence of Training on Employee Performance

In order to preserve a positive culture, organizational strength is necessary. 1. Selection Methods Companies that desire to advance should hire personnel with relevant talents for the tasks at hand. 2. Top Management As role models, managers should exhibit exemplary conduct and attitude, so that employees would emulate them. 3 Socialization New employees who do not know how to operate in the company should receive guidance from colleagues or supervisors so that they may become used to the organization [14].

H3: A Positive Influence of Organizational Culture on Employee Performance

The factors to consider when enhancing employee performance, such as whether the quality of work is excellent or not, may be determined based on the quality of work supplied by employees. Quality in the form of service and responsiveness at work will result in work of high quality. Implementation of employee responsibilities in accordance with each element of the assigned work is expected to result in successful job performance. A excellent job is one that does not experience delays. Responsibilities In carrying out their obligations, employees should be held accountable for any errors they have committed. A employee's commitment to the organization is responsibility [1].

H4: The Influence of Motivation, Training and Organizational Culture Simultaneously on Employee Performance

3. METHOD

This research is categorized as duplication since it identifies the same variables but distinct objects. Prior research is also necessary to clarify the nature of this study. Therefore, this study cites prior research

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in order to avoid misunderstanding. 105 employees from KTM Resort Batam were surveyed for this scientific study. The researcher distributed a questionnaire including the numbers 1 through 5 and the criteria for each number in order to obtain test findings. The completed questionnaire was then inputted into SPSS 25 in order to obtain research results and expose the outcomes of the study hypothesis.

4. RESULTS AND DISCUSSION

A. Result

Instrument Test

The researcher will describe the results of the instrument test, namely the validity test and the reliability test. The test is the initial stage of a study because it relates to questionnaires or data that will later be used in this research.

Table 1. Validity Test Results

Statement	R count	R table
X1.1	0,843	0,199
X1.2	0,782	0,199
X1.3	0,776	0,199
X1.4	0,839	0,199
X1.5	0,827	0,199
X1.6	0,846	0,199
X2.1	0,777	0,199
X2.2	0,767	0,199
X2.3	0,684	0,199
X2.4	0,774	0,199
X2.5	0,811	0,199
X2.6	0,804	0,199
X3.1	0,757	0,199
X3.2	0,796	0,199
X3.3	0,721	0,199
X3.4	0,713	0,199
X3.5	0,783	0,199
X1.6	0,729	0,199
Y1.1	0,761	0,199
Y1.2	0,869	0,199
Y1.3	0,780	0,199
Y1.4	0,781	0,199
Y1.5	0,771	0,199
Y1.6	0,804	0,199

The statements obtained from the indicators will be tested for validity if there is 1 statement that is not then the statement can be discarded or the statement replaced. It can be explained that the results of the validity test can be accepted if the r count is greater than the r table, it can be seen that the r table in this study is 0.199, so it can be concluded that all questionnaires are said to be valid and can be continued with the next test.

Table 2. Reliability Test Results

Variable	N of Items	Cronbach Alpha	Criteria	Description
Motivation	6	0,901	0,6	Reliable
Training	6	0,861	0,6	Reliable
Organizational Culture	6	0,842	0,6	Reliable
Employee Performance	6	0,883	0,6	Reliable

Table 2. shows the results of the reliability test with a reference if the Cronbach alpha is greater than 0.06, the test is used to answer a reliable instrument. An instrument is said to be reliable if the instrument that is used many times will get results according to the provisions of the test. From the table it can be concluded that all variables are said to be reliable with motivation of 0.901 training with 0.842 organizational culture with 0.842 and employee performance of 0.883 of all these variables exceeding 0.6 which is in accordance with the requirements of this test.

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Classic assumption test

After the instrument test is fulfilled, then the classical assumptions are tested, such as testing the normality of a data, multicollinearity and heteroscedasticity.

Table 3. Kolmogorov-Smirnov

		Unstandardized Residual
N		105
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.09799272
Most Extreme Differences	Absolute	.067
	Positive	.067
	Negative	-.063
Test Statistic		.067
Asymp. Sig. (2-tailed)		.200 ^{c,d}

The data is said to be normal if the asymp sig exceeds 0.05, it can be seen from the table above that the asymp sig for this study is 0.200 exceeding 0.05, so it can be said that the data is normal, besides that there is a way to determine the data normally, namely using:

Table 4. Multicollinearity

Variable	Collinearity Statistics		Conclusion
	Tolerance	VIF	
Motivation	0,287	3,481	Multicollinearity Free
Training	0,303	3,296	Multicollinearity Free
Organizational Culture	0,664	1,507	Multicollinearity Free

The next test is a multicollinearity test, the requirements of the test are if the tolerance is above 0.1 and VIF is below 10, then there are no symptoms of multicollinearity. Motivation with tolerance (0.278 > 0.1) and VIF 3.410 < 10, training with tolerance (0.303 > 0.1) and VIF 3.296 < 10 and organizational culture 0.664 > 0.1 and 1.507 < 10.

Table 5. Glejser Test

Model	(Constant)	Sig	Conclusion
	Motivation	.286	Not occur
	Training	.716	Not occur
	Organizational Culture	.055	Not occur

The Glejser test is intended to see whether there are symptoms in the heteroscedasticity test, the condition is that there is no occurrence of these symptoms if sig > 0.05 can be digested, the motivation variable obtains sig 286 > 0.05, training, sig 0.716 > 0.05 and organizational culture sig 0.055 > 0.05. The explanation is withdrawn, there is no heteroscedasticity in the research.

Table 6. Multiple Linear Test Results

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	.403	1.384		.291	.771
	Motivation	.273	.092	.291	2.965	.004
	Training	.436	.098	.427	4.462	.000
	Organizational Culture	.253	.069	.239	3.697	.000

$$Y = 0,403 + 0,273X_1 + 0,436X_2 + 0,253X_3$$

Can be explained in detail:

1. The value of employee performance (0.403) will remain the same if there is no increase in the value of motivation, training and organizational culture.

2. The positive value of motivation can be interpreted that if motivation increases, performance will increase and vice versa.
3. The value of training will increase, meaning that employee performance will also increase because the value obtained is positive.
4. Organizational cultural values are intended to be in line with employee performance due to the positive number on these values.

Table 7. Test Results for Determination Coefficient Analysis

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.848 ^a	.720	.711	2.12892

This test aims to find out how much influence the independent variable has on the dependent variable. It can be seen from the table that 0.711 or 71.1% of the influence on the dependent variable is relatively high and the remaining 28.9% are other factors that are not related to this study.

Table 8. Test Results t

Model	Model	Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	.403	1.384		.291	.771
	Motivation	.273	.092	.291	2.965	.004
	Training	.436	.098	.427	4.462	.000
	Organizational Culture	.253	.069	.239	3.697	.000

To test the hypothesis, the t test is used. With this test it can be seen whether the independent variables partially affect the dependent variable. The conditions for fulfillment if H_a is accepted is if $t_{count} > t_{table}$ and $sig < 0.05$ t_{table} in this study is 1.983. From the results obtained motivation with $t_{count} 2.965 > 1.983$ and $sig 0.004 < 0.05$ then the first hypothesis is accepted. Training obtained t_{count} of $4.462 > 1.983$ and $sig 0.000 < 0.005$, the second hypothesis is accepted organizational culture $3.696 > 1.983$ and $sig 0.000 < 0.005$ so the third hypothesis is accepted.

Table 9. F Test Results

Model	Sum of Squares	df	Mean Square	F	Sig.	
1	Regression	1174.998	3	391.666	86.416	.000 ^b
	Residual	457.764	101	4.532		
	Total	1632.762	104			

The F test is used to test the hypothesis whether all the independent variables simultaneously affect the dependent variable. This test is the answer to the 4th hypothesis in the study. H_a is accepted if $F_{count} > F_{table}$, it is obtained $86.416 > f_{table} 2.69$, then the 4th hypothesis is accepted.

B. Discussion

A Positive Influence of Motivation on Employee Performance

It can be seen that motivation has a positive and significant effect on employee performance because the t value is greater than t table and $sig < 0.05$. This result is also the same as previous researchers [2] and [5]. Motivation is derived from the achievement of a desire for something that is wanted. Motivating individuals to achieve the desired outcomes involves guidance and perseverance in their work. An employee will be motivated to work due to encouragement, the company's goals will be set so that employees need to be given attention, and the firm must pay attention to the services supplied to customers with good service so that customers will return and purchase items.

A Positive Influence of Training on Employee Performance

Training has a positive effect on employee performance seen from the results of the t test $> t_{table}$ and $sig 0.005$, H_a is accepted. The results of this test are similar to those carried out [11] and [15]. Training is the process through which people acquire new skills in a systematic and coordinated manner so that they are immediately usable. In the current day, employees are not only a company's operational resource;

they are also an asset. As the company's employees are its assets, the organization must enhance their skills so that they can acquire assets with integrity and professionalism in the future.

A Positive Influence of Organizational Culture on Employee Performance

The results of the t test show t count > t table and sig < 0.05, so H_a is accepted by the results of a similar test carried out by [9]. In organizing, culture as the construction of internal or external patterns in a corporation should collaborate to overcome challenges that occur in order to establish routines that emphasize the organization's harmony. A practice that has been passed down from predecessors to new employees in order to solve difficulties inside the firm. It must be implemented consistently in order to be finished on time and effectively.

The Influence of Motivation, Training and Organizational Culture Simultaneously on Employee Performance

The next acceptable hypothesis is that there is a simultaneous influence of motivation, training and organizational culture on employee performance because the f sig test < 0.05 and F count > F table these results also agree with the research conducted [8]. Employee performance will compare the tasks given and work results. The tasks given should be carried out with full responsibility with the aim of maximizing the performance of the resulting employees.

5. CONCLUSION

Employees will feel eager to work if they are motivated. Employees are self-motivated, but moral support from superiors is of great assistance to the organization. This assistance is one of the aspects that might make people enthusiastic about their jobs. Employee performance is deemed inadequate due to a lack of intrinsic motivation. Training is a step in the process of enhancing the abilities of employees. The organization provides training to boost the quantity and caliber of its workforce. The training required by employees is relevant to their field of work, so that the training supplied will enhance employee performance, and it is intended that employees will constantly be engaged in training activities. It is believed that employees will be able to evaluate their own performance in an organizational culture that has monthly meetings, but their absence simplifies the process. Despite the fact that the applied organizational culture is beneficial for the organization's long-term viability, it is not without flaws.

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