

# JOURNEY TO EXCELLENCE: REVEALING THE IMPACT OF WORK EXPERIENCE ON THE PERFORMANCE OF PT TRI KEESON UTAMA PRODUCTION DEPARTMENT EMPLOYEES

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## ARTICLE INFO

## ABSTRACT

### Keywords:

Journey to Excellence,  
Work experience,  
Employee performance,  
Production Department.

This research aims to reveal the impact of work experience on employee performance in the Production Department of PT Tri Keeson Utama. The research method used is descriptive-associative with a quantitative approach. The research sample involved 38 employees from various positions in the production department. The research instrument is a questionnaire that measures employee work experience and performance. The results of data analysis using the t test showed that there was a significant relationship between work experience and employee performance ( $p < 0.05$ ). These findings confirm that the higher the level of work experience, the higher the level of employee performance. The implication of this research is the importance of companies recognizing the value of work experience in improving employee performance and designing appropriate employee development strategies. By understanding the relationship between work experience and employee performance, companies can improve operational efficiency and ensure sustainable growth for employees and the organization as a whole.

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## 1. INTRODUCTION

Improving employee performance is becoming increasingly important in the Industrial Revolution 5.0 era which is characterized by the integration of advanced technology such as artificial intelligence, Internet of Things (IoT), and robotics in the work environment (Sawitri 2023). In this situation, employee performance is not only limited to expertise in carrying out daily tasks, but also requires the ability to adapt to technological changes that occur rapidly and have a high level of complexity (Hana Alyah Khansa, Sri Suwarsi, and Firman Shakti Firdaus 2024). In the current era, work experience is not only related to the length of time a person has worked; it also involves a deeper understanding of how technology can be used to increase efficiency and productivity (Akbar R 2020). Companies that want to remain competitive in the Industrial Revolution 5.0 era need to consider the important role of work experience in improving employee performance (Prakosa and Firmansyah 2022). Work experience not only involves experience in carrying out certain tasks, but also the ability to innovate, adapt and integrate new technology into work processes (Ilham 2022). Having substantial work experience can be an advantage for a company because employees who have relevant experience can quickly adapt to technological changes, and lead the company to success in the Industrial Revolution 5.0 era (Kasde 2021).

Apart from that, optimal employee performance in the Industrial Revolution 5.0 era also requires investment in developing skills and knowledge relevant to new technology (Pratama et al. 2023). Diverse work experience can help employees to develop the skills needed to succeed in a work environment that is increasingly connected and changing rapidly (Febyyana Halim, Vionika, and Sekar Ningrum 2023). Thus, work experience is not only about the number of years spent in a job, but also about the ability to continue learning and developing in an era where technology continues to evolve (Yusuf and Ulumiddin 2022). Work experience is an important aspect in forming the quality of human resources in a company. Work experience includes various situations and challenges faced by employees over the years of work (Ratu, Koleangan, and Kojo 2020). This not only involves mastery of certain tasks, but also the formation of attitudes, skills and in-depth knowledge in the relevant field of work (Haryanto 2020).

PT Tri Keeson Utama, a manufacturing company operating in a particular industry, has been the subject of research regarding the impact of work experience on employee performance, especially in the production department. The production department is one of the vital parts in a manufacturing company, where efficiency and quality of work have a very significant role in the entire production process. However, even though work experience is considered an important factor in improving employee performance, there is still a need to understand more deeply the relationship between these two variables, especially in the context of PT Tri Keeson Utama. With changing market dynamics and technological developments, it is important to evaluate the extent to which employees' work experience can influence their performance in an ever-changing industrial environment.

Additionally, while much research has been conducted to explore the relationship between work experience and employee performance, each company has its own unique characteristics that can influence the research results. Therefore, research that focuses on PT Tri Keeson Utama will provide more specific and relevant insights regarding how work experience influences employee performance in specific work environments.

With a deeper understanding of the relationship between work experience and employee performance at PT Tri Keeson Utama, the company can develop more effective strategies in human resource management and employee development. In addition, this research can also contribute to academic literature and management practitioners who are interested in understanding more about the factors that influence employee performance in the context of the manufacturing industry. Thus, this research aims to fill the knowledge gap in human resource management literature by digging deeper into the relationship between work experience and employee performance at PT Tri Keeson Utama. In this way, it is hoped that this research can make a significant contribution to the development of human resource management theory and practice and provide valuable insights for companies in improving the performance of their employees.

## 2. METHODS

In this research, the methods used by researchers include descriptive, associative and quantitative approaches. The population in focus is employees of PT. Tri Keeson Utama which consists of 38 people in various positions in the production section, such as supervisor, administration, supervisor, packing and operator. In sampling, the author uses a saturated sampling technique, where all members of the population are taken as samples because the population is relatively small, namely less than 30 people, or the research wants to produce generalizations with a very small margin of error (H. Rifa'i 2021).

Next, the data collected will be processed and analyzed using quantitative analysis methods. Data analysis will involve the use of statistical formulas such as validity tests, reliability tests, correlation coefficient tests, coefficient of determination tests, and hypothesis tests (t tests) according to the research objectives.

## 3. RESULTS AND DISCUSSION

### Instrument Validity and Reliability Test

**Tabel 1. Validity Test of the Work Experience Instrument**

Item Number Question	r-hitung	r-tabel	Description
Item 1	0,326	0,320	Valid
Item 2	0,470	0,320	Valid
Item 3	0,606	0,320	Valid
Item 4	0,489	0,320	Valid
Item 5	0,544	0,320	Valid
Item 6	0,474	0,320	Valid
Item 7	0,340	0,320	Valid
Item 8	0,497	0,320	Valid
Item 9	0,538	0,320	Valid
Item 10	0,431	0,320	Valid

Source: SPSS data processing results 25 - 2023

Based on the analysis of the table presented, it can be concluded that all statements in the Work Experience instrument have a correlation coefficient above 0.320. Therefore, all statements in the instrument are declared valid. This instrument can be relied upon as an effective tool for collecting data relating to employee work experience at PT. Tri Keeson Utama.

From the test results, it is known that item 3 has the highest validity with a correlation coefficient of 0.606, while item 1 has the lowest validity with a correlation coefficient of 0.326. This shows that item 3 has a stronger relationship with the Work Experience concept compared to item 1.

**Table 2.** Validity Test of Performance Instruments

Item Number Question	r-hitung	r-tabel	Description
Item 1	0,559	0,320	Valid
Item 2	0,461	0,320	Valid
Item 3	0,392	0,320	Valid
Item 4	0,401	0,320	Valid
Item 5	0,519	0,320	Valid
Item 6	0,521	0,320	Valid
Item 7	0,482	0,320	Valid
Item 8	0,498	0,320	Valid
Item 9	0,462	0,320	Valid
Item 10	0,403	0,320	Valid

Source: SPSS data processing results 25 – 2023

Based on the analysis of the table presented, it can be concluded that all statements in the Experience instrument have a correlation coefficient above 0.320. Thus, all statements in the instrument can be considered valid. This instrument can be trusted as the right tool for collecting data related to Employee Experience at PT. Tri Keeson Utama.

From the test results, it is known that the highest validity of the performance instrument was found in item 1, with a correlation coefficient of 0.559. Meanwhile, the lowest validity is found in item 3, with a correlation coefficient of 0.392. This shows that item 1 has a stronger relationship with the Employee Experience concept compared to item 3.

**Table 3.** Reliability Test Results

Variable	Reliability Coefficient	Alpha	Description
Work experience	10	0,611	Reliable
Performance	10	0,603	Reliable

Source: SPSS data processing results 25 – 2023

From the SPSS output results presented, it can be seen that the internal reliability value for all Work Experience instruments is 0.11, while for the Performance instrument it is 0.603. Based on the rules in the Cronbach's Alpha table, a value  $\geq 0.600$  indicates a reliable instrument, and a value  $\leq 0.600$  indicates an unreliable instrument. Therefore, the Work Experience instrument and Performance instrument can be considered reliable.

#### Spearman Rank Coefficient Correlation Test

**Table 4.** Spearman Rank Correlation Coefficient Test Correlations

Spearman's rho		Work experience	Performance
Work experience	Correlation Coefficient	1,000	,656**
	Sig. (2-tailed)	.	,000
	N	38	38
Performance	Correlation Coefficient	,656**	1,000
	Sig. (2-tailed)	,000	.
	N	38	38

Source: SPSS data processing results 25 – 2023

From the table presented, it is known that the strength of the influence of variable X (work experience) on variable Y (Performance) at PT. Tri Keeson Utama's production share is 0.656. This value is in the interval 0.600-0.799, which shows that the relationship between work experience and employee performance is at a strong level. This indicates that the higher the level of work experience, the higher the level of employee performance in the production section of PT. Tri Keeson Utama.

#### Coefficient of Determination Test

To calculate the Coefficient of Determination, a determination test ( $r^2$ ) is carried out or the coefficient of determination is calculated using the following calculation:

$$\begin{aligned} Kd &= r^2 \times 100\% \\ &= 0,656^2 \times 100\% \\ &= 0,430336 \times 100\% \\ &= 43\% \end{aligned}$$

From the calculations carried out, it is known that the contribution of variable X (work experience) to variable Y (employee performance) is 43%, which means that 43% of the variation in employee performance can be explained by work experience. The remaining 57% was influenced by other factors not included in this analysis. This shows that although work experience has a significant influence on employee performance, there are still other factors that also play a role in determining their level of performance.

#### Hypothesis testing

To find out whether the independent variable (X) has an influence on the dependent variable (Y) in this study, the researcher used the T test. To find out the significance level value in the t table distribution where the two-way significance level is  $5\% = 0.05 : 2 = 0.025$  then searched using the following calculations:

$$\begin{aligned} &= n - k \\ &= 38 - 2 \\ &= 36 \\ t_{\text{tabel}} &= 2,028 \end{aligned}$$

**Table 5.** Hypothesis Testing

Correaltions		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	T	Sig.
1	(Constant)	16,209	5,033		3,220	,003
	Experience	0,606	0.121	0,640	4.996	.000

a. Dependent Variable: Performance

Based on the results of the analysis presented, the significance value for the influence of variable X (Work Experience) on variable Y (Performance) at PT. Tri Keeson Utama is 0.000, which is clearly smaller than the previously determined significance level, namely 0.05. This shows that there is a significant influence between the Work Experience variable (X) on the Performance variable (Y).

Furthermore, the obtained t-value of 4.996 is also greater than the relevant t-table value (2.028), which indicates that our t-test results exceed the specified critical value. Therefore, it can be concluded that the alternative hypothesis ( $H_a$ ) is accepted, while the null hypothesis ( $H_0$ ) is rejected. Thus, it can be concluded that there is a positive and significant influence between the Work Experience variable (X) on the Performance variable (Y) at PT. Tri Keeson Utama. This indicates that the higher the level of employee work experience, the higher their level of performance

#### Discussion

The results of the Journey to Excellence research: Revealing the Impact of Work Experience on the Performance of PT Tri Keeson Utama Production Department Employees, show that there is a significant relationship between work experience and employee performance in the company's production department. Data analysis reveals that the significance value for the influence of the Work Experience variable (X) on the Performance variable (Y) at PT Tri Keeson Utama is 0.000, which is smaller than the 0.05 significance level previously set. In addition, the tcount value obtained (4.996) also far exceeds the relevant ttable value (2.028). Therefore,  $H_a$  is accepted and  $H_0$  is rejected, confirming that there is a

positive and significant influence between employees' work experience in the production department and their performance level.

The results of the calculations above are relevant to previous studies, such as those carried out by (Irawati et al. 2022). The results of this study show that work experience has an influence on employee performance at the Barru district Satpol PP office, this shows that the better the work experience the better the performance of employees at the Barru Regency Satpol PP office, besides this, it is also supported by the results of other research, (Etik Setyorini and Hanifah Noviandari 2022). The results of the research show that education and work experience have a good effect on employee performance so that companies pay attention to education and work experience because it has an influence on their performance and to achieve company goals. However, different results were achieved by the research conducted (Riyadi 2016), the results of the research conducted by the researchers found that there was no influence between work experience on employee performance at the Semar Nganjuk Gold Shop

These results show that the higher the level of employee work experience, the higher their level of performance. This is consistent with expectations that may be based on the assumption that work experience brings deeper knowledge, skills and understanding of the tasks encountered in the work environment. Thus, employees who have extensive work experience tend to be better able to overcome challenges and carry out tasks more efficiently, accurately and productively.

The implication of these findings is the importance of companies in recognizing the value of work experience in improving employee performance. Companies can design appropriate training and development programs to help employees accumulate relevant experience and broaden their understanding of the tasks and processes in the production department. Additionally, human resources management can consider policies that support continued career growth for employees, including recognition of their work experience in performance evaluations and promotions.

By understanding and utilizing the relationship between work experience and employee performance, PT Tri Keeson Utama can improve efficiency, productivity and operational quality in their production department. In addition, this research also contributes to the knowledge of human resource management by highlighting the importance of these factors in the context of the manufacturing industry.

#### 4. CONCLUSION

Based on the findings in the research "Journey to Excellence: Revealing the Impact of Work Experience on the Performance of PT Tri Keeson Utama Production Department Employees", it can be concluded that there is a significant relationship between work experience and employee performance in the company. Statistical analysis shows that the higher the level of employee work experience, the higher their performance level in the production department. The implication of these findings is the importance of companies recognizing the value of work experience in improving employee performance. Companies can design employee development strategies that involve providing training, rewards and opportunities for career growth based on the work experience employees have had. Thus, companies can increase their operational efficiency and productivity in the production department. In conclusion, work experience plays a significant role in determining employee performance at PT Tri Keeson Utama. By understanding and leveraging the relationship between work experience and employee performance, companies can create a more productive work environment and ensure continued growth for employees and the entire organization.

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