

Work Motivation, Development And Training To Improve Employee Performance

Harbeng Masni*¹, Zuhri Saputra Hutabarat²

^{1,2}Universitas Batanghari Jambi, Indonesia

*E-mail korespondensi: harbeng.masni@unbari.ac.id

Abstract

This study aims to analyze work motivation, development and training to improve employee performance. Performance is a combination of three important factors, namely work motivation and employee development and training in improving work. The method used in this study is a literature study that functions as a guide in examining a research problem. The results of this study analysis: 1) Employee performance is one of the most dominant factors in improving the quality of the company that has a strong relationship with the goals of organizational strategy, customer satisfaction, and providing economic contributions; 2) Motivation creates a person's work enthusiasm, so that they are willing to work together, work effectively and are integrated with all their efforts to achieve satisfaction in work; 3) The teaching and learning process using certain techniques and methods conceptually can be said that work development and training improve a person's work skills and abilities. The conclusion of this study is that motivation, performance, development and work training are interrelated in developing a business.

Keywords: Motivation, Performance, Development, Training

INTRODUCTION

Human resource issues are still in the spotlight and a mainstay for companies to survive in the era of globalization. Human resources play a major role in every company activity. Although supported by facilities and infrastructure and excessive funding sources, without the support of reliable human resources, company activities will not be completed properly (Hilmi et al., 2018). In an effort to increase company productivity, employee motivation is a key factor that can help encourage employees to complete their tasks more effectively and efficiently. Providing compensation with the appropriate amount is one effort to motivate employees.

This can form a positive relationship between employees and the industry, so that employees feel that the industry where they work appreciates their living needs and can provide recognition for their contributions. The industry should provide compensation or remuneration to employees as a form of recognition of their work achievements. Therefore, the industry must conduct a careful evaluation of employee performance to determine the appropriate award (Chairy, 2012).

Work motivation is a factor that impacts employee attitudes and performance in the workplace. This has an important relationship with employee performance and is a factor that influences investors' decisions to do business in Ambon City, especially in the modern

retail industry (Budiwati et al., 2020). Performance is the result achieved by a person in carrying out the tasks assigned to him based on his skills, experience, and sincerity. Performance is a combination of three important factors, namely the ability, interest of a worker, ability and acceptance of explanations of delegation of tasks and roles, and the level of motivation of a worker. The higher the three factors, the greater the performance of the employee concerned (Mahmud, 2018).

Performance is basically something that employees give in determining how much they contribute to the company in the form of production results or services presented (Yuzulia, 2021). Basically, performance greatly affects the quality of a company, where the level of success of a company is seen from the quality of human resources that produce the productivity desired by the company (Adrin Hetharie & Rieuwpassa, 2023).

There are several things that need to be considered to create human resources that have the potential and skills needed by the company, in addition to recruiting quality resources, the company also needs to maintain and improve the quality of human resources, namely by providing training and performance development, having a high organizational commitment, having work motivation given by the company to employees, and providing fair compensation both financially and non-financially, which will ultimately affect employee performance in order to increase company productivity (Mursyid et al., 2024).

Human resources are very important because if the resources in a company are not good, it will be difficult for the company to achieve its goals. The quantity of human resources without good quality will be a burden on the organization. While quality concerns the quality of human resources concerning abilities, both physical abilities and non-physical abilities (Jamalludin, 2016).

Therefore, for the sake of accelerating the main tasks and functions of any organization, improving the quality of human resources is one of the main requirements. The quality of human resources concerns two physical and non-physical aspects concerning the ability to work, think and other skills. If human resources in a company or organization are good, then the quantity and quality of human resources in the company will be good and the company will easily be able to achieve the company's goals well (Rahim et al., 2023).

Human resources are one of the important assets in efforts to achieve organizational goals, so factors for improving the quality of human resources need to be considered so that employee performance can be maximized. Employees who have strong potential in building a company must be retained by the company. With competent employees, the company can achieve the goals to be achieved, but there are important factors so that these employees can survive in the company, one of which is the compensation provided by the company. The company is very important because with the compensation given, employees will feel satisfied so that they can help the company in achieving its goals. Compensation can be done through compensation indicators, especially on energy and thinking, direct or indirect awards and justice (Etistika Yuni Wijaya et al., 2016).

One important aspect that needs serious attention from the company is the problem of human resource performance for the sustainability of the company to continue to run according to expectations. There are several things that need to be taken to create human resources who have the potential and skills needed by the company, in addition to recruiting quality resources, the company also needs to maintain and improve the quality of human resources by providing training and performance development, high organizational commitment, work motivation given by the company to employees, as well as fair

compensation both financial and non-financial, which will ultimately affect employee performance in order to increase company productivity (Anindi & Andi Prayogi, 2023).

The results of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Work produced by employees or real behavior displayed according to their role in the organization (Adriani et al., 2023). Performance refers to the achievement of tasks that form an employee's job. A company is formed to achieve a certain goal, the achievement of a company shows the results of work or work achievements that have been carried out by the employee. The impact of good quality on the company will be very beneficial for the company because the company will easily achieve the desired goals.

The company will earn more income than before. And the company can also compete with large companies. To improve the quality of the company, training and development are carried out. So that employee performance is better and the quality also improves. With good employee performance quality, employees will become more expert and skilled in their work. Training and development also aim to increase the efficiency of manpower and time (Arianto & Istikomah, 2018).

LITERATURE REVIEW

Employee contribution is very important for companies in today's era, Compensation is not one of the important factors in improving the quality of human resources owned by the company, another factor is the motivation that must be given by the company so that employees work according to the references and responsibilities given by the company. Conditions that influence arousing, directing and maintaining behavior that is related to the work environment (Mustikarini & Puspasari, 2021).

Motivation has an important relationship with employee performance. The higher the level of reward, the higher the level of motivation and performance. Improving performance can be done by increasing worker motivation with the right leadership style with the intention of reducing high stress levels, then employee performance will increase. When employees are well motivated, it will affect performance (Agustina & Hutabarat, 2023).

Employee performance results can be seen from the loyalty given by an employee in carrying out their duties. If a company has employees with good performance, it is likely that the company's performance will also be good (Hutabarat & Jambi, 2022). Companies can improve employee performance in several ways, for example by providing fair compensation, having an organizational commitment between the company and employees, and providing motivation which is basically the right of employees and an obligation of the company to employees to support employee contributions in achieving company goals (Sukamto & Pardjono, 2013).

RESEARCH METHOD

Literature review research is the result of analyzing various conceptual information and qualitative and quantitative data from various previously published scientific articles. The method used in this study is a literature study which functions as a guide in examining a research problem (review of research) (Mulyadi, 2012). In this literature review research, international journals and national journals were used that had been summarized and analyzed. This literature review research was conducted from September to January 2025.

RESULTS AND DISCUSSION

A work achievement in terms of quantity and quality achieved by an employee in carrying out his work duties in accordance with the responsibilities that the company has given him. Work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve the company's goals illegally, does not violate the law and does not conflict with morals and ethics (Hadi & Murti, 2019).

It is important for a company to achieve its goals. Employee performance is one of the most dominant factors in improving the quality of the company. Performance is the result of work that has a strong relationship with the organization's strategic goals, customer satisfaction, and provides economic contribution. Employee performance is also related to what is expected from a person's work results and gets career planning assistance, and there is feedback from the company (Hilmi et al., 2018).

Several indicators of employee performance. A person's motivation starts from needs, desires and the drive to act in order to achieve needs or goals. Work motivation as a management process influences behavior based on knowledge of what makes people think. Motivation is an impulse that comes from within or outside a person that moves the person to do a job with the aim of fulfilling their needs (Adrin Hetharie & Rieuwpassa, 2023).

Providing a driving force that creates a person's passion for work, so that they are willing to work together, work effectively and integrate with all their efforts to achieve satisfaction in work. Motivation means a condition that encourages or causes someone to do an act or activity that arises from within or outside a person and arouses enthusiasm and perseverance to achieve something desired (Anindi & Andi Prayogi, 2023).

The process of teaching the skills needed by new employees to do their jobs. A series of individual activities in systematically improving skills and knowledge so that they are able to have professional performance in their fields. Training is a learning process that allows employees to carry out their current work according to standards (Salju, 2023).

The process of systematically changing employee behavior to achieve organizational goals. Training relates to the skills and abilities of employees to carry out their current work. Several important points are outlined that training is "a systematic process to change the work behavior of an employee/group of employees in an effort to improve organizational performance". Training is related to the skills and abilities needed for the work currently being done. Training is oriented to the present and helps employees to master specific skills and abilities (competencies) to succeed in their jobs (Verawati et al., 2019) and (Rosmiati & Hutabarat, 2023).

Using certain techniques and methods conceptually, it can be said that training is intended to improve the work skills and abilities of an individual or group of people. Usually those who have worked in an organization whose efficiency, effectiveness and work productivity are felt to need to be improved in a directed and pragmatic manner (Dimas Virgiawan et al., 2018) and (Arianto & Istikomah, 2018).

CONCLUSION

The need to improve employee performance is not only in education and training, but also through improving human resources and other factors, such as: employee safety

and welfare, job promotion, compensation adjustments in wages, incentives, other benefits, and old age security (pension) which can improve employee performance which is always emphasized on employee quality and the quality of training implementation so that it can contribute ideas to get maximum work results. Then to strengthen work motivation, management is advised to pay attention to improving performance can be done by increasing employee motivation with the right leadership style with the intention of reducing high stress levels, then employee performance will increase. Training and development for all employees evenly in accordance with government regulations that have been set so that employee training held by the government is more programmed in its implementation Training and Development for employee performance so that it can run effectively and efficiently so that there can be an increase in good employee performance

REFERENCES

- Adriani, E., Surono, Y., Budiningtyas, D. P., Maududi, S. Al, Azrianto, A., Fahmi, A., & Hutabarat, Z. S. (2023). Lingkungan Kerja dan Kepuasan Kerja Pengaruhnya Terhadap Motivasi Serta Dampaknya Pada Kinerja Pegawai. *Jurnal Ekonomi Bisnis, Manajemen Dan Akuntansi (JEBMA)*, 3(3), 984–994. <https://doi.org/10.47709/jebma.v3i3.3233>
- Adrin Hetharie, J., & Rieuwpassa, A. (2023). Pengaruh kompensasi dan komitmen organisasional terhadap kinerja karyawan serta peran motivasi kerja dalam memediasi pengaruh kompensasi terhadap kinerja karyawan. *Jurnal Ilmiah Akuntansi Dan Keuangan*, 5(8), 3421–3431. <https://jurnalekonomi.unisla.ac.id/index.php/jpensi/article/view/1738/1049>
- Agustina, R., & Hutabarat, Z. S. (2023). Teknik Peta Pikiran (Mind Mapping): Motivasi Belajar Melalui Keterampilan Menulis. *Eureka Media Aksara*, 1–21. [http://repo.iain-tulungagung.ac.id/5510/5/BAB 2.pdf](http://repo.iain-tulungagung.ac.id/5510/5/BAB%202.pdf)
- Anindi, D., & Andi Prayogi, M. (2023). Peran Kompensasi Dalam Memediasi Pengaruh Komitmen Organisasi dan Motivasi Kerja Terhadap Kinerja Karyawan. *Jurnal Ekonomi Bisnis, Manajemen Dan Akuntansi (JEBMA)*, 3(2), 241–254. <https://doi.org/10.47709/jebma.v3i2.2626>
- Arianto, D. A. N., & Istikomah, I. (2018). Pengaruh Kontribusi Pendidikan Pelatihan dan Komunikasi Organisasi Terhadap Kinerja Guru (Studi di SMP Negeri 1 Tahunan Jepara). *Media Ekonomi Dan Manajemen*, 33(2), 149–163. <https://doi.org/10.24856/mem.v33i2.650>
- Budiwati, N., Hilmiatussadiyah, K. G., Nuriansyah, F., & Nurhayati, D. (2020). Economic Literacy and Economic Decisions. *Jurnal Pendidikan Ilmu Sosial*, 29(1), 85–96. <https://doi.org/10.17509/jpis.v29i1.21627>
- Chairy, L. S. (2012). Komitmen Afektif 4 “Seputar Komitmen Organisasi.” *Psi.Ul. Jakarta, September*, 1–8.
- Dimas Virgiawan, M., Marlina, S., & Studi Pendidikan Matematika, P. (2018). Pengembangan Kuis Interaktif Berbasis E-Learning Dengan Menggunakan Aplikasi Wondershare Quiz Creator Pada Mata Kuliah Belajar Dan Pembelajaran Matematika. *Journal Pendidikan Matematika*, 12(1), 29–42. www.e-learning.unsri.ac.id
- Etistika Yuni Wijaya, Dwi Agus Sudjimat, & Amat Nyoto. (2016). Transformasi Pendidikan Abad 21 Sebagai Tuntutan. *Jurnal Pendidikan*, 1, 263–278. <http://repository.unikama.ac.id/840/32/263-278> Transformasi Pendidikan Abad 21 Sebagai Tuntutan Pengembangan Sumber Daya Manusia di Era Global .pdf. diakses

- pada; hari/tgl; sabtu, 3 November 2018. jam; 00:26, wib.
- Hadi, S., & Murti, H. W. (2019). Kajian Industri 4.0 Untuk Penerapannya di Indonesia. *Jurnal Manajemen Industri Dan Logistik*, 3(1), 01–13. <https://doi.org/10.30988/jmil.v3i1.59>
- Hilmi, R. Z., Hurriyati, R., & Lisnawati. (2018). No 主観的健康感を中心とした在宅高齢者における健康関連指標に関する共分散構造分析Title. 3(2), 91–102.
- Hutabarat, Z. S., & Jambi, U. B. (2022). Hubungan Antara Persepsi Siswa Tentang Kompetensi Sosial Guru Ekonomi Dan Lingkungan Sekolah Dengan Motivasi Belajar Ekonomi Siswa Kelas Xi Ips Sman 4 Muara Bungo. 5(1), 110–120.
- Jamalludin, J. (2016). Manfaat Media Komunikasi dalam Pendidikan dan Pembelajaran. *Jurnal UM Palembang*, 1(1), 14–26.
- Mahmud, M. (2018). Pengaruh Praktek Pengalaman Lapangan Terhadap Kesiapan Mahasiswa Menjadi Guru Profesional di Program Studi Pendidikan Ekonomi Universitas Negeri Gorontalo. *Jurnal Pendidikan, Sosial Dan Budaya*, 4(1), 89–96.
- Mursyid, F. T., Adriani, E., & Hutabarat, Z. S. (2024). *Integrated Pancasila Values-Based Economic Character Strengthening Program*. 16, 1935–1946. <https://doi.org/10.35445/alishlah.v16i2.4944>
- Mustikarini, S. A., & Puspasari, D. (2021). the Effect of Learning Motivation, Self-Control and Critical Thinking on Students' Learning Achievement At Office Administration Education Study Program, Universitas Negeri Surabaya. *JURNAL PAJAR (Pendidikan Dan Pengajaran)*, 5(5), 1222. <https://doi.org/10.33578/pjr.v5i5.8428>
- Rahim, A., Masni, H., Afrila, D., Hutabarat, Z. S., Yarmayani, A., Pamungkas, A., & Syaputra, D. (2023). Motivasi Belajar dan Hasil Belajar Melalui Model Pembelajaran Kooperatif. *Jawa Tengah : Eureka Media Aksara*, 1–23. https://www.google.co.id/books/edition/MENUMBUHKAN_EKONOMI_KREATIF_DENGAN_PEMAN/MJwQEAAAQBAJ?hl=en&gbpv=1&dq=pemanfaatan+barang+bekas&printsec=frontcover
- Rosmiati, R., & Hutabarat, Z. S. (2023). Economics Learning Outcomes of Jambi University Students Given Financial Literacy Analysis and Consumptive Behavior. *AL-ISHLAH: Jurnal Pendidikan*, 15(2), 2084–2096. <https://doi.org/10.35445/alishlah.v15i2.1707>
- Salju, S. (2023). Pengaruh Pelatihan dan Pengembangan Terhadap Kinerja Karyawan Pada PT. Pos Indonesia Cabang Palopo. *Jurnal Ekonomi Bisnis, Manajemen Dan Akuntansi (JEBMA)*, 3(2), 231–240. <https://doi.org/10.47709/jebma.v3i2.2596>
- Sukanto, Y., & Pardjono. (2013). Pengaruh Kompetensi dan Motivasi Terhadap Kinerja Guru Dimoderasi Kepemimpinan Kepala Sekolah (Studi Pada MTS Swasta Kecamatan Winong Kabupaten Pati). *Journal of Chemical Information and Modeling*, 53(9), 1689–1699.
- Verawati, N. N. S. P., Prayogi, S., Gummah, S., Muliadi, A., & Yusup, M. Y. (2019). The effect of conflict-cognitive strategy in inquiry learning towards pre-service teachers' critical thinking ability. *Jurnal Pendidikan IPA Indonesia*, 8(4), 529–537. <https://doi.org/10.15294/jpii.v8i4.21002>
- Yuzulia, I. (2021). The Challenges of Online Learning during Pandemic: Students' Voice. *Wanastra: Jurnal Bahasa Dan Sastra*, 13(1), 08–12. <https://doi.org/10.31294/w.v13i1.9759>