

Theoretical Approach to Training and Work Motivation in Relation to Employee Performance at the Panwascam Agency Soreang District Bandung Regency

N R Muslim¹ D. A. Wahab Sya'roni²

Departemen Magister Manajemen, Universitas Komputer Indonesia, Indonesia

E-mail: naupal.75220006@mahasiswa.unikom.ac.id; wahab@email.unikom.ac.id

Abstract -..Efficient and responsive employee performance is very important for every agency, especially government agencies, both individually and in related groups in election supervision. The method used is descriptive qualitative method. The purpose of this study was to determine the relationship between the theoretical approach to the effect of training and work motivation in relation to employee performance. This research will be carried out within the scope of the Panwascam secretariat in Soreang District, Bandung Regency, the objects of this research include the chairman, commissioners and members. This research will be reviewed based on previous research which states that the influence of training and motivation greatly influences employee performance. The research method uses a qualitative descriptive method that refers to the sources of interviews and observations as well as literature studies by studying reference books and previous studies. The results of this study indicate that the variables of the influence of training and motivation on employee performance are both very influential. The results of the interview show that between the two variables used to determine the magnitude of the influence on employee performance, the motivation variable has the greatest influence on increasing employee performance at the Panwascam secretariat, Soreang District, Bandung Regency.

Keywords: Training, Motivation, Government

1. Introduction

Ratification of Law no. 32 of 2004 concerning Regional Government or Autonomous Regions which is a logical consequence for local government officials to be more professional, responsive, and transparent in providing services to the community. [1]. The decentralization policy by the central government to the regions, namely the implementation of regional autonomy makes each region have considerable authority to make decisions that are considered in accordance with regional needs. This is possible because of the diversity of new powers held by local governments. With this fundamental change, regional readiness is needed to carry out as well as possible in all government affairs into the

field of household affairs. Several aspects that must be prepared are human resources, financial resources, infrastructure, and organization and management capabilities and the spirit of carrying out tasks [1] Human resource performance is an asset for the organization because it has an impact on improving the quality of government organizations, especially organizations that prioritize service aspects [2]. Thus, the government must really provide guidance to the local government apparatus or institutions that are sheltered so that they are directed and integrated in order to improve the professionalism, ability, and spirit of the performance of the apparatus or local government institutions in carrying out their duties. One way to improve employee performance can be done by increasing training and motivation. Training is a process that includes actions to be taken in the form of giving

Based on previous research conducted by Razak [1] using three variables, namely training, competition, and motivation, of the three variables having a positive and significant effect on employees, of the three independent variables used, the training variable has a very dominant influence in improving employee performance. This is clarified by A B Santoso [3] concluded that the implementation of effective training can improve employee performance at work, good employee performance can be caused by the ability of skilled employees at work. This is also stated by J. Rodriguez [15] in his journal he uses training and development variables, according to J Rodriguez. Training and development is a vital tool used to not only maximize employee performance, but also to help them become more efficient, productive, satisfied, satisfying and innovative in the workplace.

Meanwhile in his study V Gachengo [13] motivation can improve employee performance based on decision making such as promotions, salary increases, and needs. According to Robescus [11] motivation is driven by strong support where money is a priority and is an economic factor that motivates humans, who do not think so, the importance of leadership style and language used by leaders in improving employee performance. Therefore, this study was conducted to determine the effect of training and motivation on employee performance, using qualitative descriptive methods and previous related research.

2. Method

In this study, the author uses a qualitative methodology with a case study method which is an empirical form by investigating phenomena in real-life contexts. [4] Review questions serve as a guide for research while literature review provides a basis for legitimizing research questions and justifying current research as one that adds something new to the scientific conversation [5]. The author in this study took the case at the Panwascam Secretariat of Soreang Regency. The reason for choosing this place is because there are not so many members but it is one of the sub-district Panwascam agencies that is an example for other sub-districts, because the Panwascam secretariat only has a few people in its scope, the author only interviewed three of the six secretariat members who later these three people could represent their opinions overall.

The three interview guides are institutional leaders, commissioners and members or staff. An interview guide was used to maintain consistency [6] based on questions in a systematic review and literature. The interview guide ensures that the interviews address themes previously identified in the literature as important for review questions [5] This provides a relatively high degree of flexibility and structure than unstructured conversational interviews [7]. Data collection techniques in this study using observation, interviews and documentation studies. In accordance with the method used in this study, the data analysis used was descriptive qualitative analysis. Operationally, data analysis techniques are carried out through several stages such as the data analysis technique model proposed by Miles and Huberman. [8]

First, data reduction as the initial process of simplification of selection, classification of rough data from the use of data collection techniques and tools in the field. The reduction is done in stages by making a summary and tracing the scattered data. [10] each selected data was crossed through comments from different sources to collect information in interviews and observations. information from previous journal sources was crossed with information obtained from Panwascam sources in Soreang District, Bandung Regency.

Second, data presentation is a step to compile a set of information into a statement. Qualitative data is presented in the form of text which is initially scattered and separated according to the source of the information and when information is obtained the data obtained is classified according to the

subject matter related to factors that affect motivation and training such as improving employee performance. at the secretariat. Panwascam, Soreang District, Bandung Regency

Third, draw conclusions from previous data based on reduction, to interpret and present data that has been carried out in the previous stage in accordance with the logic of inductive thinking, so that conclusions will start with specific things to general formulations.

3. Result and Discussion

Table 1. interview list table

No	Name	Position
1	Nanan Kusnandi	Chairman and Commissioner of Human Resources
2	Yana Supriatna	Commisioner HPP Legal division, handling, violation and dispute resolution
3	Imam Habibie	Staf HR

According to the study of A. B. Santoso [4] that the implementation of effective job training can have a significant effect on improving employee performance at work. That way, the more effective job training held by a company, the more work results shown by employees at work. Better employee performance can be caused by the work ability of employees who are increasingly skilled at work. The results of this study also support the results of a previous study conducted by Nurlaely Razak [1] explaining that employee training contributes to increasing organizational productivity, effectiveness, and efficiency. Training has a great influence on employee performance, training needs to be prioritized by organizational leaders to improve and develop employee attitudes, behaviors, and knowledge according to the wishes of the organization

Meanwhile, according to the Chair and Commissioner of Human Resources for Panwascam¹, Nanan Kusnandi said that training or technical guidance was given specifically to provide enthusiasm and quality of work by providing training directions to master the material, which clearly mastered what and how. carry out supervisory duties in accordance with statutory regulations, Perbawaslu, and KPU regulations. The institution which is planning to provide guidance for the commissioners of Panwascam Soreang Sub-district in particular, PKD, and administrative staff including the secretariat, in carrying out supervisory activities is always guided by the prevailing laws and regulations in election regulations. supervisory bodies in particular and the Indonesian Bawaslu in general, including PKPU. Which will provide knowledge or insight to improve the quality of employee work, as expected administratively according to its function. Always provide guidance, direction, and educational training to relevant ranks in order to carry out high-discipline and responsible tasks. a great sense of responsibility to achieve the expected performance is a successful election without excesses and a quality democracy.



Figure 1. Chair and Commissioner of Human Resources, Nanan Kusnandi

HPP² Commissioner Yana Supriatna said training was needed to support the performance of employees at the secretariat, especially in assisting the HPP commissioner's duties, each employee on duty was given training in accordance with their respective duties. such as in HPP if there is a violation that occurs during the general election, the staff will be assigned to fill in the administration which will later be given special training or debriefing to complete the administration in accordance with their duties. which will be submitted to the Bandung Regency Bawaslu. In the future, it is hoped that the staff or members can provide good results after going through training so that services or community service can be provided optimally regardless of the responsibilities of each staff or member. especially the task of HPP staff in adjudicating pairs of candidates who violate the provisions which he will later carry out administration.

2.



Figure

Commissioner HPP
Legal division, handling, violation and dispute resolution, Yana Supriatna

Then according to HR³ staff Imam Habibie, as a layman and his first time organizing regarding HR he explained that training is very important for staff to support their work. during the

training he felt very helpful in his duties as human resources staff. for example during training to fill out a list of honorariums which will later be given to all secretariat levels. especially when there is so much data about potential voters. with training he can make a maximum contribution in supporting his performance as an employee. Employees who have high motivation will be more energetic and have the opportunity to achieve higher performance compared to employees who are less motivated. [11],



Figure 3. HR staff, Imam Habiebie

Meanwhile, according to the study of V Gachengo [12], they say that employee motivation is a complex force, driver, need, state tension, or other mechanism that initiates and sustains voluntary activity directed at the achievement of personal goals. Nanan Kusnandi said the performance of administrative staff and PKD in carrying out supervisory duties must be motivated in any form with positive values to boost work morale. The Chairperson and Commissioners are obliged to improve work morale by providing motivation or encouragement in any form including fair and wise service, recognition, to the ranks of the Panwascam secretariat, Soreang sub-district, in order to achieve maximally what has been assigned in accordance with their main duties as members of the Panwascam secretariat towards democracy. more democratic. successful quality without excess.

¹The interview was conducted at the office of the chairman and Commissioner Human Resources of Panwascam Nanan Kusnandi currently working, Monday 11 October 2021 at 10.00 WIB

² Interviews were held at the residence of Commissioner HPP Mr. Yana Supriatna, Nyalindung, Soreang Village, Sunday 10 October 2021 at 14.00 WIB

³ The interview was held at the residence of Staff Human Resources Imam Habiebie Cibiru, Karamatmulya Village, Saturday 9 October 2021 at 09.00 WIB

Motivation is a mandatory right because it is one of the motivations for Panwascam to achieve the target of each stage of supervision during the election of the Regent and Deputy Regent, according

to expectations and in accordance with applicable laws and regulations. Yana Supriatna also said that motivation is very important in improving employee performance, both material and non-material motivation, the greater the motivation, the higher the productivity, the lower the motivation, the lower the productivity and morale. He also said that sometimes social jealousy often occurs if the motivation through material is excessive. Therefore, it is necessary to learn or understand how to motivate someone or others to use the material. Then Imam Habibie also explained, when given motivation he tends to give feedback in the form of works that are expected to be comparable or even better. This gives him more enthusiasm or encouragement to do an even better job. He also explained that motivation does not have to be material but can also be in the form of praise, attitude, or gifts given by superiors.

Then Nanan Kusnandi concluded that between the two that were applied in the secretariat both were indispensable, but what was more dominant was the motivational system with a familial character or approach, because the theory that was implemented was often not in accordance with the reality on the ground. What we do theoretically sometimes in the field will be different, therefore it is better to provide direct motivation in the field, direct moral and material support to the ranks to carry out their duties with a sense of responsibility and quality, given high motivation that is encouraged and directed continuously to achieve the expected target. Yana Supriatna and Imam Habibie also share the same thing. The point is that family motivation is very influential in the Panwascam secretariat, by looking after each other and fostering mutual understanding to create synergy and solidarity which is considered good cooperation to achieve a goal.

4. Conclusion

From the results of interviews and observations the authors can conclude several aspects of the influence of training and motivation on the scope of the Panwascam secretariat of Soreang Regency. First, training can affect employee performance by providing structured training direction and knowledge in carrying out their respective duties. Second, motivation is very influential on employee performance both materially and non-materially so that it can provide positive feedback. Third, in terms of the scope of the Panwascam secretariat, the motivational factor is more dominant because the Panwascam secretariat uses motivation as the basis for improving employee performance, especially on the principle of kinship. The role of the head of the Panwascam secretariat is very important to improve employee performance, both in conducting training and providing motivation to employees. The results of this study are not a reference for every agency to build better employee performance, but can be an example of attitudes or ways to improve employee performance in an agency, especially government agencies. In improving employee performance, organizational leaders must provide good training and motivation so that employees can develop their creativity in doing their work so that employees' abilities can be improved in carrying out their work, and always provide guidance, direction and reprimand to employees.

Acknowledgements

Acknowledgments are addressed to PANWASCAM (Panitia Pengawas Kecamatan), Soreang sub-district, Bandung district, which has provided support for this research.

References

- [1] Nurlaely Razak, "The Effect of Training, Competence and Work Motivation on Employee Performance," *Jurnal Economic Resources*, pp. 121-134, 2021.
- [2] Yeti Kuswati, "The Effect of Motivation on Employee Performance," *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)*, pp. 995-1002, 2020.
- [3] R. K. P. S. A. I. T. Anton Budi Santoso, "Effective Work Training In Improving Employee Performance," *Turkish Journal of Computer and Mathematics Education*, vol. 12, pp. 1675-1681, 2021.
- [4] John W. Creswell, J. David Creswell, *Research Design FIFTH EDITION*, Michigan: SAGE Publications, Inc, 2017.

- [5] Azungah, Theophilus, "Qualitative research: deductive and inductive approaches to data analysis," *Qualitative Research Journal Emerald Publishing Limited*, 2018.
- [6] Amanda L. Brewster, Leslie A. Curry, Emily J. Cherlin, Kristina Talbert-Slagle, Leora I. Horwitz, Elizabeth H. Bradley, "Integrating new practices: a qualitative study of how hospital innovations become routine," *Implementation Science*, vol. 10, pp. 1 - 12, 2015.
- [7] Patton, M.Q., *Qualitative Research and Evaluation Methods: Integrating Theory and Practice*, Thousand Oaks, CA: Sage, 2015.
- [8] Miles, Mathew B. Tjetjep Rohendi Rohidi, Mulyarto, Huberman, A. Michael, *Analisis data kualitatif : buku sumber tentang metode metode baru*, Jakarta: Penerbit Universitas Indonesia (UI-Press), 1953.
- [9] T.Rohmawati, "The Factors Affecting The Behavior of Abstain Voters In Governor Election," *The 3rd International Conference on Business, Economics, Social Sciences, and Humanities*, 2020.
- [10] Ofelia ROBESCU, Alina-Georgiana IANCU, "The Effects of Motivation on Employees Performance in Organizations," *Valahian Journal of Economic Studies*, pp. 49-56, 2016.
- [11] L. D. D. A. Saryadi, "Competence, Motivation on Performance of Nursing: The Mediating Effect of Satisfaction," *1st International Conference of Health, Science & Technology (ICOHETECH)*, pp. 10 - 14 , 2019.
- [12] Virginiah Gachengo, Susy Wekesa, "Influence of motivation on employee performance: a case of national bank of Kenya," *International Journal of Business, Management and Social Research*, vol. 03, no. 02: 179-185, pp. 179-185, 2017.
- [13] Puyri, Linzzy Pratami and Pasaribu, Hazmanan Khair, "The Effect of Leadership and Motivation on Employee Performance," *ICEMAB 2018*, pp. 1-7, 2018.
- [14] R. M. U. R. K. Rathnayaka & W. H. T. Madhuhansi, "Impact of Employee Motivation on Employee Performance: With Special Reference to Faculty Lecturers of SLITHM," *Global Journal of Management and Business Research: A Administration and Management*, vol. 18, no. 13, pp. 1-10, 2018.