



The effect of training on employee performance in Lahat district hotels

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ABSTRACT

This research aims to determine the effect of training on employee performance in Lahat Regency Hotels. The data analysis method used in this research is a quantitative descriptive method. The population in this study were 38 hotel employees in the 2 and 3 star Lahat Regency. In this research, the data collection method used is a questionnaire while the analysis technique used in this research is simple regression. Based on the research results, training has an effect on employee performance variables. This is indicated by the value of $\alpha = 0.05$, so the value obtained is $\text{Sig} = 0.000 < \alpha = 0.05$. The results of the coefficient of determination test (R^2) obtained an R Square value of 0.247, meaning that the remuneration variable explains the employee performance variable by 24.7%.

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1. INTRODUCTION

The service industry is an industry that is growing rapidly in this era of globalization. This is in line with changes in increasingly modern lifestyles and increasing living standards (Sihombing, The influence of image of satisfaction customer to loyalty visitors village tour Betung Berseri, Village Source Rahayu, District Rembang Muara Enim Regency, 2023). One of the industries operating in the service sector is the hotel industry. The hotel industry is one of the most developed industries in Lahat Regency. This can be proven by the increasing number of 2 and 3 star hotels being built in Lahat Regency.

As an industry that relies heavily on human resources or can also be called a human touch industry and labor intensive industry, hotels really focus on the capabilities of their human resources. Therefore, training is needed to ensure the quality of service from human resources, in this case employees to guests (Hutabarat, 2024).

Considering human weaknesses which tend to lack consistency, training is very important so that employees can meet the standards and consistency of service in hotels. Research conducted by (Fadli, 2015) with the title "The Effect of Training on Employee Performance at the Grand Cempaka Resort & Convention Cipayung Bogor Hotel" states that there is a real and positive influence between training and employee performance at the Grand Cempaka Resort & Convention Cipayung Bogor Hotel. Research conducted by (Saputra, 2015) with the title "The Effect of Training on the Performance of Company Courier Employees PT. TIKI (Titipan Kilat) Sukabumi City" states that the training variable has a significant effect on employee performance, this is shown through the results of statistical analysis. Research conducted by (Triasmoko, 2014)

with the title "The Effect of Job Training on Employee Performance (Research on Employees of PT Pos Indonesia (Persero) Kediri City Branch)" states that there is a simultaneous and partial influence between job training which consists of training variables method, training materials and training instructors on the performance of PT Pos Indonesia (Persero) Kediri City Branch employees. Research conducted by (Wulandari, 2012) with the title "The Effect of Training and Work Discipline on Employee Performance at the Telkom Education Foundation" states that the results of research using multiple regression analysis show that there is a very strong and positive effect between job training on the performance of employees PT.Telkom.

Hotels are an industry based on property management with the specialty of providing services that help travelers. (Larasati, 2016) states that a hotel is a form of building, company or accommodation business entity that provides accommodation services, food and drink providers and other service facilities where all services are intended for the general public, whether those who stay overnight at the hotel or those who only use certain facilities owned by the hotel. Even though the management of this hotel has conducted training for its employees, there are still complaints or complaints from the management and service users of 2 and 3 star hotels in Lahat Regency.

The hotel industry has a very important role in supporting tourism activities in providing accommodation services as well as food and beverage service activities that can be enjoyed and enjoyed by tourists. According to (Sulastiyono, 2011) said that a hotel is a company that is managed by its owner or owners by providing various accommodation, food and drink services aimed at people who travel and are able to pay a reasonable amount according to the services received without special agreement. As the hotel industry develops, hotel service users do not only depend on tourists who stay overnight, but have expanded to reach everyone who needs a place for various event activities both inside and outside the city. Therefore, the wider function of a hotel and the range of guests encourages companies to increase innovation in the hotel industry (Sontina Griche Tambunan, 2024).

2. RESEARCH METHOD

The data analysis method used in this research is a quantitative descriptive method. The Data Collection including for 5 hotels in Lahat Regency. Population in this study were 38 hotel employees in Lahat Regency with 2 and 3 stars.

Table 1. Research population

No.	Departement	employees
1	Front Office	7
2	House Keeping	10
3	Food and Beverage Service	11
4	Food and Beverage Product	10
	Total	38

Source: Data processed by researchers, 2024

The instruments in this research must be tested, according to (Sugiyono, 2015) "validity testing is a testing step carried out on the contents of an instrument, with the aim of measuring the accuracy of the instrument used in a research".

Table 2. Operational research variables

No.	Variable	Indicator	Scala
1	Training	1. Goals and targets achieved	Likert
		2. Coach	
		3. Training Materials	
		4. Training Participants	
2	Performance	1. Quality of Work	Likert
		2. Timeliness	
		3. Initiative	
		4. Ability	
		5. Communication	

Source: (Hayes D. K., 2016); (Mangkunegara, 2013)

In this research, the data collection method used is a questionnaire, namely a method carried out by making a list of questions in the form of a questionnaire addressed to the sample respondents. The data analysis method used in this research is a quantitative descriptive method, while the analysis model used in this research is simple regression. According to (Sekaran, 2016), "a simple linear regression equation represents a straight line."

3. RESULTS AND DISCUSSIONS

The validity test is used to see the accuracy of the instruments used in the research. The validity test used is a validity test using the Pearson formula, where the r_{table} is 0.304. The instrument is said to be valid if the r_{count} value $\geq r_{table}$. The validity results of each research variable instrument are as follows:

Table 3. Validity of the training variable instrument

No.	Instrument	Validity Value		Result
		r_{count}	r_{table}	
1	Statement 1	0,344	0,304	Valid
2	Statement 2	0,537		Valid
3	Statement 3	0,733		Valid
4	Statement 4	0,640		Valid
5	Statement 5	0,520		Valid

Source: Data processed by researchers, 2024

From table 3 it can be seen that the test results for each training variable instrument have an r -value > 0.304 , thus overall the statement instrument for the training variable used is declared valid.

Table 4. Validity of the performance variable instrument

No.	Instrument	Validity Value		Result
		r_{count}	r_{table}	
1	Statement 1	0,744	0,304	Valid
2	Statement 2	0,705		Valid
3	Statement 3	0,675		Valid
4	Statement 4	0,693		Valid
5	Statement 5	0,660		Valid

Source: Data processed by researchers, 2024

From table 4 it can be seen that the test results for each performance variable instrument have an r -value > 0.304 , thus it can be concluded that overall the statement instrument for the performance variable used is declared valid.

Reliability testing is carried out to ensure that the instrument used is a reliable, consistent and stable instrument if used repeatedly at different times. (Arikunto, 2010) The instrument is declared reliable if the calculated Cronbach alpha value $>$ Cronbach alpha tolerance (0.6). The results of reliability testing are as follows:

Table 5. Reliability results of research instruments

No.	Variable	cronbach alfa value	Result
1	Training	0,771	Reliable
2	Performance	0,918	Reliable

Source: Data processed by researchers, 2024

The results of the reliability test show that the Cronbach's Alpha value for all variables is greater than 0.6, thus this research questionnaire is declared reliable. Simple linear regression analysis was used to determine whether there was an influence of training on employee performance according to the first hypothesis in this research. The results can be seen in the following table:

Table 6. Regression testing results

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.636	6.299		2.324	.06
	X_Total	.602	.153	.497	3.923	.000

a. Dependent Variable: Y_Total
Source: Output SPSS 21, 2024

From the table above, by paying attention to the numbers in the unstandardized coefficient beta column, a simple linear regression equation can be created as follows:

$$Y = 14.636 + 0.602 X$$

Based on the results of simple linear regression analysis processing using the SPSS 21 program, the results obtained mean that the constant value is 14,636, if the value of training increases by one unit, then employee performance will increase by 0.602 units assuming X is constant.

The coefficient of determination test (R^2) is used to measure how far the model's ability to explain variations in the dependent variable. The R^2 value is getting closer to 1, meaning that the independent variables provide almost all the information needed to predict variations in the independent variables. Conversely, if R^2 approaches 0 (zero), the weaker the influence of the independent variables on the dependent variable:

Table 7. Determination coefficient test model summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.497 ^a	.247	.231	1.87253

a. Predictors: (Constant), X_Total

Source: Output SPSS 21, 2024

Based on the R Square value in the table, it is 0.247 (24.7%). This means that the training variable explains the employee performance variable by 24.7% and the rest is explained by other factors outside the object under study.

The T test is used to determine whether the influence of each variable is significant or not. This research was carried out using the Alpha value (α) = 0.05, if the Sig value < Alpha then it is stated that there is an influence between variables X and Y.

Table 8. Determination coefficient test coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.636	6.299		2.324	.025
	X_Total	.602	.153	.497	3.923	.000

a. Dependent Variable: Y_Total
Source: Output SPSS 21, 2024

By using the value Alpha = 0.05, the value Sig = 0.000 < Alpha = 0.05 is obtained, which means that the training variable influences the employee performance variable. This research describes the relationship between training variables and employee performance at Lahat Regency Hotels, this can be seen from the regression coefficient value of 0.602, apart from that the value = 0.000 < alpha 0.05, the results of the coefficient of determination (R^2) test obtained an R Square value of 0.247 which is Thus, the remuneration variable explains the employee performance variable by 24.7%. From the results of the T test, a sig value of 0.000 < 0.05 is obtained, which indicates that the training variable influences the employee performance variable, so it can be concluded that the training variable has a significant influence on the employee performance variable. This agrees with research (Efin Shu, 2018) which states that training has a positive effect on performance.

This can be interpreted that hotels have the main function as accommodation to support the needs of customers and guests as a place to stay for a short period of time (Tambunan, 2023).

However, as times develop, the function of a hotel is not only used for overnight stays but can be used as a venue for weddings, seminars, conferences and other activities (Riza Afni, 2024). Therefore, it is important to train employees as a form of excellent service to customers. (Hayes D. K., 2016) states that training is the process of developing a staff member's knowledge, skills, and attitudes necessary to perform tasks required for a position. Meanwhile, according to (DeCenzo, 2013) employee training is a learning experience: it seeks relatively permanent change in employees to improve job performance. Thus, training involves teaching new skills, knowledge, attitude, and/or behavior (Lukman Nasution, 2024).

The training provided by hotel management is expected to improve employee performance. With training, the services provided by the hotel will improve, so employee performance must be built. (Sedarmayanti, 2011) defines performance as output drive from processes, human or otherwise. So there are 5 main criteria that are often used in assessing employee performance, namely: (a) Quality of Work, showing the extent to which an employee's quality in carrying out their duties includes accuracy, completeness and neatness. (b) Promptness, to find out how quickly and to what extent employees respond after being given a task. (c) Initiative, Initiative is the drive to identify problems or opportunities and be able to take real action to solve problems or seize opportunities. (d) Capability, the ability of employees to carry out their work or duties is different from one another. Even though the task or work is the same, carried out by employees with the same level of education, the results are different. (e) Communication, communication is the transfer of information and understanding from one employee to another employee.

4. CONCLUSION

Based on the research results, training has a significant influence on employee performance variables. Based on determination coefficient test that the training variable explains the employee performance variable by 24.7%. Training will provide knowledge and excellent service for customers. With training, it is hoped that it can improve company performance in the service sector, especially in the hospitality sector. This research is limited to 2 (two) variables only, it is hoped that future researchers will add variables outside of this research. The implication of this research is that it is hoped that excellent employee training can improve the quality of employee service. Recommendations of this research are training by hotel management is expected to improve employee performance, there are 5 (five) main criteria should be improve employee performance, that are improving quality of work, promptness, initiative, capability, and communication.

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