



THE INFLUENCE OF TRAINING AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE IN THE REPRESENTATIVE OFFICE OF BANK INDONESIA, SOUTH SUMATRA PROVINCE

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ABSTRACT

This research was conducted to determine the effect of training and work motivation on employee performance at the Bank Indonesia Representative Office, South Sumatra Province. The population and sample in this research are 50 Non-Officer employees and Assistant Directors of the Bank Indonesia Representative Office for South Sumatra Province in 2023. The results of multiple linear regression analysis show that training and work motivation positively and significantly affect employee performance. Training: It is necessary to select the type of training given to employees according to their needs. Choosing a training provider is also important, and the chosen organizer must also be suitable and knowledgeable in this field, have experience, and have a good image. Work motivation, the role of superiors, is necessary to look at relationships between fellow employees. Where within a division, there are colleagues who do not have a harmonious relationship, then the role of superiors is to create a more neutral and professional atmosphere in carrying out work.

.Keywords: Training, Work Motivation, Employee Performance

INTRODUCTION

An independent Central Bank in carrying out its duties and authority began with a new law, Law Number 23 of 1999, concerning Bank Indonesia, as amended several times, most recently with Law Number 4 of 2023 concerning the Development and Strengthening of the Financial Sector. This law provides status and position as an independent state institution in carrying out its duties and authority, free from interference from the Government and other parties, except for matters expressly regulated in this law, Bank Indonesia has autonomy fully in formulating and carrying out each of its duties and authorities as specified in the law. External parties are not permitted to interfere in implementing Bank Indonesia's duties, and Bank Indonesia is also obliged to refuse or ignore intervention in any form from any party. This special status and position is necessary so Bank Indonesia can carry out its role and function as a monetary authority more effectively and efficiently (Dewantara & Munir, 2015).

There are 46 domestic Bank Indonesia Representative Offices and 5 overseas Bank Indonesia Representative Offices, including Beijing, Tokyo, Singapore, New York, and London. The South Sumatra Province Bank Indonesia representative office has a total of 70 employees based on their respective ranks and grades, which can be shown in Table 1.1 below:

Tabel 1. Number of Bank Indonesia Regional Representative Office Employees for South Sumatra Province in 2023

Grade	Rank	Number of Employees
G.14	Direktur	1
G.12/G.13	Deputy Director	2
G.10/G.11	Assistant Director	3
G.8/G.9	Manajer	7
G.6/G.7	Assistant manager	11
G.4/G.5	Staf	10
G.2 /G.3	Executor	33
G.1	Asisten	3
Total		70

Based on Table 1.1. shows that the total number of employees is 70, of which the number of non-officer employees is 46, consisting of the rank of assistant to staff. In comparison, the number of officer employees is 24, consisting of the rank of Assistant Manager to Director.

The training program provided aims to create employees who have knowledge, technical competence, behavioral competence, and leadership that are relevant and reliable to support the implementation of work, the position they will be aiming for, and anticipate future challenges by the demands of employee competency development, supporting the achievement of the vision and Bank Indonesia Institute's mission with the support of the necessary capabilities and supporting the creation of competent human resources with integrity as well as potential future economic leaders (Makhijani et al., 2009). The special status of Bank Indonesia is crucial as it ensures the independence and accountability of the central bank. This independence allows Bank Indonesia to effectively carry out its mandate of maintaining price stability and supporting the sustainable growth of the national economy. The training program provided by the Bank Indonesia Institute aims to equip employees with the knowledge, technical competence, behavioral competence, and leadership skills necessary to support the implementation of central bank policies, anticipate future challenges, and contribute to achieving the institution's vision and mission. By fostering competent human resources with integrity and the potential to become future economic leaders, Bank Indonesia can effectively fulfill its role in the country's economic and financial stability.

Training, seminars, and workshops involving employees at various levels, from Executive to Director, third parties to new employees, to improve employee soft skills and hard skills every year. This program is implemented to improve competence (knowledge, skills, and attitude) in various stages. Achievement orientation and company values aim to provide knowledge and skills in managing, increasing, and maintaining high motivation, understanding the company's core values and behavior, and preparing mentally as a worker (Kleo, 2020).

Training programs at the Bank Indonesia Institute are carried out regularly every year. Human resource training programs are an obligation of the Bank Indonesia Institute. The South Sumatra Province Bank Indonesia Representative Office hopes the training can maximize employee performance. The training method, usually used offline, is held at the Jakarta BI Institute or designated representative offices. With the pandemic in 2022, training must be conducted online by the Bank Indonesia Institute. In order to prevent COVID-19, the Bank Indonesia Institute made this happen by forming an organization with learners (learning organization) and utilizing a solid understanding of the use of digital technology or the internet with the use of time at work (time management) (Ratna et al., 2020).

Data related to Cash Management using the CBS system at the South Sumatra Province Bank Indonesia Representative Office still needs input errors. From January to April 2023, it was recorded that the Cash Notes Register (DCK) had experienced correction errors twice. This situation has attracted the attention of the Working Unit to be more careful in the data input process, starting from the recording officer (Maker) and going on to the approval stage (Approver) in the CBS system. This incident has encouraged employees to be more careful in their duties. Employee performance is essential in running a business in an organization to achieve its goals. *Performance* is a result achieved by employees in their work according to specific criteria that apply to a job (Robbins & Judge, 2017). Several ways to achieve good performance are through education, training, providing adequate compensation, a conducive work environment, and work discipline carried out by the employees themselves (Siburian et al., 2018). A work unit can be successful if the performance of human resources tries to improve employee performance to achieve the work unit goals that have been set. *Performance* is a result achieved by employees in their work according to specific criteria that apply to a job (Robbins & Judge, 2017).

RESEARCH METHODS

The population in this study were 50 Non-Officer employees and Assistant Directors of the Bank Indonesia Representative Office of South Sumatra Province in 2023. The author determined the sample size in this research using the census method (saturated sampling), a sample determination technique where all population members are used as samples. The sampling method used in this research is the saturated sample method.

The saturated sampling method is a sample determination technique in which all population members are used as respondents. In this study, the respondents were 46 Non-Officer employees and 4 Assistant Directors at the South Sumatra Bank Indonesia Representative Office in 2023, with a total of 50 employees, all of whom constituted the number of respondents in this study.

RESULTS AND DISCUSSION

Result

The training variable (X1) shows a significance value 0.000 (smaller value $\alpha = 0.05$). This means that training significantly affects employee performance at the Bank Indonesia

Representative Office, South Sumatra Province. This proves that the first hypothesis that training has a positive and significant effect can be accepted.

The work motivation variable (X2) shows a significance value of 0.011 (smaller value $\alpha = 0.05$). This means that work motivation significantly affects employee performance at the Bank Indonesia Representative Office, South Sumatra Province. This proves that the second hypothesis that work motivation has a positive and significant effect can be accepted.

Discussion

The Effect of Training on Employee Performance at the Bank Indonesia Representative Office, South Sumatra Province

The analysis results of this research show that training has a positive and significant effect on employee performance so that the first hypothesis can be accepted. The results of this research are in line with the results of research from (Darmadi et al., 2023); (Kurniawan & Susanto, 2023) ; (Razak, 2021); (Sunarto et al., 2023); (Apriansyah & Syarifuddin, 2021); (Lorenza et al., 2023); (Rezeki & Hidayat, 2021); (Gopinath, 2020); (Sitepu et al., n.d.); ((ROOM et al., 2019); (Al-Khasawneh et al., 2022); (Onyango & Wanyoike, 2018); (Halawi & Haydar, 2018) which shows that training has a positive and significant effect on employee performance.

In this dimension, participants showed an average percentage of Agree (35%) and Strongly Agree (39%) answers. This shows that the training participants who are employees of the South Sumatra Province Bank Indonesia Representative Office are enthusiastic, can understand the material provided during the training, and are included in the "Quite Good" category. This shows that the training provided to employees is based on employee needs. Providing training appropriate to employee needs makes it easy for employees to understand the training material provided.

The material dimension shows the average percentage of answers Agree (38%) and Strongly Agree (49%). This shows that the training material provided to employees of the South Sumatra Province Bank Indonesia Representative Office is in accordance with the employee's needs, the training provided is expected to be used to support the tasks that are their responsibilities, the material provided is by the objectives of the training and the training provided can provide benefits, knowledge, and skills for employees by their field of work, then in the material dimension it is included in the "Good" category. This shows that the training provided is what employees need so that employees can implement the results of the training they receive to support their work in order to produce better performance in line with the agency's expectations.

The method dimension shows the average percentage of answers Agree (34%) and Strongly Agree (28%). This shows that the training method provided to employees of the South Sumatra Province Bank Indonesia Representative Office is adequate, and the training material provided is explicit and well-detailed so that it is easy to understand and understand, so in terms of the method dimension can state that it is included in the category " Pretty good." Providing methods that are exciting and short-winded means that the results of the training provided can be effective and efficient.

The training objective dimension shows the average percentage of answers Agree (41%) and Strongly Agree (31%). This shows that the aim of conducting training for employees of the South Sumatra Province Bank Indonesia Representative Office is that it is expected to provide good results for employees and work units; apart from that, it is also hoped that employees will

be able to understand the training material provided. So, this shows that the training objective dimension is included in the "Good enough" category. The aim of providing training is to develop skills, abilities, and knowledge for employees to support their work. Providing training that is very effective and right on target according to employee needs creates hope for the agency for the employees themselves to be able to provide better performance results than before and in line with the agency's targets and expectations.

The Influence of Work Motivation on Employee Performance at the Bank Indonesia Representative Office, South Sumatra Province

The analysis results of this research show that work motivation has a positive and significant effect on employee performance so that the second hypothesis can be accepted. The results of this research are in line with the results of research from (Abu Zwaide et al., 2021); (Silalahi et al., 2021); (Tupti et al., 2021); (Moseson et al., 2020); (Salman et al., 2020); (Nzewi et al., 2018); (Paais & Pattiruhu, 2020); (Ek & Mukuru, 2013); (Cote, 2019); (Olusadum & Anulika, 2018); (Supriyanto & Mukzam, 2018); (Mfinanga, 2018) shows the results that work motivation has a positive and significant effect on employee performance.

In the dimension of the need for achievement at the Bank Indonesia Representative Office, South Sumatra Province, the average percentage of answers Agree (33.5%) and Strongly Agree (45.5%). This shows that employees will achieve the given targets, increase insight and knowledge, set goals and achieve the set goals, and provide good work results by expectations. However, with respondents stating "Disagree," there is an indication that some employees have not been able to meet the targets set by the agency. This shows that employees need support, one of which is the vital role of superiors and providing opportunities for employees to develop skills and knowledge according to their needs. This will have a good impact on employees in carrying out their work.

The need for affiliation dimension shows the average percentage of answers Agree (36.66%) and Strongly Agree (33.33%). This shows that employees at the South Sumatra Province Bank Indonesia Representative Office can work together with other people and individuals, are responsible for providing work results by expectations, and provide better work results than their colleagues. So, the dimension of the need for affiliation shows that it is included in the "Pretty Good" category. However, with respondents still stating "Strongly Disagree" and "Disagree," there is an indication that employees can provide better performance results per the provisions given.

The need for affiliation dimension shows the average percentage of answers Agree (30%) and Strongly Agree (20%). This shows that employees at the South Sumatra Province Bank Indonesia Representative Office have good relationships and support each other among employees, have relationships with superiors that can be maintained well and harmoniously, and feel comfortable with colleagues in the same team/division. The need for affiliation dimension is included in the "Not Good" category, which shows there are still less than harmonious relationships with fellow employees.

CONCLUSION

Based on the research and analysis results, the following conclusions can be drawn: Training and work motivation have a positive and significant effect on employee performance at the Bank Indonesia Representative Office, South Sumatra Province.

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