



THE INFLUENCE OF TRAINING AND COMPETENCE ON THE PERFORMANCE OF HARPER HOTEL JAKARTA EMPLOYEES

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ABSTRACT

The purpose of this study was to determine the effect of training and competence on employee performance at Harper Hotel Jakarta.

The research method used in this research is descriptive with a quantitative approach. The population amounted to 58 people, so the sampling technique was used with the saturated sample method and the number of samples obtained in this study were 58 respondents. Data analysis techniques using multiple linear regression.

The results showed that: (1) There is a positive and significant effect of training variables on employee performance at Harper Hotel Jakarta. This is evidenced by the value of $t_{count} > t_{table}$, namely $4.352 > 2.004$ with a probability value (significance) = 0.000, which is below 0.005. (2) There is a positive and significant effect of competency variables on employee performance at Harper Hotel Jakarta. This is evidenced by the value of $t_{count} > t_{table}$, namely $7.381 > 2.004$ with a probability value (significance) = 0.000, which is below 0.005. (3) There is a positive and significant effect of training and competency variables on employee performance at Harper Hotel Jakarta. This is evidenced by the value of $F_{count} > F_{table}$, namely $26.759 > 3.16$ with a probability value (significance) = 0.000, which is below 0.005.

Keywords: *training, competency, performance.*

I. INTRODUCTION

A. Research Background

The company's performance level needs to be evaluated and reported, because it is a description of the company's success rate in managing its resources in achieving results in accordance with the strategic plan. The success of improving organizational performance is strongly influenced by many factors. One of the influential factors is the human resource factor. Such a big influence, because the power and usefulness of other elements in organizational management is determined by human resources. This resource according to experts makes a significant contribution in improving organizational performance. Performance is the level of success of a person or group of people in carrying out their duties and responsibilities and the ability to achieve predetermined goals and standards.

Rivai (2013) "suggests that performance is the work of a person or group of people in an organization in accordance with their authority and responsibility." Employee performance in an organization needs to be measured or assessed, so that it can be seen whether the employee's performance is good or bad. Good performance is optimal performance, namely performance that meets organizational standards and supports the achievement of organizational goals, and is said to be bad otherwise. It was also mentioned that human resources are not only a management tool, but also a management reformer, initiator, mediator, and as a thinker in organizational development. The implementation of a training and development program can be said to be successful if in the training and development participants there is a transformation process. The transformation process can be declared to take place well if at least two things occur, namely: increased ability to carry out tasks and changes in behavior that are reflected in the attitude, discipline, and work ethic of these employees, thus the importance of training is to improve employee performance and produce satisfactory achievements in an organization or agency.

Mangkuprawira (2003) suggests that training is a process of teaching certain knowledge and skills and attitudes so that employees are increasingly skilled and able to carry out their responsibilities better, according to standards. Competence is also one of the determining factors in improving performance. Competence is a basic characteristic of a person (individual) that influences the way he thinks and acts, makes generalizations about all situations faced and lasts long enough in humans. Competencies in relation to performance can be classified into two groups, namely threshold competencies, which are the minimum criteria that must be met by position holders in order to work effectively and differentiating competencies, which are criteria that distinguish people who achieve superior performance and people whose performance is average.

Hotel Harper Jakarta provides a balanced residential feel and functionality, with friendly service and innovations. To improve the performance of its employees, Harper Hotel Jakarta not only pays attention to the level of employee welfare, but also continues to provide training, both held in the region and held centrally. And of course in carrying out the training,

Harper Hotel Jakarta always looks for training elements that are really needed by employees. But of course, every activity carried out by a company is not necessarily always liked by its employees. Like the trainings that have been conducted. There are still employees who feel that the training provided is too dense in time, and the instructor is less able to create a fresher atmosphere. So it seems boring. In addition to training, employee competence is also important. Competence is the scientific basis that employees usually get from formal and non-formal education. And the high competence of an employee will differentiate the employee's ability to carry out his work, with regard to employee competence, Harper Hotel Jakarta always recruits employees based on the level of competence possessed by its employees. High competence will encourage employees' abilities even better. But in practice, not all employees who have high competence also have high skills. There are some employees who, despite their high formal competence, lack the ability to work in accordance with their competence.

Based on the above background, the authors are interested in conducting research with the title **"THE EFFECT OF TRAINING AND COMPETENCE ON EMPLOYEE PERFORMANCE AT HARPER HOTEL JAKARTA"**.

B. Research Background

Based on the background of the problem, the researcher formulated the problem as follows:

1. Is there an effect of training on the performance at Harper Hotel Jakarta employees?
2. Is there an influence of competence on the performance of Harper Hotel Jakarta employees?
3. Is there an effect of training and competency on the performance of Harper Hotel Jakarta employees?

C. Research Objectives

Based on the background of the problem, the researcher formulated the problem as follows:

1. Is there an effect of training on the performance at Harper Hotel Jakarta employees?
2. Is there an influence of competence on the performance of Harper Hotel Jakarta employees?
3. Is there an effect of training and competency on the performance of Harper Hotel Jakarta employees?

II. LITERATURE REVIEW

A. Performance

Performance is the result of employee work obtained from a job carried out by employees (Ramdhan et al., 2023). Furthermore, Andrias (2023) argues that performance is the result of work achieved by an employee in carrying out the tasks assigned to him in accordance with the responsibilities given to him, which is based on skills, experience and excellence and time with the resulting output reflected well.

Based on the opinions of the experts above, it can be concluded that employee performance is the result of work achieved by an employee in carrying out his duties and responsibilities at work. Employee performance can be measured through the achievement of predetermined targets, work productivity, quality of work results, and quality of work in the team.

B. Training

According to Ridwan (2023) training is an activity to improve the abilities, skills, knowledge and attitude changes of individuals in the company so that the implementation of the tasks they carry out becomes better, in other words, every employee needs training to improve their performance.

The objectives of organizing employee training according to Ramdhan & Pasaribu (2022) are: 1) increase productivity; 2) improve quality; 3) reduce employee learning time; 4) increase employee retention; 5) prepare employees for retirement.

Based on the above opinion, it can be concluded that training is a process designed to improve employees' knowledge, skills, and abilities in carrying out job duties.

C. Competency

Competence is the knowledge, skills, and abilities that a person has or achieves, which become part of him so that he can carry out the appearance of cognition, affection, and certain psychomotor actors (Ramdhan & Ridwan, 2023).

According to Azizatussaadah (2024) competence is an ability to carry out, perform, complete a task or work carried out based on skills and knowledge and supported by work attitudes formed and demanded by an institution or company.

So it can be concluded that employee competence is a work ability that includes aspects of knowledge, skills, and work attitudes that are in accordance with the standards set by the company.

III. RESEARCH METHODOLOGY

A. Research Scope

The object of research is the employees of Harper Hotel Jakarta which is located at Jl. M.T Haryono Kav. 6-7 (Jl. Biru Laut X) Jakarta, 13340. This research was conducted from January to May 2024. As for what will be discussed in this study focuses on issues regarding training, competence and its influence on employee performance at Harper Hotel Jakarta.

B. Population and Sample

According to Ramdhan (2021) population is like an organism, while the sample is an integral organ of the population. The sample must be able to represent the characteristics of the entire population. In other words, population and sample are two hails that are interrelated and inseparable.

In this study, the population was all employees at Harper Hotel Jakarta, totaling 58 people. The research conducted is population research because the

object to be studied is less than 100, namely 58 employees at Harper Hotel Jakarta. If the population is less than 100, it is better to take all so that the research is population research (Arikunto, 2021).

C. Research Type

This research was conducted using quantitative research methods. Quantitative research methods are systematic investigations of a phenomenon by collecting data that can be measured using statistical, mathematical, or computational techniques (Ramdhan, 2021). This research is shown to describe or describe existing phenomena, both natural and human-made. Quantitative Descriptive Research describes its study using a measure of number, or frequency (Sukmadinata, 2019).

This research consists of many forms, both surveys, experiments, correlations, and regressions. This research is intended to test hypotheses using statistical calculations, this research is used to test the effect of training (X_1), competency (X_2) on the performance (Y) under study. By using this research method, it will be known the significant influence between the variables studied so as to produce conclusions that will clarify the description of the object of research.

IV. Research Result

A. Effect of Training on Employee Performance

1. Correlation Coefficient Test

Table 1
Correlation Coefficient Test X_1
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.503 ^a	.253	.239	8.843

a. Predictors: (Constant), Training

b. Dependent Variable: Performance

Source: SPSS Data Processing version 24

Based on the table above, the R (correlation coefficient) number is 0.503. This shows that there is a sufficient or moderate relationship between training and employee performance at Harper Hotel Jakarta.

2. Determination Coefficient Test

Based on table 1, the R^2 (R Square) value is 0.253. This shows that 25.3% of training has contributed to the influence on the performance of Harper hotel jakarta employees, while the remaining 74.7% is influenced by other variables not examined in this study.

3. Hypothesis Test

Table 2
Regression Test X_1
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	31.615	6.208		5.093	.000
Training	.483	.111	.503	4.352	.000

a. Dependent Variable: Performance

Source: SPSS Data Processing version 24

Based on the table above, the simple linear regression equation is as follows: $Y = 31.615 + 0.483 X_1$, can be explained as follows:

- a. The intercept constant value of 31.615 is a constant (a). Stating that if $X = 0$, then the value of $\hat{Y} = 31.615$.
- b. The regression coefficient value of the training variable on performance is 0.483. This means that if training increases by 1 unit, it will increase performance by 0.483.

The hypothesis in this study was tested using the t test. If you pay attention to the results of the table above, the tcount value for the Training variable (X_1) on Employee Performance (Y) is 4.352, while the ttable value for $n = 58$ is 2.004. So because the value of $t_{\text{count}} > t_{\text{table}}$, namely $4.352 > 2.004$. The probability value (significance) = 0.000, which is below 0.050.

Thus H_a is accepted, it can be concluded that there is a positive and significant effect of the Training variable (X_1) on the performance of Harper hotel jakarta employees.

B. The Effect of Competence on Employee Performance

1. Correlation Coefficient Test

Tabel 3
Correlation Coefficient Test X_2
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.702 ^a	.493	.484	7.283

a. Predictors: (Constant), Competency

b. Dependent Variable: Performance

Source: SPSS Data Processing version 24

Based on the table above, the R (correlation coefficient) number is 0.702. This shows that there is a strong or high relationship between competence and employee performance at Harper Hotel Jakarta.

2. Determination Coefficient Test

Based on table 3, the R^2 (R Square) value is 0.493. This shows that 49.3% of competence has contributed to the influence on the performance of Harper hotel jakarta employees, while the remaining 50.7% is influenced by other variables not examined in this study.

3. Hypothesis Test

Table 4
Regression Test
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	24.157	4.704		5.135	.000
Competency	.584	.079	.702	7.381	.000

a. Dependent Variable: Performance

Source: SPSS Data Processing version 24

Based on the table above, the simple linear regression equation is as follows: $Y = 24.157 + 0.584 X_2$, can be explained as follows:

- a. The intercept constant value of 24.157 is a constant (a). Stating that if $X = 0$, then the value of $\hat{Y} = 24.157$.

- b. The regression coefficient value of the competency variable on performance is 0.584. This means that if competence increases by 1 unit, it will increase performance by 0.584.

The hypothesis in this study was tested using the t test. If you pay attention to the results of the table above, the t_{count} value for the competency variable (X_2) on Employee Performance (Y) is 7.381, while the t_{table} value for $n = 58$ is 2.004. So because the value of $t_{\text{count}} > t_{\text{table}}$, namely $7.381 > 2.004$. The probability value (significance) = 0.000, which is below 0.050.

Thus H_a is accepted, it can be concluded that there is a positive and significant effect of the competency variable (X_2) on the performance of Harper hotel jakarta employees.

C. Effect of Training and Competence on Employee Performance

1. Correlation Coefficient Test

Table 5
Correlation Coefficient Test X_2
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.702 ^a	.493	.475	7.348

a. Predictors: (Constant), Competency, Training

b. Dependent Variable: Performance

Source: SPSS Data Processing version 24

Based on the table above, the R (correlation coefficient) number is 0.702. This shows that there is a strong or high relationship between training and competence on employee performance at Harper Hotel Jakarta.

2. Determination Coefficient Test

Based on table 5, the R^2 (R Square) value is 0.493. This shows that 49.3% of training and competence have contributed to the influence on the performance of Harper hotel jakarta employees, while the remaining 50.7% is influenced by other variables not examined in this study.

3. Hypothesis Test

Table 6
Regression Test
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	24.026	5.368	
Training	.007	.131	.007
Competency	.579	.113	.697

a. Dependent Variable: Performance

Source: SPSS Data Processing version 24

Based on the table above, the simple linear regression equation is as follows: $Y = 24.026 + 0.007 X_1 + 0.579 X_2$, can be explained as follows:

- The intercept constant value of 24.026 is a constant (a). Stating that if $X = 0$, then the value of $\hat{Y} = 24.026$.
- The regression coefficient value of the training variable on performance is 0.007, meaning that if the training variable increases by 1 unit, employee performance will experience a binding of 0.007. Assuming other variables are fixed.

- c. The regression coefficient value of the competency variable on performance is 0.579, meaning that if the competency variable increases by 1 unit, employee performance will experience a binding of 0.579. Assuming other variables are constant.

Table 7
Regression Test

ANOVA ^a					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	2889.802	2	1444.901	26.759	.000 ^b
Residual	2969.802	55	53.996		
Total	5859.603	57			

a. Dependent Variable: Performance

b. Predictors: (Constant), Competency, Training

Source: SPSS Data Processing version 24

The hypothesis in this study was tested using the F test. If you pay attention to the results of the table above, the F_{count} value for the Training (X_1) and competency (X_2) variables on employee performance (Y) is 26.759, while the F_{table} value for $n = 58$ is 3.16. So because the $F_{\text{count}} > F_{\text{table}}$ value, namely $26.759 > 3.16$. The probability value (significance) = 0.000 which is below 0.050.

Thus H_a is accepted, it can be concluded that there is a positive and significant effect of training (X_1) and competence (X_2) on the performance of Harper Hotel Jakarta employees.

V. CLOSURE

A. Conclusion

Based on the results of data processing and analysis of research results to answer research questions, it can be concluded as follows:

1. Training (X_1) has a positive and significant effect on employee performance at Harper Hotel Jakarta, with a $t_{\text{count}} > t_{\text{table}}$ value ($4.352 > 2.004$), with a probability value (significance) of $0.000 < 0.005$, it can be concluded that training (X_1) partially has a positive and significant effect on employee performance at Harper Hotel Jakarta.
2. Competence (X_2) has a positive and significant effect on employee performance at Harper Hotel Jakarta, with a $t_{\text{count}} > t_{\text{table}}$ ($7.381 > 2.004$), with a probability value (significance) of $0.000 < 0.005$, it can be concluded that competence (X_2) partially has a positive and significant effect on employee performance at Harper Hotel Jakarta.
3. Training (X_1) and competence (X_2) have a positive and significant effect on employee performance at Harper Hotel Jakarta, with a value of $F_{\text{hitung}} > F_{\text{tabel}}$ ($26.759 > 3.16$), with a probability value (significance) of $0.000 < 0.005$, it can be concluded that training (X_1) and competence (X_2) together have a positive and significant effect on employee performance at Harper Hotel Jakarta.

B. Suggestion

1. It is important for companies to provide training for employees because it can improve skills and skills at work, which in turn will improve employee performance. This is like an assessment about employees feeling appropriate to take part in the training provided by the company getting a low assessment, this shows that employees really need training to improve their skills at work so that it will encourage their performance and of course the company's performance.
2. Because competence affects employee performance, to improve employee performance Harper Hotel Jakarta needs to maintain competencies that are already high and improve competencies that are still low, namely personality competence. This can be improved by continuing to hold personality training and continuous employee coaching.
3. This research is limited to two dominant factors that affect performance and there are still other factors that affect performance that are not studied such as compensation factors, work climate, motivation, and others. So further research is needed that examines this matter.

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