The Effect of Instructor’s Professional Competence, Training Methods, and Training Participants’ Motivation Based on Competency-Based Fund Transfer Management on the Performance of Bank Employees in Jakarta

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Abstract
This research analyzed the Professional Competence of the Instructor, Training Methods and Motivation of the trainees based on the competence of fund management on the performance of the employees whose training was carried out by Praveena. The model was analyzed with regression analysis using statistical software SPSS 28 and EXCEL 365. Data was collected from training participants using a questionnaire, and the data obtained were 100 respondents. The results of this research are that the instructor’s professional competence and training methods partially have no direct effect on employee performance, training motivation has a direct effect on employee performance, and the instructor’s professional competence, training methods and training motivation simultaneously have a positive effect on employee performance.

Key words: instructor, motivation, performance, training

Introduction
The success of an agency/organization is not only determined by the capital and facilities it has and by the availability of reliable human resources. Every organization needs human resources which are physically and mentally healthy and have a good mentality, discipline, enthusiasm, abilities and expertise that are in accordance with the challenges and needs of the world of work.

One of the causes of the decline in employee performance in an organization is a mismatch between the level of ability possessed by employees with the development of needs and dynamics of problems faced by an increasingly competitive world of work. Many parties argue that among the factors that affect the decline in employees’ ability is the lack of intention to work by agencies/organizations in providing appropriate training programs for their employees.

Indonesia’s national development cannot be separated from Human Resource Development (HR). Superior, tough and quality human resources physically and mentally will positively impact the nation’s competitiveness and independence and support national development. According to Eddy Cahyono Sugiaro (2019:1), Human resource development is the main strategy for the development of the Indonesian nation, accelerating economic growth...
and improving people's welfare. This strategy is a key factor in global competition, which has consequences for increasingly fierce competition amid uncertainty.

Strengthening superior human resources that have a close correlation with increasing work productivity to win the fast-paced competition in the world of business, political economy and culture. Human resources play a very important role in determining the performance of an organization. Mangkunegara (2009: 67) states that the factors that influence the achievement of performance are the ability factor and the motivation factor. The government through the Ministry of Manpower has issued Regulation of the Minister of Manpower and Transmigration of the Republic of Indonesia Number 8 of 2014 concerning Guidelines for Implementation of Competency-Based Training (PBK), including (1) Job training (2) Competency-Based Training (3) Trainers (4) The implementation of PBK must be carried out using an approach method: training in training institutions or off the job training; and on-the-job training.

Some experts believe that a person's competence will produce similar results. In other words, they argue that the formulation of competence is the same as performance (Palan.R. 2007:84). One way to improve one's competence is to take part in trainings, both soft skills and hard skills. Preveena is a company engaged in banking training located on Jl. Sultan Hasanudin No. 30 Blok M Kebayoran Baru, South Jakarta. The main focus is banking competency-based training, including Competency-Based Training for Payment System, Rupiah Money Management, Qualification Level 4 for Fund Transfer Management (PBK SPUPUR Qualification 4 PTD). The training participants consisted of bank employees in Jakarta.

Some of the initial observations made still found several phenomena that describe the still not optimal performance of bank employees, such as not yet maximal employee performance, especially in understanding operations and cooperation to complete work, it is still necessary to improve the understanding of each employee in mastering skills and expertise regarding the Payment System and Rupiah Money Management (SPPUR) and there are still employees who have not been able to properly carry out the lessons learned during the training. Preneena must really carry out training for bankers, so that they have the appropriate abilities, skills, knowledge to carry out their duties properly. So that it will increase competence which in turn improves performance.

Training is a term that has different connotations, depending on one's experience and background. Because training in general is one way or alternative to solve the problems faced in meeting their needs. In the world of work, for example, training is linked as a giver of guidance, orientation and direction in order to do something better. Most people who have used training as a cause for them to carry out various tasks in life, although many of them learn about what they gain from experience but do not realize that it is a form of training.

Training is also the creation of an environment where a person can discover new things such as learning about specific attitudes, abilities, skills and behaviors related to a particular job. While Paul. G. Predman in Ramlan, M. Sudarmadi (2007: 9), states the notion of pe. The main idea of this opinion shows in training there is a process used to meet needs and achieve goals.

Literature Review

Instructor Competence

Competence can be defined as a set of knowledge, skills, and behaviors that must be possessed, internalized, and mastered by teachers or lecturers in carrying out professional duties (Mulyana, 2013: 25).

According to Ahmad Rifa’i and Catharina (2009:9) professional competence is the ability to master learning materials broadly and deeply which allows guiding students to meet the competency standards set out in national standards. According to Khoiri (2010:43) Professional Competence is mastery of learning material broadly and deeply, which includes mastery of curriculum material in school subjects and the scientific substance that overshadows the material, as well as mastery of the structure and scientific methodology.

Training Method

According to Ismail Marzuki & Lukamanul Hakim (2018) the learning model was developed from the differences in student characteristics that varied. Because students have various personality characteristics, habits, and ways of learning that vary from one individual to another, the learning model is not limited to a particular model.

Meanwhile, according to Andrew F. Sikula in Suwatno and Donni (2011: 114) there are several training methods that can be used, including: (a) On the job training is training while working, (b) Vestibule is a form of training where the trainers are not from direct supervisor but rather a special trainer (trainer specialist), for example simulation. (c) Apprenticeship requires relatively high skills, and (d) Specialist Course is training with a form that is more similar to education, usually held to fulfill interest in a particular field of knowledge outside the field of work.
Trainee motivation

Motivation is a change in energy within a person (personal) marked by the emergence of feelings and reactions to achieve goals (Oemar Hamalik, 2013:158). According to Hamzah B. Uno (2008:23), learning motivation is an internal and external encouragement for students who are learning to make changes in behavior, generally with various indicators or supporting elements.

Employee Performance

According to Mangkunegara (2009:67) "performance is the result of work in quantity and quality achieved by an employee in carrying out his duties in accordance with the responsibilities given to him". According to Bangun (2012:231) "Performance (performance) is the result of work achieved by a person based on job requirements (job requirements)".

Method

This study uses a quantitative approach to determine the relationship of one independent variable to one dependent variable. According to Sugiyono (2015:14) quantitative research is a research method based on the philosophy of positivism, used to examine certain populations or samples, sampling techniques are generally carried out randomly, data collection using research instruments, data analysis is quantitative/statistical with the aim of to test the established hypothesis. The data uses research instruments, the data analysis is quantitative/statistical, with the aim of testing the established hypothesis using the help of SPSS 28 and Microsoft Excel 365.

The population in this study were 100 trainees from various banks who had the same opportunity to participate in the training program. In taking the research sample, the researcher used a population study technique so that a total of 100 trainees became the sample to be used as respondents in this study.

This study aims to determine the relationship between the professional competence of instructors, training methods and training motivation of trainees at Preveena. In accordance with these objectives, this type of research is classified as correlational research. Correlation research is research conducted by researchers to determine the level of relationship between two or more variables, without making changes, additions or manipulations to data that already exists (Arikunto, 2015: 4). Correlation is a number that shows the direction and strength of the relationship between two or more variables. The direction is expressed in the form of a positive or negative relationship, while the strength of the relationship is in the magnitude of the correlation coefficient (Sugiyono, 2015: 224). Data collection techniques used in this study were questionnaires, observation, and documentation. For data analysis techniques using the product moment correlation formula.

Results and Discussion

Preveena’s Profile

Preveena (PT. Pastika Praveena Bina Mandiri) which is a Banking Training Institute located on Jl. Sutan Hasanudin No. 30 Blok M Kebayoran Baru, South Jakarta. Preveena pursuant to the Cooperation Agreement with the Indonesian Bankers Association – Banking Competency Center (IBI–BCC) held competency–based training, including Competency-Based Training Levels of Qualification for Rupiah Money Management Payment System 4 Fund Transfer Management (PBK SPPUR Qualification 4 PTD) with the following training materials.

Table 1. Competency Unit Title

<table>
<thead>
<tr>
<th>Nr</th>
<th>Unit Code</th>
<th>competency Unit Title</th>
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<tbody>
<tr>
<td>1</td>
<td>K.64SPP01.001.1</td>
<td>Process Debit Transfer Transactions</td>
</tr>
<tr>
<td>2</td>
<td>K.64SPP01.002.1</td>
<td>Reconcile Fund Transfer Transactions or Debit Transfer Transactions</td>
</tr>
<tr>
<td>3</td>
<td>K.64SPP01.003.1</td>
<td>Administering the Use of Game Card Checks</td>
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<tr>
<td>4</td>
<td>K.64SPP03.001.1</td>
<td>Provide Cash Services</td>
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<tr>
<td>5</td>
<td>K.64SPP03.002.1</td>
<td>Processing Money</td>
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<tr>
<td>6</td>
<td>K.64SPP03.003.1</td>
<td>Conduct Money Collection Service Activities and Money Delivery Services</td>
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</table>
Competency Based Training

The government through the Ministry of Manpower has issued Regulation of the Minister of Manpower and Transmigration of the Republic of Indonesia Number 8 of 2014 concerning Guidelines for the Implementation of Competency-Based Training, in which the regulation explains and regulates, among others: (1) Job training is the entire activity to provide, obtain, improve, as well as develop work competence, productivity, discipline, attitude, and work ethic at a certain skill and expertise level in accordance with the level and qualification of the position or job; (2) Competency-Based Training, hereinafter abbreviated as PBK, is job training that focuses on mastery of work abilities which include knowledge, skills, and attitudes in accordance with established standards and requirements in the workplace; (3) Trainers are instructors or other equivalent terms, who have technical and methodological competence to conduct training; (4) The implementation of PBK must be carried out using an approach method: training in training institutions or off the job training; and on-the-job training.

Data Analysis

Normalty Test

<table>
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<tr>
<th>Table 2. One-Sample Kolmogorov–Smirnov Test</th>
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<tr>
<td>N</td>
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<td>100</td>
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<tr>
<td>Nominal Parameters a, b</td>
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<tr>
<td>Mean</td>
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<td>Std. Deviation</td>
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<td>Most Extreme Differences</td>
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<td>Absolute</td>
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<td>Positive</td>
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<td>Negative</td>
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<tr>
<td>Test Statistic</td>
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<tr>
<td>Asymp. Sig. (2-tailed)c</td>
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<tr>
<td>Monte Carlo Sig. (2-tailed)d</td>
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<tr>
<td>Sig. 99% Confidence Interval</td>
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<td>Lower Bound</td>
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<tr>
<td>Upper Bound</td>
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<tr>
<td>a. Test distribution is Normal</td>
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<tr>
<td>b. Calculated from data</td>
</tr>
<tr>
<td>c. Lilliefors Significance Correction</td>
</tr>
<tr>
<td>d. Lilliefors’ method based on 10000 Monte Carlo samples with starting seed 1314643744</td>
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</tbody>
</table>

Test the normality of the data above using SPSS "Kolmogorov–Smirnov". By testing criteria
a. If sig. ≥ 0.05, then the data is normally distributed.
b. If sig. ≤ 0.05, then the data is not normally distributed

The results of the SPSS calculation of the normality test show that the data obtained are normally distributed. The results of the normality test from the SPSS calculation show the sig value or the result of which is in the Asymp column. Sig. (2-tailed) that is equal to 0.172.

So the sig value or value of the two questionnaires is ≥ 0.05 (0.05 significant level 5%) so that the data obtained from the research questionnaire is normally distributed.

Hypothesis Testing

The results of the significant level test of the t-test on H1 indicate that the Instructor Professional Competence has no effect on Employee Performance. It is unacceptable (rejected) because the instructor’s professional competence variable is known to have a t-count value of 0.282 which is smaller than the t-table (1.987) or can be seen from the value of significance 0.779 ≥ 0.05. Therefore, H1 is rejected, meaning that the Instructor’s Professional Competence has no effect on Employee Performance.

These results are not in accordance with research conducted by Arviana Wulandari (2020) regarding the Effect of Training Instructors, Training Participants, Training Materials, Training Methods and Training Objectives on Employee Performance at PT. Sejahtera Inti Muda Bekasi which states that the professional competence of instructors affects employee performance. The professional competence of instructors in this study shows that instructors who are already professional and certified cannot improve employee performance independently, need to be supported by other factors. Research in perception is very likely to occur differences.
The test results of the significance level of the t-test on H2 indicate that the Training Method is known to have a t-count value (0.063) which is smaller than the t-table (1.987) or it can be seen from the significance value of 0.950 $\geq$ 0.05. Therefore, H2 is rejected, meaning that the training method has no effect on employee performance. These results are not in line with the research conducted by Arif Angestio Sunyo (2018) on the Effect of Training Instructors, Training Participants, Training Materials, Training Methods and Training Objectives on Employee Performance at PT. Savings Bank with a population of 49 employees who stated that the training method had an effect on employee performance.

The results of the significant level test of the t-test on H3 indicate that the training motivation is known to have a t-count value (24.659) greater than the t-table (1.987) or it can be seen from the significance value of 0.001 $\leq$ 0.05. Therefore, H3 is accepted, meaning that there is a significant influence on the variable of Training Motivation on Employee Performance. These results support previous research conducted by Widhi Wicaksono. et.al, (2021) related to the influence of training, motivation and organizational culture on employee performance at PT Bank Mandiri, Tbk in Jakarta. This is consistent with the findings of the research which states that training motivation has an effect on employee performance.

Perceptions in this study indicate that employees need to be motivated to always attend training to improve their performance. As at the level of normative theory, motivation is a change in energy in a person (personal) marked by the emergence of feelings and reactions to achieve goals (Oemar Hamalik, 2013:158). According to Hamzah B. Uno (2008:23), learning motivation is an internal and external encouragement for students who are learning to make changes in behavior, generally with various indicators or supporting elements.

From the analysis test results, the F-count results are 754.394 greater than the F-Table (2.71) with a significance value of 0.001 less than 0.005. Thus, it can be concluded that all independent variables (X) simultaneously have a significant effect on the dependent variable (Y), and the correlation coefficient is 0.981 while the independent variable is simultaneously able to explain the dependent variable by 96.1% while the remaining 3.9% is explained by other variables not included in this model (not examined). Performance appraisal is an evaluation process carried out by the company by measuring the work achieved by employees with the targets and work standards that have been set by the company, one of which is the holding of trainings both soft skills and hard skills to support employee competence.

**Conclusion**

Based on the results of the discussion of the instructor’s professional competence and training methods partially do not have a direct effect on employee performance, but training motivation partially has an influence on employee performance. The significant test results also show that the t-count value is greater than the t-table value $754.394 \geq 2.71$. So that Ho is rejected and Ha which states there is a positive and significant relationship between the instructor’s professional competence, training methods and training motivation on employee performance is accepted. So if the instructor’s professional competence, training methods and training motivation are improved, the employee’s performance will also increase. Vice versa, if the instructor’s professional competence, training methods and training motivation decrease, employee performance will also decrease.

**Suggestion**

Based on the results of the research that has been done, the suggestions for related parties are as follows:

a. Preveena as a competency–based training institution, including Competency–Based Training, Payment System Qualification Level, Rupiah Money Management Qualification Level 4 Fund Transfer Management (PBK SPPUR Qualification 4 PTD) is recommended to enrich the development of competency theory.

b. Preveena instructors who currently do not have a level 4 methodology certification and a level 5 fund transfer management competency certification, are expected to fulfill these requirements. For further researchers who will conduct research at Preveena, it is better to research and reveal further about other variables related to the professional competence of instructors, training methods and training motivation.

**References**

Department of Manpower. (2014). *Regulation of the Minister of Manpower Number 8 of 2014, concerning Guidelines for the Implementation of Competency–Based Training*. Depnaker.