# The Effect of Job Training and Attendance on Employee Performance at Pt Bank Central Asia Regional Office IV Denpasar Area Service Center

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Abstract: The problem of cultivating Skills and absenteeism is important to study, because these two things are the fundamental factors that affect employee performance. Job training and attendance are the initial basis for an employee to become skilled in their field and achieve increased performance. So, in this study the authors formulate the main problem, how much job training affects the performance of BCA Regional Office IV Denpasar Service Centre employees, how much Absenteeism affects the performance of BCA Regional Office IV Denpasar Service Centre employees, and how much Job Training and Absentee-ism affect BCA employee performance Kanwil IV Denpasar Service Centre. Data collection methods used are observation, questionnaires and literature study. The samples in this study were 66 employees. The analysis technique used is multiple linear regression analysis. The results of the study show that job training and work absences have a simultaneous effect on performance by 65.5%. The correlation coefficient between job training and absenteeism on performance is a very strong relationship of 0.809. The output of this study is in the form of posters that motivate employees to continue to improve their abilities through job training and maintain discipline through work attendance

***Keywords: Job Training, Work Absenteeism and Performance***

## INTRODUCTION

Human Resources are the implementers of all organizational policies so they need to be equipped with adequate knowledge and skills. The importance of human resources needs to be realized by all levels of management in the company. No matter how advanced technology is today, human factors still play an important role in the success of an organization (Nurul Fizia1, 2018). Efforts to improve employee performance, especially those related to customer service, have resulted in human resources management holding a series of training programs given to prospective employees with the aim of giving prospective employees an idea of the work they will carry out. Quality work can be achieved by an employee if he has internal and external encouragement. The internal encouragement referred to is self-awareness to continue to develop and mobilize work abilities to the maximum extent possible, where work abilities in this case are the knowledge and skills possessed. Meanwhile, external encouragement includes external driving factors, one of which is the Education and Training (Attendance and Training) program provided by the company to its employees. According to Article 1 paragraph (9) of Law no. 13 of 2003 concerning Employment states that attendance and work training are all activities to provide, obtain, improve and develop work competence, productivity, discipline, attitude and work ethic at a certain level of skills and expertise in accordance with the level and qualifications of the position and job.

Bank Central Asia (BCA) is one of the largest national private banks in Indonesia, which has more than 928 branch offices spread throughout Indonesia. BCA *Learning Centre* continues to improve the quality of a number of attendance and training programs to improve employee skills and knowledge so they can keep up with changes in the dynamic business environment. Training programs held by BCA include training programs *In Class Training* who provide supplies. During the 2020 period, BCA has conducted online learning for 846 classes for 104,460 days of training with a total of 24,202 employees supported by 4,616 internal instructors.

Entering the onboarding period, new workers who join BCA will take part in the FLY program *(First Learning Year)* namely an induction program given to new workers in their first year of work to provide an understanding of BCA values, organizational structure, culture, regulations and other things that need to be known.

**Table 1.1 Types of Employee Training for BCA Kanwil IV SLA Denpasar**

| NO | MOON | TRAINING / TYPE OF TRAINING | | FOLLOWERS |
|---|---|---|---|---|
| 1 | JANUARY | SOCIAL MEDIA KNOWLEDGE | GENERAL | 30 |
| 2 | FEBRUARY | ANTI CORRUPTION | GENERAL | 42 |
| 3 | MARCH | ACCOUNT AND WEBSITE FRAUD | GENERAL | 25 |
| 4 | APRIL | PRODUCT KNOWLEDGE | GENERAL | 32 |
| 5 | MAY | MANAGING A HEALTHY LIFE | GENERAL | 32 |
| 6 | JUNE | INTRODUCTION OF FAKE MONEY | GENERAL | 40 |
| 7 | JULY | COMMUNICATE WITH POWER | GENERAL | 37 |
| 8 | AUGUST | KAIZEN | GENERAL | 38 |
| 9 | SEPTEMBER | MUTUAL FUND TRANSACTIONS | GENERAL | 38 |
| 10 | OCTOBER | ASSENTIVE BEHAVIOR | GENERAL | 38 |
| 11 | NOVEMBER | DATA CLASSIFICATION | GENERAL | 47 |
| 12 | DECEMBER | PROFESSIONAL SKILLS | GENERAL | 40 |

Source: BCA Regional Office IV SLA Denpasar 2022

It can be seen that the provision of training programs for all BCA Kanwil IV Denpasar Area Service Center employees for certain periods is tailored to the company's needs and in accordance with their respective divisions, so as to improve employee performance. In terms of optimizing employee performance, what needs attention is attendance and competency training. Attendance and training will increase the competence of an employee to be able to carry out work activities in accordance with expected standards. This will reduce employee turnover and increase the performance of each employee. However, in the results of observations over a period of 6 months, employee performance has decreased, so this has become a problem for the company, whether employees feel there is too much workload, boredom or lack of work training, so an evaluation is needed.

Attendance is a controlled system in an agency that is used to record and evaluate the presence of each member at the agency. The attendance system reports the results of employee identity records and the entry and exit times of all employees. This system has the ability to provide accurate reports to leaders or managers. Therefore, most companies use employee attendance lists to determine incentives or allowances for their employees

| NO. | EMPLOYEE NAME | EMPLOYEE ATTENDANCE DATA | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | OF THE |
| 1 | EMPLOYEE 1 | 19 | 20 | 18 | 20 | 20 | 20 | 11 | 20 | 28 | 20 | 19 | 17 |
| 2 | EMPLOYEE 2 | 20 | 20 | 20 | 18 | 19 | 20 | 19 | 20 | 13 | 18 | 16 | 20 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **3** | EMPLOYEE 3 | 20 | 20 | 15 | 18 | 20 | 19 | 20 | 20 | 17 | 15 | 19 | 20 |
| **4** | EMPLOYEE 4 | 20 | 12 | 19 | 20 | 20 | 16 | 16 | 19 | 20 | 19 | 20 | 20 |
| **5** | EMPLOYEE 5 | 18 | 20 | 20 | 20 | 19 | 20 | 13 | 20 | 16 | 20 | 20 | 19 |
| **6** | EMPLOYEES 6 | 18 | 20 | 19 | 17 | 12 | 20 | 20 | 17 | 20 | 20 | 20 | 19 |
| **7** | EMPLOYEES 7 | 19 | 20 | 20 | 11 | 20 | 20 | 20 | 16 | 19 | 20 | 20 | 18 |
| **8** | EMPLOYEES 8 | 20 | 15 | 20 | 20 | 19 | 20 | 20 | 20 | 16 | 15 | 18 | 20 |
| **9** | EMPLOYEES 9 | 20 | 20 | 20 | 20 | 20 | 20 | 10 | 19 | 17 | 20 | 14 | 20 |
| **10** | EMPLOYEES 10 | 20 | 15 | 20 | 18 | 16 | 19 | 20 | 20 | 20 | 19 | 19 | 20 |

**Table 1.2 BCA Employee Attendance Data Regional Office IV SLA Denpasar**
Source: BCA Regional Office IV SLA Denpasar 2022

Based on the description above, there are planting problems. Skill and absenteeism are important things to study, because these three things are fundamental factors that influence employee performance. Job training and attendance are the initial basis for an employee to become skilled in their field and achieve increased performance.

## Method

The research method used in this research is quantitative with multiple linear regression analysis. This analysis is used to find out how strong the relationship is between the dependent variable employee performance (Y) and the independent variable (X) by calculating it using SPSS. According to Prayitno in (Fudiyanti 2020) if in the regression equation there is only one independent variable and one dependent variable, it is called simple regression, whereas if there is more than one independent variable, it is called a multiple regression equation. In this research, because the population was less than 100 people, the researchers carried out sampling using a saturated sampling technique. According to Sugiyono (2016) saturated sampling is a sampling technique that uses the entire sample to become the population. Thus, the sample in this study is all members of the population, namely 66 employees of BCA Kanwil IV Denpasar Service Center. In this research the author used several techniques in collecting data, namely observation, questionnaires, literature study and interviews.

## Results and Discussion/ Results and Discussion

To determine respondents' perceptions regarding the influence of Job Training and Attendance on Employee Performance at PT Bank Central Asia Regional Office IV Denpasar Area Service Center, research was conducted by distributing questionnaires which generally contained Job Training (X1), Attendance (X2) and Performance (Y) . The questionnaire distributed used a 1-5 Likert scale. Questionnaires were given and distributed to employees of PT Bank Central Asia Regional Office IV Denpasar Area Service Center; the sample used was 66 respondents. Furthermore, the results of respondents' answers regarding Job Training (X1), Attendance (X2) and Performance (Y) are made into a recapitulation table so that testing can be carried out. It can be concluded that all research variable instruments have met the validity test requirements, where the total Pearson Correlation score value for each instrument is above 0.30 and has a significance value of less than 5% (0.05), so the instrument is suitable for use as a tool. measure these variables. Furthermore, it shows that the research instruments for Training Variables (X1) and Attendance (X2) on Performance (Y) are all reliable. It can be seen that the Cronbach Alpha coefficient shows values of 0.784, 0.917, 0.886, which are greater than 0.60.

### Classic assumption test

Classical assumption testing aims to test whether the regression model can be used or not. The classic assumption test also tests that the instruments used in the research are not biased or meet the Best Linear Unbias Estimator (BLUE) criteria. A regression model is said to be good if

the model is free from classical statistical assumptions. Theoretically, the multiple linear regression model will produce good parameter values if it meets the requirements of classical regression assumptions, namely the normality test, multicollinearity test and heteroscedasticity test.

**Normality test**

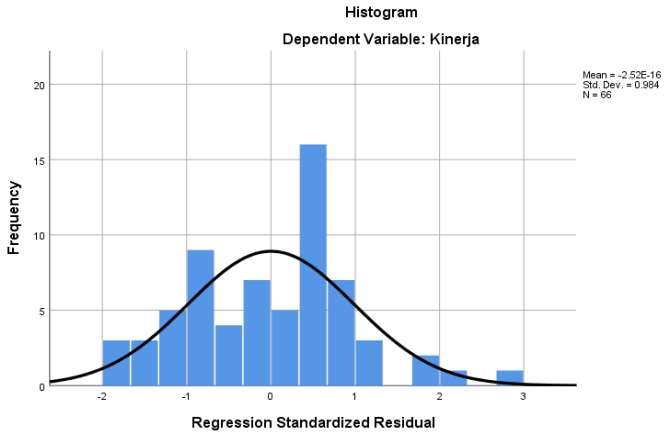


Figure 1 Histogram (Histogram Graph)
Source: Data Processed 2023,

Figure 1 The histogram is not tilted to the left or right, but tends to be in the middle and is shaped like a bell. If the skewness shows symmetry, then it is said that the data forms a normal distribution, if the skewness of the data distribution is slightly skewed to the right, it is indicated by a negative skewness value, then if the skewness of the data distribution is skewed to the left, it is indicated that the skewness value is positive. So, the data has a tendency to be normally distributed.

**Table 3 Normality Test Results**

**One-Sample Kolmogorov-Smirnov Test**

| | | Unstandardized Residual |
|---|---|---|
| N | | 66 |
| Normal Parameters[a,b] | Mean | .0000000 |
| | Std. Deviation | 2.78419580 |
| Most Extreme Differences | Absolute | .095 |
| | Positive | .068 |
| | Negative | -.095 |
| Test Statistic | | .095 |
| Asymp. Sig. (2-tailed) | | .200[c,d] |

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.

Based on Table 3, it shows that the asymp sig (2-tailed) value is 0.200, which

means it is greater than alpha (α = 0.05). So, it can be concluded that the data in the test model is normally distributed.

**Multicollinearity Test**

**Table 4**
**Multicollinearity Test Results**

**Coefficients[a]**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | | | Collinearity Statistics | |
|---|---|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | t | Say. | Tolerance | VIF |
| 1 | (Constant) | 6.088 | 2.524 | | 2.412 | .019 | | |
| | Work training | .219 | .130 | .213 | 1.691 | .096 | .346 | 2.886 |
| | Work Absence | .575 | .115 | .628 | 4.990 | .000 | .346 | 2.886 |

a. Dependent Variable: Kinerja

Based on table 4, it can be seen that the VIF result is 2.886, which means less than 10, and the tolerance result is 0.346, which means it is greater than 0.1. So the data above does not occur multicollinearity.

**Heteroscedasticity Test**

**Table 5 Glacier Heteroscedasticity Test Results**

**Coefficients[a]**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | | | Collinearity Statistics | |
|---|---|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | t | Say. | Tolerance | VIF |
| 1 | (Constant) | 1.979 | 1.480 | | 1.337 | .186 | | |
| | Work training | .001 | .076 | .004 | .019 | .985 | .346 | 2.886 |
| | Work Absence | .007 | .068 | .022 | .101 | .920 | .346 | 2.886 |

a. Dependent Variable: abs_res

Based on Table 5, it shows that each model has a significant value greater than 0.05. Work training (X1) 0.985>0.05. Work Absence 0.920 > 0.05. This means that the independent variable used in this research does not have a significant effect on the dependent variable, namely absolute error, therefore this research is free from symptoms of heteroscedasticity.

***Multiple Linear Regression Analysis***

Multiple linear regression analysis is used to determine the effect of the independent variable on the dependent variable. In this research, multiple linear regression analysis was used to determine the magnitude of the influence of Job Training (X1) and Work Absence (X2) on Performance (Y).

**Table 6 Multiple Linear Regression Test Results**

**Coefficients[a]**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Say. | Collinearity Statistics | |
|---|---|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | 6.088 | 2.524 | | 2.412 | .019 | | |
| | Work training | .219 | .130 | .213 | 1.691 | .096 | .346 | 2.886 |
| | Work Absence | .575 | .115 | .628 | 4.990 | .000 | .346 | 2.886 |

a. Dependent Variable: Kinerja

Based on Table 6, it shows that if it is included in the multiple linear regression equation, the multiple linear regression equation is obtained, namely:

$Y = 6.088 + 0.219X_1 + 0.575X_2$

From this equation, it can be seen the influence of each independent variable on employee performance

a. Cash Value (α)
   The constant value (α) obtained is 6.088, meaning that if the Job Training and Work Absence variables have a value of 0 then the level of
   The performance that occurred was 6,088.
b. Work training ($X_1$)
   Regression coefficient of Job Training (X1) is positive 0.219 meaning that every Job Training increase, it will cause an increase in employee performance of 0.219.
c. Work absenteeism ($X_2$)
   The regression coefficient for work absenteeism (X2) is positive 0.575, meaning that every time work absenteeism increases it will cause an increase in employee performance of 0.575

**Uji B (Standardized Beta Coefficient)**

**Coefficients[a]**

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Say. | Collinear Statistic |
|---|---|---|---|---|---|---|
| | B | Std. Error | Beta | | | Tolerance |

**Table 7 Test Results B (Standardized Coefficient Beta)**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 1 | (Constant) | 6.088 | 2.524 | | 2.412 | .019 | |
| | Work training | .219 | .130 | .213 | 1.691 | .096 | .346 |
| | Work Absence | .575 | .115 | .628 | 4.990 | .000 | .346 |

a. Dependent Variable: Kinerja

Based on table 7 above, the value can be seen in the Standardized *Coefficient Beta* of the two independent variables: Job Training (X1), which is 0.231 and Work Absence (X2), which is 0.628. Based on the coefficient value, it is known that the independent variable which has a dominant influence on the dependent variable performance (Y) is the independent variable Work Absence (X2) with the value *Standardized Coefficient Beta* namely 0.628.

**Table 8 Pearson Product Moment Correlation Coefficient Test Results**

**Correlations**

| | | Work training | Work Absence | Performance |
|---|---|---|---|---|
| Work training | Pearson Correlation | 1 | .808** | .720** |
| | Sig. (2-tailed) | | .000 | .000 |
| | N | 66 | 66 | 66 |
| Work Absence | Pearson Correlation | .808** | 1 | .799** |
| | Sig. (2-tailed) | .000 | | .000 |
| | N | 66 | 66 | 66 |
| Performance | Pearson Correlation | .720** | .799** | 1 |
| | Sig. (2-tailed) | .000 | .000 | |
| | N | 66 | 66 | 66 |

**. Correlation is significant at the 0.01 level (2-tailed).

Based on Table 4.16, the results of the correlation between job training variables and performance obtained a value of r = 0.720. This value shows a very strong positive relationship, meaning that there is a relationship between X1 and Y. The contribution made by this variable X1 to Y is 51.8%.

Formula= KP=$(r)^2$ x 100%
= $(0,720)^2$ x 100%
= 51.8%

The results of the correlation between work absenteeism variables and performance obtained a value of r = 0.799. This value shows a very strong and positive relationship, meaning there is a unidirectional relationship between X2 and Y. The contribution made by the variable X2 to Y is 14.4%.

Formula= KP=$(r)^2$ x 100%
= $(0.799)^2$ x 100%
= 63.8%

**Table 9 Multiple Correlation Coefficient Test Results**

**Model Summary**

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Change Statistics | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | R Square Change | F Change | df1 | df2 | Sig. F Change |
| 1 | .809[a] | .655 | .644 | 2.82804 | .655 | 59.760 | 2 | 63 | . |

a. Predictors: (Constant), Work Absence, Job Training

Less than 0.05, then simultaneously the job training variables (X1) and work absenteeism (X2) have a relationship with performance. And a correlation value of 0.809 was obtained, meaning that the degree of relationship between job training (X1) and work absenteeism (X2) has a strong correlation.

***Analysis Coefficient of Determination***

**Table 10**
**Determination Test Results**
**Model Summary**

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|---|---|---|---|---|
| 1 | .809[a] | .655 | .644 | 2.82804 |

a. Predictors: (Constant), Work Absence, Job Training
b. Dependent Variable: Performance

Based on table 10, it can be seen that the R Square (R2) value = 0.655. The analysis uses the following formula:

D = $R^2$ x 100%
D = $(0.809)^2$ x 100%
D = 0.655
D = 65.5%

This shows that 65.5% of the variation in performance is influenced by the Training variable Work (X1) and Work absenteeism (X2) The remaining 34.5% is influenced by other factors outside the research model.

**Simultaneous Test F**

Simultaneous test (F test) is used to test the significance of the influence of the independent variable, namely Job Training (X1) and work absenteeism (X2) simultaneously influence employee performance (Y).

**Table 11 F Test Results**

**ANOVA[a]**

| Model | | Sum of Squares | df | Mean Square | F | Say. |
|---|---|---|---|---|---|---|
| 1 | Regression | 955.894 | 2 | 477.947 | 59.760 | .000[b] |
| | Residual | 503.864 | 63 | 7.998 | | |
| | Total | 1459.758 | 65 | | | |

a. Dependent Variable: Kinerja
b. Predictors: (Constant), Work Absence, Job Training

Based on the SPSS program output, the Fcount value is 59.760 > Ftable 3.14, so H0 is rejected. This means Job Training (X1) and work absenteeism (X2) simultaneously have a significant effect on employee performance (Y).

**Partial T Test**

**Table 12 T Test Results**

**Coefficients[a]**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Say. | Collinearity Statistics | |
|---|---|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | 6.088 | 2.524 | | 2.412 | .019 | | |
| | Work training | .219 | .130 | .213 | 1.691 | .096 | .346 | 2.886 |
| | Work Absence | .575 | .115 | .628 | 4.990 | .000 | .346 | 2.886 |

a. Dependent Variable: Kinerja

It can be explained that tcount (1.691) < ttable (1.99834) with a significance level of 0.096 < 0.05 so that H0 is accepted and H1 is rejected which means that the Job Training variable No significant positive effect on employee performance. And that tcount (4.990) > ttable (1.99834) with a significance level of 0.000 < 0.05, so that H0 is rejected and H2 is accepted which means that work absenteeism has a significant positive effect on employee performance at PT Bank Central Asia Regional Office IV Denpasar Area Service Center.

## CONCLUSION

Job Training (X1) does not have a positive and significant effect on employee performance at PT Bank Central Asia Regional Office IV Denpasar Area Service Center. This shows that as job training decreases, employee performance will decrease. This means that current job training is not being carried out optimally so that employees are not optimal with the job training that has been implemented. Work Absence (X2) has a positive and significant effect on employee performance at PT Bank Central Asia Regional Office IV Denpasar Area Service Center. This means that the better work attendance is, the more it will improve employee performance at PT Bank Central Asia Regional Office IV Denpasar Area Service Center. Job Training (X1) and Work Attendance (X2) simultaneously have a significant effect on employee performance at PT Bank Central Asia Regional Office IV Denpasar Area Service Center. This means that Job Training and Work Attendance play a very important role in influencing employee performance at PT Bank Central Asia Regional Office IV Denpasar Area Service Center.

## SUGGESTION

In the Job Training variable (X1), PT Bank Central Asia Regional Office IV Denpasar Area Service Center needs to improve several things, especially on indicators with values below the average. The company provides appropriate and appropriate training for employees to improve work performance, such as refreshment training. remittance tellers are included to increase knowledge and expedite foreign exchange transactions, while customer service is involved in digital machine training in branches, so that they can increase knowledge about the utility of digital machines and achieve digital machine targets.

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