

Analysis of Education and Training in Increasing Employee Productivity at PT Bima Golden Powerindo Medan

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Abstract

Penelitian ini mengkaji tentang peningkatan produktivitas karyawan pada PT Bima Golden Powerindo Medan melalui pendidikan dan pelatihan. Permasalahan dalam penelitian ini adalah setiap orang memiliki kemampuan masing-masing yang belum tentu sesuai dengan spesifikasi yang dibutuhkan oleh perusahaan, sehingga penting untuk melaksanakan pendidikan dan pelatihan bagi karyawan. Penelitian menggunakan teknik penelitian kualitatif. Dalam analisis data menggunakan metode analisis deskriptif, di mana data yang telah diperoleh kemudian dideskripsikan oleh peneliti secara rinci. Temuan penelitian ini bahwa pendidikan dan pelatihan sangat jelas dapat meningkatkan produktivitas kerja karyawan. Dengan demikian dapat disarankan agar penyelenggaraan pendidikan dan pelatihan bagi karyawan harus dilakukan sesering mungkin, diawasi oleh pimpinan, dan memberikan penghargaan kepada pekerja yang produktivitasnya meningkat karena mengikuti pendidikan dan pelatihan.

Kata Kunci: Pendidikan, Pelatihan, Produktivitas Karyawan



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INTRODUCTION

Businesses use various tools to achieve their goals. Human resources are actually the most important tool because they are the main engine that turns the wheels of the company. Especially in the current era of globalization, the business world definitely needs quality human resources (workers). Because they act as actors, planners, and determinants of achieving organizational goals, employees must always take a proactive and leading role in every company activity. The key to increasing employee productivity is having an effective and focused workforce, so company policies are needed to motivate employees to want to work more productively in accordance with the goals set by the company leadership. Offering on-the-job education and training to new hires and veteran employees looking to advance their careers is one of the things businesses can do to increase worker productivity.

In every country human resources are an important factor for companies in managing and managing employees so that they can function productively for the creation of a company. One way to create conditions for human resources to work optimally is by preparing education and training programs with the aim of improving mastery of various skills and work execution techniques for current needs. With well-planned education and training programs, it means preparing human resources to assume certain positions in the future (Yudha et al., 2019).

Employee knowledge, skills and attitudes are subject to assessment in terms of productivity. Therefore, it is clear that on-the-job education and training is very important for employee productivity. In addition, education and training promote long-term service of employees by stabilizing them. The growth and work productivity of a company can be hampered if its human resources are of poor quality, making it difficult to compete at the local, regional and international levels.

One of the causes of decreased employee performance in an organization is due to a mismatch between the level of ability possessed by employees, with the development of needs and the dynamics of problems faced by an increasingly competitive world of work. Many parties argue that among the factors that affect the decline in employee capabilities is the lack of attention from agencies/organizations in providing appropriate education and training programs for their employees. Education and training is one of the important aspects that must be considered in getting an agency/organization, if you want to survive in today's business competition. Many agencies have failed to achieve the expected goals, because employees are no longer able to work effectively (effectively) and efficiently (effectively). In essence, education and training programs are provided in addition to efforts to maintain and develop the capabilities and readiness of employees in carrying out all forms of tasks and work challenges they face. For this reason, an organization or agency should continuously evaluate the need to hold certain educational or training programs for employees in their work environment (Turere, 2013).

Education is an activity effort to increase one's general knowledge, including mastery of theory to decide issues related to goal achievement activities (I Ketut, 2010). Employees should have opportunities to advance their knowledge and skills through education, especially in areas that require leadership or management to meet organizational goals. The advantages of education are investments in the field of human resources, or materials whose value can be increased in the future through the process of acquiring values such as attitudes, behavior, insights, skills and human skills with values that are the focus of education. human resources concept.

Training is an activity to improve work ability through practical knowledge and its application in an effort to achieve goals. Training is also intended to improve the mastery of various specific, detailed and routine work execution skills and techniques (I Ketut, 2010). Employees receive training to be able to perform their duties with expertise and understanding. resulting in the ability to produce multiple jobs. When compared with the benefits that companies get from conducting training, the costs incurred by companies to conduct training are very low, so companies should not hesitate to organize training for employees. Technology today is the driving force behind society, and employees in an organization are no different. As a result, technical training within a company becomes important. Training is useful for increasing the level of employee performance in addition to technical training. Since training is an ongoing activity that spans an employee's entire working life, a well-designed training program is sure to increase productivity.

The expected results of education and training are (I Ketut, 2010):

1. The occurrence of an effective communication process.
2. There is the same perception of the tasks that must be completed.
3. Obedience of all parties to various normative provisions, both those that are generally accepted and stipulated by authorized government agencies.
4. There is a good organizational climate for the growth of all employees.
5. Making the organization a more pleasant place to work.

Education and training must aim to improve the technical, theoretical, conceptual and moral abilities of human resources so that the work productivity of these human resources can increase optimally in accordance with the skills they have acquired so as to provide opportunities for human resources to develop themselves and also enable them to seize opportunities to hold higher positions. (Patras et al., 2019). With education and training employees can develop their abilities and skills which can then be developed as capital to improve their work performance. In this regard, the task of education is to increase the quantity and quality of human resources, namely people who have a high work ethic that prioritizes quality. It is only natural that the heads of both government and private agencies want their employees to work effectively and efficiently. On a macro level, the development of education and training is an effort to develop the quality or ability of human resources so that they are able to process and manage existing resources, so that they can be used for welfare in the development of human resource capabilities. human resources, namely employees or employees themselves in developing and increasing productivity to progress and develop (Hermanto, 2014).

Productivity implies a comparison between the results achieved with the overall resources used. Of the many factors that affect the level of productivity including education and training. Basically, human resource problems are closely related to labor productivity issues. The human resources is a vital necessity. HR productivity can be further explored to increase it with various approaches, one of which is through education and training (Patras et al., 2019).

Education and training should provide opportunities for employees to develop their skills and abilities at work so that the knowledge they master can help them carry out their duties and responsibilities correctly and why they should be done. Everyone has their own abilities, but the abilities possessed are not necessarily in accordance with the specifications sought and required by the company, therefore it is important for companies to carry out education and training so that employees know what should be done and how to do it.

Based on the description above, the author is interested in conducting research, namely the analysis of education and training in increasing employee productivity at PT Bima Golden Powerindo Medan, with the aim of knowing and obtaining information about the impact of education and training on employee work productivity at PT Bima Golden Powerindo Medan. The limitation of the research is that the education variable will be analyzed based on the level of employee education, for the training variable the number of trainings that employees have carried out will be analyzed and for employee work productivity will be analyzed based on the results of product sales.

RESEARCH METHODS

This research is a qualitative descriptive study. According to Moeloeng (2006) qualitative methods are research procedures that produce descriptive data in the form of written or spoken words from people or observable behavior (MUAFAIH, 2019). Writing scientific articles uses qualitative methods that are descriptive, by viewing or reading books and materials related to education and training for employees (Melati, 2022).

Researchers used qualitative data analysis methods, namely data analysis approaches that do not use or provide data in numerical form. The data generated for research that uses a qualitative data analysis approach are usually arbitrary. Researchers use a variety of techniques and sources to gather data for qualitative research. In data analysis using descriptive analysis method, where the data that has been obtained is then described by the researcher in detail and well so that the description can provide realistic clarity in the analysis of the role of education and training in increasing employee work productivity which takes place at PT Bima Golden Powerindo Medan. Besides that, the method of data collection is done

by reading and studying books that are relevant to the topic raised. The researcher also conducted interviews asking and receiving questions from related parties to gather the necessary information.

RESEARCH RESULTS AND DISCUSSION

Research Result

PT Bima Golden Powerindo Medan, a business that offers various electrical energy solutions in collaboration with PT PLN Persero and contractor businesses such as EMP Malacca Strait S.A. This business was established on December 2, 2002. The original name of this business is PT Bima Goltens Powerindo. However, in 2004, the company changed its name to PT Bima Golden Powerindo and started offering services almost everywhere in Indonesia.

The main objective of PT Bima Golden Powerindo is to maintain a company with better standards to build a solid reputation. In an effort to produce superior quality, in the spirit of perfectionism based on market-oriented laws and regulations. PT Bima Golden Powerindo Medan works hard to develop positive relationships with clients with the help of a skilled and highly motivated team. The company motto, "Energizing Your World" which literally means "energizing your world," is based on a clear vision and goal to provide clients with high-quality alternative electrical energy. PT Bima Golden Powerindo Medan is committed to providing premium value and services in machine management and power plant maintenance management and procurement of goods and services, especially electrical equipment, spare parts, diesel engines and computer hardware.

Education

Due to changing scenarios and working conditions, technological advances, and increasingly fierce competition within organizations, education has become very important given the demands of jobs and positions. In order to obtain high-quality human resources (employees) who are ready to compete in the labor market, PT Bima Golden Powerindo Medan runs a work education program. This is done to anticipate the era of globalization and the application of free markets and to keep up with the increasingly rapid developments in science and technology. In essence, employees are still subject to restrictions. To reduce restrictions on employees, PT Bima Golden Powerindo Medan launched an instructional program by providing opportunities for employees to improve their education by providing education funding in accordance with employee qualifications in terms of their work performance. If they meet the requirements, the employee will receive tuition assistance from PT Bima Golden Powerindo Medan.

Based on the research results, it can be seen that the number of employees according to education in 2017 is shown in Table 1 below.

Table 1. Employee Data Based on Education Level in 2017

No.	Level of Education	Total	
		(Persons)	(%)
1.	High School	27	58,70
2.	Bachelor Degree	18	39,13
3.	Grade 2	1	2,17
	Total	46	100,00

Source: Archives of PT Bima Golden Powerindo Medan, 2022

Based on Table 1, it can be seen that the number of employees in 2017 was 46 people (100.00%), consisting of 27 people (58.70%) with high school education or equivalent, 18 people (39.13%) with Strata 1 education, and 1 person (2, 17%) educated Strata 2 (Masters).

While the number of employees in 2022 is in accordance with education as shown in Table 2 below.

Tabel 2. Data Karyawan Berdasarkan Tingkat Pendidikan Tahun 2022

No.	Level of Education	Total	
		(Persons)	(%)
1.	High School	17	26,96
2.	Bachelor Degree	43	68,25
3.	Grade 2	3	4,76
	Total	63	100,00

Source: Archives of PT Bima Golden Powerindo Medan, 2022

Based on Table 2, it can be seen that the number of employees in 2022 is 63 people (100.00%), consisting of 17 people (26.96%) with high school education or equivalent, 43 people (68.25%) with Bachelor's degree education, and 3 people (4.76%) have a Bachelor's degree (Masters).

Training

Technology training and skills training (employee skills training) are types of training utilized by PT Bima Golden Powerindo Medan (technology training). At PT Bima Golden Powerindo Medan, training is very important to increase employee productivity. Every employee is required to complete training in order to perform their job effectively. Training applies to current and new employees. The training that has been carried out by employees can be seen in Table 3 below:

Table 3. Data on the Number of Employee Job Trainings during 2017 - 2022

No.	Year	Total	
		(Persons)	(%)
1.	2017	16	-
2.	2018	21	1,31
3.	2020	30	1,43
4.	2021	45	1,50
5.	2022	68	1,51
	Total	152	-
	Average	-	1,44

Source: Archives of PT Bima Golden Powerindo Medan, 2022

Work Productivity

Work productivity at PT Bima Golden Powerindo Medan in this study was calculated from the sales value of services in engine management, power plant maintenance management and procurement of goods and services in the form of electrical equipment, spare parts, diesel engines and computer hardware. The numbers can be seen in Table 4 below.

Table 4. Employee Productivity Data for 2017 - 2022

No.	Year	Total	
		(IDR)	(%)
1.	2017	18.656.450.533	-
2.	2018	20.135.286.701	1,08
3.	2020	25.249.856.320	1,25
4.	2021	32.659.288.512	1,29
5.	2022	46.985.113.256	1,44
	Total	143.685.995.322	-
	Average	-	1,27

Source: Archives of PT Bima Golden Powerindo Medan, 2022.

Discussion

Contribution of Education in Increasing Work Productivity

Based on Table 1 and Table 2, it can be analyzed that the educational level of employees has seen a significant increase in 2017 the number of employees was only 46 people while in 2022 it reached 63 people. This is also due to the recruitment of workers in that year. In addition, there has also been an increase in the level of education from high school in 2017 as many as 27 people to 17 people in 2022. in 2017 to 3 people in 2022. To increase employee productivity requires a high level of education in their field because this level of education is considered capable of producing a high quality workforce, having a strong mindset and modern ways of acting. Human resources like these are expected to be able to move the wheel of development forward. This proves that the higher the level of education, the higher the development of worker productivity (Disciplin et al., 2021).

Work productivity is closely related to the educational level of employees as well as the suitability of skills or skills with the qualifications required by the company. Judging from the quality or work productivity of employees after attending education, there has been a very fundamental change in the operations of PT Bima Golden Powerindo Medan. This is in line with several studies which state that (Putri, 2016) the higher the education one has, the higher the work productivity of employees (Putri, 2016). The level of education has a very strong relationship with employee work productivity (Disciplin et al., 2021).

In an effort to help its employees become more productive at work, PT Bima Golden Powerindo Medan provides them with the necessary support in improving their education. If the purpose of holding education for employees is achieved, work education is believed to be able to increase employee work productivity. Employee morale and communication skills must also be improved, in addition to their talents or abilities, in order to carry out employee work education. According to Sedarmayanti (2009:72), one of the factors that influence work productivity is education. Someone who has a higher education will have broader insights, especially the appreciation of the importance of productivity. Education can mean formal or non-formal education. High awareness of the importance of productivity can encourage employees to take productive actions (Putri, 2016).

The level of education possessed by an employee will affect the mindset, attitudes and actions in dealing with a problem that arises, especially in work problems. People who have a higher level of education are generally quicker to overcome the problems they face, than people who have a lower level of education. Education has a function to improve the qualifications of the workforce so that they can be more productive. This is intended to increase labor productivity because both formal and non-formal education is expected to have the ability to better understand and adapt to changes in the work environment more quickly (Sosial & Semarang, 2005).

Contribution of Training in Increasing Work Productivity

Based on Table 3, it can be analyzed that there has been a significant increase in the number of training from year to year, where the average increase in training has reached 44% each year. This is because PT Bima Golden Powerindo Medan requires all employees to attend training provided for all employees. The company believes that with training, employees will be more skilled, creative, effective and efficient in carrying out their work. Therefore, training is very important for employees so that the possibility of work accidents caused by employee negligence can be reduced to avoid unfavorable results.

This is in line with research (P. K. Employees, 2019) training has a positive and significant effect on work productivity. This means that the better the training conducted by the company, the work productivity of employees will also increase. In this case the PDAM Tirta Umbu

company, South Nias Regency, provides training to all of its employees, both new employees and old employees. The knowledge and skills obtained from the training program enable employees to be able to carry out their work effectively, efficiently and with quality so as to achieve high work productivity.

Training has an influence on employee work productivity. When the quality of training is good, it will increase employee work productivity, and vice versa when the quality of training is not good, employee work productivity will decrease. Significant results show that training has an influence on the level of employee productivity. With training, employees will be able to expand their knowledge about the work that is being and will be carried out, will be able to do work according to their respective capacities and be able to provide feedback on material provided by the company, be able to understand training material and apply it well in work. They are also able to respond to problems when problems occur in their work (P. D. Kerja et al., 2016).

Training is more directed at increasing the ability to do more specific jobs within the company (K. Employees et al., 2021). Employee training is carried out in the workplace as well as outside the company. The training, which is usually provided by PT Bima Golden Powerindo Medan, is in accordance with the protocol that must be followed and adapted to the job description of each employee.

Employee Productivity After Participating in Education and Training

The work productivity of employees at PT Bima Golden Powerindo Medan has increased significantly after participating in the education and training program, as evidenced by the increase in sales from year to year reaching an average of 27% per year. Education and training are activities carried out by companies that aim to increase the knowledge and skills of each employee so that they can work according to the standards desired by the company. The existence of education and training makes the implementation process of every activity within the company run faster (M. P. Work, 2021). If an employee can work regularly, produce quality work, and continually strive to be better, they can be said to be productive. Employee productivity has a significant impact on business growth because a business will grow if it has more professional, skilled and hardworking employees.

Employee work is getting better, and processing time is also getting shorter, which improves employee skills or expertise and supports employee career advancement. All these factors lead to increased work productivity of employees. There are no employees of PT Bima Golden Powerindo Medan who have experienced a decrease in work productivity as a result of participating in education and training. It can be said that the education and training programs at PT Bima Golden Powerindo Medan are very effective and contribute to higher employee productivity.

Many employees have improved and become more developed in their attitudes, behaviors and insights after completing the education and training programs. Employees who have attended education and training programs now have superior talents and skills, which enable them to operate more effectively and efficiently. As a result, these employees receive better job evaluations and are able to produce more work.

Education and training do not benefit individual employees but also benefit the company. By conducting education and training, it will realize the availability of a skilled and knowledgeable workforce. Therefore every company needs to conduct education and training for the workforce. PDAM Tirta Umbu Gunung Sitoli is a company engaged in the supply of drinking water. The company has a workforce with varying levels of education. This company conducts education and training to improve employee performance (M. P. Work, 2021).

CONCLUSION

Education and training have been proven to increase employee work productivity at PT Bima Golden Powerindo Medan. After completing education and training, employee work productivity increases and grows as a result of employee attitudes, behavior, skills and insights. so employees can work more productively and successfully, and as a result employees receive good job evaluations. The efforts made by PT Bima Golden Powerindo Medan oblige all of its employees to attend education and training in fact it is true that they can increase their knowledge, skills and output, namely productivity which increases every year. Therefore, it is suggested to PT Bima Golden Powerindo Medan to continue to improve employee education and training, both new and old employees, so that productivity continues to increase.

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