

The Influence of Training and Compensation On Employee Performance at Pt. Axa Mandiri Financial Service in Palembang Area

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Abstract- This study aims to determine the influence of training and compensation on employee performance at PT. AXA Mandiri Financial Service in Palembang Area. This data were collected using a questionnaire distributed to 105 respondents consisting of All employees with Saturation Sampling (Non-Probability Sampling) which is technique of determining the sample if all members of the population are used as respondents. This method is using descriptive analysis method, the results show. Training and compensation have a significant effect on performance of employees of PT. AXA Mandiri Financial Service in Palembang Area significantly.

Index Terms- Training, Compensation, Performance

I. INTRODUCTION

According to Dessler (2009: 4), Human resource management as a policy and exercise to meet the needs of employees or aspects of human resources such as management positions, employee procurement or recruitment, screening, training, compensation, and performance appraisal. One aspect that can support the success of employees in achieving success in work is workability. With adequate work skills in employees are expected to overcome all problems in the work and can be resolved properly.

According to Sikula (2007: 44), argues that training is a short-term educational process that uses systematic and organized procedures where employees learn knowledges and skills within limited objectives.

Of course, in a company there is very necessary training. An intensive training program needs to be implemented by the company in order to have human resources who have optimal work. With the training activities, employees have the opportunity to absorb new knowledge or values, so that with the new knowledge, employees can improve their professionalism in carrying out the tasks that will be assigned to them (Bank Mandiri Company Profile, 2017).

Compensation is one of the potential tools to motivate employee work. Employee satisfaction with compensation can involve employee satisfaction with salaries, benefits, and other welfare programs set by the company (Handoko, 2000).

In compensating, they have two basic philosophies, which can be seen as opposite points of straight line namely the

philosophy of worthiness and at the other point is the philosophy of performance. This feasibility philosophy is seen from organizations that have traditional provided automatic increase to their employees each year and still pay attention to seniority in salary increases (Mathius and Jackson, 2002).

One of the companies that will be discussed in this research is PT. AXA Mandiri Financial Service. PT. AXA Mandiri Financial Service is a subsidiary of the largest state-owned bank at Indonesia, namely PT. Bank Mandiri (Persero). It is a synergy of two strengths from two large companies, namely PT. Bank Mandiri (Persero) and PT. AXA Mandiri Financial Service, where it is a joint venture, which has a 51% stake, and AXA, which has a 49% stake. AXA Mandiri, which often abbreviated as PT. AMFS is the first Bancassurance in ASIA to join a BUMN bank in Indonesia.

Certainly, the Training and Compensation Activities have been carried out by the Company to improve the performance of employees. In each year there are ups and downs in the achievements made by employees. The phenomenon that occurs in it is there is a decrease in achievement performance in the Palembang Arief Area. In 2015 and in 2016 there was an increase in terms of area achievement, but in 2017 and in 2018 there was a significant decrease in the achievement of target areas.

Many factors cause company conditions like this, it could be one of them is the performance of Human Resources who have the responsibility for its influence on company performance, thus humans play a very important role in the success of a business (Mathis and Jackson, 2011: 3).

II. LITERATURE REVIEW

Training

According to Dessler (2008: 280), training is the process of teaching the skills needed by new employee to do their jobs. Another opinion regarding training is a process where people get the capability to help in achieving organizational goals (Malthis and Jackson, 2011: 301).

Compensation

According to Dessler (2008), Compensation is all forms of payment or gifts given to employees and arising from their performance. There are 3 types of compensation given by companies, namely:

1. Payment of money directly in the form of wages, salaries, intensive, commission, and bonuses
2. Indirect payments
3. Non-financial rewards

Employee Performance

According to Robbins (2016), Performance is a result achieved by employees in their work according to certain criteria that apply to a job. Robbins further stated that performance is a record of the results (outcomes) resulting from a particular job function or activity over a period of time to show the extent to which employees can meet the demands of the job.

III. RESEARCH METHODOLOGY

The scope of this research is in the Office of PT. AXA Mandiri Financial Service Area Arief Palembang. Focused on the analysis and discussion of the independent variable (X) is Training as X1, and Compensation as X2. Whereas the dependent variable or the independent variable (Y) is Performance. The subject of this research is the Staff Employees of PT. AXA Mandiri Financial Service Area Palembang Arief.

Data Source

1. Primary Data is data obtained and observed directly by researchers. In this research the author's primary data is from distribution of questionnaires to PT. AXA Mandiri Financial Service.
2. Secondary data were obtained from various sources such as the Human Resources Book, PT. AXA Mandiri Financial Service, websites, articles and journals related to Training and Compensation for Employee Performance.

Population

The population in this study was 105 people and became research respondents. And All Employees are in the Office of PT. AXA Mandiri Financial Service Palembang area

IV. MULTIPLE LINEAR REGRESSION ANALYSIS

Regression analysis is useful to know the causal relationship that occurs between the Training Variables (X1) and the Compensation Variable (X2) together on Employee Performance Variables (Y). Here are the results of the regression:

$$Y = a + b_1 X_1 + b_2 X_2$$

$$Y = 5.292 + 0.294 X_1 + 0.312 X_2$$

This multiple linear regression equation can be interpreted as follows:

1. The Constant value of 0.992 means the performance of the employees of PT. AXA Mandiri Financial Service currently stands at 0.992 units, assuming that the Training and Compensation variable is currently in a constant / fixed state.
2. Training Regression Coefficient (X1) is 0.294. These results provide evidence that PT. AXA Mandiri Financial Service will directly increase by 0.294 if the Performance Variable is increased.

3. Compensation Regression Coefficient (X2) of 0.312. These results provide evidence that PT. AXA Mandiri Financial Service will directly increase by 0.312 if the Compensation Variable is increased.

Model Feasibility Test (Test - F)

The Model Feasibility Test (Test F) is carried out to determine the effect of the independent variable. Does the Training Variable and Compensation Variable have an influence on the Employee Performance of PT. AXA Mandiri Financial Service jointly or simultaneously in connection with answering the third Hypothesis in this Research. The testing criteria include:

- No significant effect if the probability level F (sig F) > 0.05
- Significant effect if the probability level F (sig F) < 0.05

The following are presented in the ANNOVA Table:

Tabel 1. (F-Testing)

ANNOVA ^b						
Mode		Sum of Square	Df	Mean Square	F	Sig.
1	Regression	1442.207	2	721.103	24.678	.000 ^b
	Residual	2765.221	102	27.663		
	Total	4207.428	104			

Based on the above results, simultaneous testing (F_{test}) in the ANNOVA table, calculating is 24,678 greater than the F table at the 94% from confidence level. The results from F_{table} can be calculated using the formula F_{table} = F (n - k), then F_{table} = 105 - 3 = 102, then F_{table} results are 2.69% (F count 24.678 > F table 2.69) and the level of values Significant probability F = 0,000 is smaller than Alpha 0.05 (Sig. F = 0,000 < α 0.005). So it can be concluded that the training variable (X1) and the compensation variable (X2) together have a significant influence on employee performance (Y), so it is proven acceptable.

Significance Test of Individual Parameters (t-Test)

The following are the results of the significance tests (t-test) used to answer the research hypotheses, which are as follows:

Tabel 2. t – testing

Model		Unstandardize	Standardize	t	Sig.	
		d Coefficients	d Coefficients			
		B	Std. Error	Beta		
(Constant)		0.992	0.501		3.484	.000
1	X ₁	0,294	0.098	0,262	2.653	.002
	X ₂	0,312	0,088	0,424	4.103	.000

From the calculation results of the t-test analysis on Table 2 above can be described:

1. Training Variable (X1), has a beta value of 0.262 with a significant value of 0.002 which smaller than 0.05. This means that the training variable has a positive and significant effect on employee performance. It means that the first hypothesis which states that there is allegedly an influence between Training on Employee Performance of PT. AXA Mandiri Financial Service has proven to be acceptable.

2. Compensation Variable (X2), has a beta of 0.424 with a significance value of 0,000 which is smaller than 0.05. This means that the compensation variable has a positive and significant effect on employee performance. It means that the first hypothesis which states that there is suspected influence between Compensation on Employee Performance of PT. AXA Mandiri Financial Service has proven to be acceptable.

3. Training Variable (X1), has a beta value of 0.262 with a significant value of 0.002 which is smaller than 0.05 while the Compensation Variable (X2), has a beta of 0.424 with a significance value of 0,000 which is smaller than 0.05 this case means the most dominant variable that influences employee performance is the compensation variable.

V. CONCLUSION

Based on the analysis and discussion that has been discussed, the following conclusions can be drawn:

1. Training has a significant effect with the performance of employees of PT. AXA Mandiri Financial Service.

2. Compensation has a significant effect with the performance of employees of PT. AXA Mandiri Financial Service.

3. Training and compensation simultaneously and significantly affect the performance of employees of PT. AXA Mandiri Financial Service.

4. Compensation has the dominant influence on the performance of employees of PT. AXA Mandiri Financial Service.

VI. SUGGESTION

From the analysis in this study, the following suggestions can be found:

1. The Management of PT. AXA Mandiri Financial Service should continue to conduct competency tests for employees in order to find out product knowledge that is useful for dealing with sales and after-sales are done by employees. And also this competency test in addition to knowing the product understanding by employees, this competency test can also apply the habits for employees to accept new products or new habits.

2. PT. AXA Mandiri Financial Services should provide more rewards and quizzes for employees to be more motivated to improve employee performance. In addition, the need for Home Pay Benefits and Health Benefits for families (Usually only for those who have worked for more than 3 years).

3. Performance Improvement Employees must be more optimal again and need to be evaluated regularly. Monitoring superiors towards subordinates towards individual targets and team targets, so that employees can better manage themselves to

be more motivated to improve performance and be more enthusiastic about their careers.

4. For further researchers, it can add variables: Job Satisfaction, Leadership Style, Job stress, and work environment that can strengthen with the influence of Employee Performance.

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