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Work Ethics and Training Needs Analysis in Improving Employee Performance

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ABSTRACT

The purpose of this study was to determine the effect partially or simultaneously between Work Ethics and Training Needs Analysis of Employee Performance at Pamulang University. This type of research is descriptive verification with descriptive survey & explanatory survey methods. The population is 126 employees and the proportion was taken as much as 106 respondents as samples for actual research and 20 respondents for pre-research using the same instrument but different respondents. Sampling in this study using a proportional random sampling. The results of this study indicate that Work Ethic has a positive and significant influence on Employee Performance of Pamulang University. Descriptive results of the value of the Work Ethic are more dominantly affecting Employee Performance. Analysis of training needs also has a positive and significant effect on Employee Performance of Pamulang University. Work Ethic and Training Needs Analysis simultaneously have a positive and significant influence on Employees Performance of Pamulang University.

Keywords: *Work Ethic, Training Needs Analysis, and Performance*

INTRODUCTION

Pamulang University is a large private university with several students with an active student body of 84,000, with 2000 lecturers and 126 employees. With a relatively large number of lecturers and students and with relatively small numbers of employees, of course, measurable performance is needed to provide good services to achieve the vision, mission, and goals of the foundation and the tertiary institution. Veithzal Rivai Ahmad Fawzi (2012: 15) said "Performance is a set of results achieved and refers to the actions of achieving and implementing something that is determined by the organization". and according to Mangkunegara (2013: 16) performance is the result of the work of employees in carrying out tasks and responsibilities as measured by quality and quantity. The phenomenon that occurs, often seen in Pamulang University employees shows the performance with a fairly optimal category. This can be illustrated in the action, which is the average value of employee performance that is not in line with expectations with optimal or excellent categories.

Based on preliminary observations of 20 employees showing the performance that can be seen in table 1:

Table 1
Preliminary Observation Data for Performance Variables (n = 20)

No	Indicator	Weight / Frequency					amount Respondents	Average	Criteria
		5	4	3	2	1			
1	Quantity	5	15	10	8	2	40	3.33	Enough
2	Quality	6	16	9	6	3	40	3.40	Enough
3	Cooperation	5	17	15	2	1	40	3.56	Good
4	Responsible	7	13	11	7	2	40	3.40	Enough
5	Initiative	8	11	11	6	4	40	3.33	Enough

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Average Performance Variable		**3.40**	**Enough**

Source: Researcher's processed data (2018)

From the results of this preliminary observational analysis, efforts should be made to improve employee performance, especially matters relating to work quantity, work quality, work responsibilities, and work initiatives. One effort that must be done is to foster employee work ethics through the paradigm of thinking that work is a calling, work is actualization, work is worship, work is an honor, and work is service. This is driven from a very vital role in realizing the performance achievements of an employee, namely himself. How does he have high morale and work ethic to be able to positively influence his performance and work environment Sinamo, (2011: 18),

The following is a table of initial survey results of research on the variable Work Ethic:

Table 2
Preliminary Observation Data for Work Ethic Variables (n = 20)

No	Indicator	Weight / Frequency					amount Respondents	Average	Criteria
		5	**4**	**3**	**2**	**1**			
1	Work is a call	12	8	14	6	0	40	3.65	Good
2	Work is acute writing	10	6	16	7	1	40	3.43	Good
3	Work is worship	16	15	9	0	0	40	4.43	Very Good
4	Work is honor	12	10	11	7	0	40	3.68	Good
5	Work is service	8	12	15	4	1	40	3.55	Good
Average Variable Work Ethic								3.75	**Good**

Source: Researcher's processed data (2018)

Based on Table 2. above provides information on data that shows that the results of the pre-research questionnaire mean the criteria are good with a score of 3.75 but the results need to be improved so that the results are better. In addition to efforts to improve employee performance through work ethic, other things are also important in improving performance, namely training. To achieve effective and targeted training, it is necessary to first analyze the training needs. So that it can provide training that can be applied in jobs in the company and increase the competence of the employees concerned.

According to Mondy (2008: 215), the analysis of training needs is the first step in the training and development process to determine the specific training and development needs. Training needs analysis is an integrated part in designing training to obtain a comprehensive picture of the material, the time allocation of each material, and learning strategies that should be applied in organizing training so that training is useful for trainees. From this analysis will be known what training is relevant for an organization at this time and also in the future.

The following is a table of initial survey results of research on the Training Needs Analysis variable:

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Table 3
Preliminary Observation Data for Training Need Analysis Variables (n = 20)

No	Indicator	Weight / Frequency					amount Respondents	Average	Criteria
		5	4	3	2	1			
1	Organizational Analysis	4	38	32	6	0	80	3.50	Good
2	Analysis Duty	7	42	8	2	1	60	3.87	Good
3	People Analysis	4	26	21	9	0	60	3.42	Good
Average Performance Variable								**3.57**	**Good**

Source: Researcher's processed data (2018)

Based on Table 3. The above provides information on data that shows that the results of the pre-research questionnaire mean that the criteria are good with a score of 3.57 but the results need to be improved so that they are better. Based on several factors obtained from Pamulang University several employees have a work ethic, analysis of training needs, and performance that has not been maximized, this research will focus on work ethics and analysis of training needs that affect the performance of Pamulang University employees.

LITERATURE REVIEW

Employee Performance

Veithzal Rivai Ahmad Fawzi (2012: 15) said "Performance is a set of results achieved and refers to the actions of achieving and carrying out something work set by the organization", and according to Anwar Prabu Mangkunegara (2013: 67) performance is the result of quality and quantity of work achieved by employees in carrying out their duties by the responsibilities given to him. So, employee performance has a very important role in the success or failure of a company. The low performance of employees encountered is a classic problem but always up to date to be discussed. The important things that must be discussed and followed up are some important indicators relating to performance, which are according to Mangkunegara (2013: 75) there are at least five performance indicators, namely: 1) The quality of work is how well an employee does what should be done. Shows neatness, accuracy, interest in work without ignoring the volume of work. Good quality work can avoid the level of error in completing a job that can benefit the progress of the company. 2) Quantity of work where how long an employee works in one day. This work quantity can be seen from the work speed of each employee. Shows a large amount of work done at one time so that efficiency and effectiveness can be carried out by company goals. 3) Responsibility for work is an awareness of the obligations of employees to carry out work provided by the company. Demonstrate how much the employee is accepting and carrying out his work, accountable for the results of work, and the facilities and infrastructure used and work behavior every day. 4) Cooperation, namely the willingness of employees to participate with other employees vertically and horizontally both inside and outside the work so that the work will be better. 5) namely the willingness of employees to participate with other employees vertically and horizontally both inside and outside the work so that the work will be better. 5) namely the willingness of employees to participate with other employees vertically and horizontally both inside and outside the work so that the work will be better. 5) Initiatives from within

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the company members to do and overcome problems at work without waiting for orders from superiors or show responsibility in work that is an employee's obligations.

Work Ethics

Tasmara (2002) in Subarto (2017: 61), states that ethos is defined as attitude, personality, character traits, and belief in something. This attitude is not only shared by individuals, but also by groups or even the community. Ethos is formed by several habits, cultural influences, and the value system it believes. Work ethic has the meaning of values related to good and bad (moral), so that the work ethic contains passion or a very strong enthusiasm to do something optimally, better, and even strive to achieve the best quality work. While Ahmad Janan Asifudin (2004), in Subarto (2017: 62), states that ethos is a basic trait or character that is a habit and character of a nation or race. Understanding ethos, in general, is a view of life that is typical of a social group, where the ethos is the basis of the views that characterize a person. Ethos is the foundation of ideas, ideals, thoughts that will determine the system of action, and ethos is strongly influenced by individuals or groups.

According to Sinamo (2011: 35), a work ethic is a set of positive and high-quality work behaviors, rooted in clear awareness and a strong belief in a holistic work paradigm. the work ethic determines the human judgment that embodies in a job. The Professional Work Ethic indicators that were built demanding Sinamo, among others: 1) Work is a vocation: work must be complete with responsibilities. 2) Work is an actualization: must work with enthusiasm. 3) Work is worship: must work seriously with devotion. 4) Work is an honor: must work superior is full of perseverance. 5) Work is a service: must work perfectly humbly.

Thus, the work ethic is an activity carried out by each employee, the purpose of which is to get remuneration that is entitled to be received by employees directly. To improve the quality of employee performance requires high morale, especially hard work and commitment to carry out their work.

Training Needs Analysis

According to Menzel and Messina (2011: 22), training needs analysis is the first critical stage in the training cycle that identifies gaps in knowledge and strengths and weaknesses in the process that allow or hinder training programs that are usually carried out planning some time with training objectives being carried out This is not in vain to the point of wasting all time, money, even the neglect of routine employee work, therefore the training must be analyzed in advance by the Manager to be well programmed. Another opinion is that according to Mila Badriyah (2015: 129) analysis of training needs analysis or Training Need Analysis (TNA) is a specific workplace needs analysis to determine what training needs are a priority. This information can help organizations use resources (funds, time, etc.) effectively while avoiding unnecessary training activities. Meanwhile, according to Mondy (2008: 215) the training needs analysis is the first step in the training and development process to determine the specific training and development needs. In the process of training and development needs analysis to determine specific training and development needs categorized into several levels, training needs analysis is the first step in the training and development process to determine the specific training and development needs. In the process of training and development needs analysis to determine specific training and development needs categorized into several levels, regarding training needs analysis is the first step in the training and development process to determine the specific training and development needs. In the process of training and development needs analysis to determine specific training and development needs categorized into several levels, including:1) A organizational analysis is a unit that enables people to work together to achieve goals with an

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understanding of classical organizational theory, bureaucratic theory, administrative theory, neo-classical theory, and modern organizational theory through studying company data, studying job descriptions, performance appraisal, employee career planning, change work procedures and technological development, HR planning. 2) Analysis of the function states a breakdown of similar tasks or closely related to each other to be carried out by a particular employee, each based on a group of similar activities according to their nature or implementation in increasing work productivity, data on determining the correct training participants, basic in compiling material training, identify that the type of training matches the company's objectives from the existing job description. 3) Analysis of people there are things that make the basis for the selection of training participants' performance in terms of education, experience, skills, previous training, the position of prospective trainees.

The research design is used as a pattern in the framework of thinking to facilitate and understand the problems studied (Figire 1), namely:
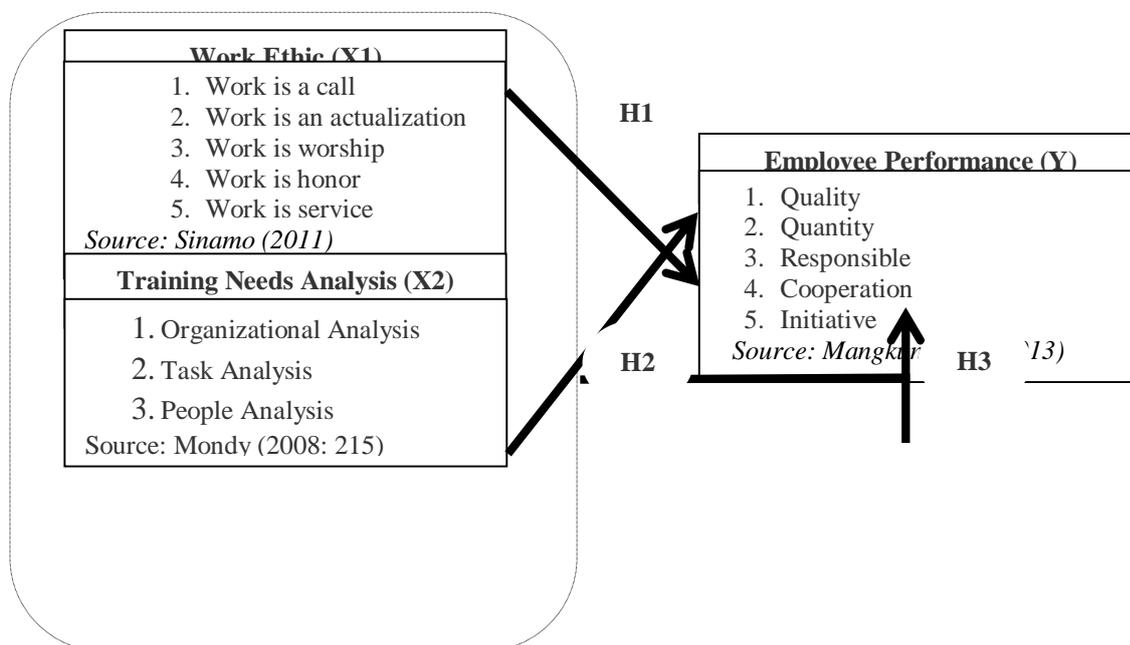

Figure 1 : Research Hypothesis

RESULT AND DISCUSSION

The results of the normality test output using the Kolmorov-Smirnov test can be seen as in the table 4 below:

Table 4 : One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		109
Normal Parameters, b	The mean	0000000
	Std. Deviation	2,83717514
Most Extreme Differences	Absolute	, 060
	Positive	, 039

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	Negative	-, 060
Statistical Test		, 060
Asymp. Sig. (2-tailed)		, 200c, d

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

Source: Processed Results of SPSS 17 2018

The value of Kolmogorov-Smirnov is 0.200 with a significance level of well above 0.05, which is 0.200> 0.05. In other words, the Kolmogorov-Smirnov value is not significant at the 0.05 level, meaning that the residuals are normally distributed.

Multicollinearity Test

Multicollinearity test results using SPSS 17 can be seen as in the Output Coefficients table 5 below:

Table 5 : Multicollinearity Test

Model	Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
	B	Std. Error	Beta	t	Sig.	Tolerance	VIF
(Constant)	14,980	3,573		4,192	, 000		
Work Ethic (X1)	, 303	, 081	, 331	3,751	, 000	, 870	1,149
Training Needs Analyst (X2)	, 295	, 083	, 313	3,550	, 001	, 870	1,149

a. Dependent Variable: Performance (Y)

Source: Processed Results of SPSS 17 2018

From the results of the multicollinearity output above shows the Tolerance value shows that there is no value ≤ 0.1 and VIF value there is no VIF value ≥ 10. This means that by using this parameter, there is no evidence of multicollinearity.

Heteroskedasticity Test

Heteroscedasticity test output results with statistical tests using the Park test:

Table 6 : Heteroskedasticity Test

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
1 (Constant)	-2,758	1,916		-1,439	, 156
Work Ethic (X1)	, 054	, 053	, 169	1,036	, 305
Training Needs Analyst (X2)	, 023	, 055	, 069	, 423	, 674

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a. Dependent Variable: Performance
Source: Processed Results of SPSS 17 2018

From the Park test table 6 above shows that the t-statistic value above shows that, of all explanatory variables (independent variables) there is no statistically significant value of sig> 0.05, so it can be concluded that this model does not experience heteroscedasticity problems.

Simple Linear Regression Test

The results of simple linear regression $Y = a + b1x1$ between work ethic (X1) to performance (Y) are as follows:

Table 7 : **Simple Linear Regression Test**

Coefficients

Model		Unstandardized Coefficients	
		B	Std. Error
1	(Constant)	22,734	2,978
	Work Ethic (X1)	, 407	, 079

a. Dependent Variable: Performance (Y)
Source: Processed Results of SPSS 17 2018

From the above table 7, it can be concluded that, the simple linear regression value is $Y = a + b1x1$ is $Y = 22,734 + 0,407 b1x1$
The value of constants is 22.734 which means that if the independent variable is the work ethic (X_1), none or $X = 0$, the Performance value (Y) is 22,734.
The b1x1 value is 0.407 which means that if the independent variable is the work ethic (X_1) increased by one unit, then the employee's performance will increase by 0.407.
Thus it can be concluded that work ethic has a positive relationship with employee performance.

The results of simple linear regression $Y = a + b2x2$ between the analysis of training needs (X2) to performance (Y) are as follows:

Table 8 : **Coefficients**

Model		Unstandardized Coefficients	
		B	Std. Error
1	(Constant)	21,880	3,245
	training needs analysis (X2)	, 408	, 082

a. Dependent Variable: Performance (Y)
From the above table 8, it can be concluded that, the simple linear regression value is $Y = a + b2x2$ is $Y = 21,880 + 0,408 b2x2$
A constant value of 21,880 means that, if the independent variable of training needs analysis (X2) is absent or $X = 0$, the Performance value (Y) is 21,880.
The b2x2 value of 0.321 means that, if the independent variable of training needs analysis (X2) is increased by one unit, the employee's performance will increase by 0.408. Thus it can be concluded that the analysis of training needs has a positive relationship with employee performance.

Multiple Linear Regression Test

Simple linear regression test results can be seen in the SPSS output panel at table 9 below:

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Table 9 : Multiple Linear Regression Test
Coefficients

Model	Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	VIF
(Constant)	14.98	3,573		4,192	, 000		
Work Ethic (X1)	, 303	, 081	, 331	3,751	, 000	, 870	1,149
Training Needs Analyst (X2)	, 295	, 083	, 313	3,550	, 001	, 870	1,149

a. Dependent Variable: Performance (Y)

Source: Processed Results of SPSS 17 2018

The results of multiple linear regression $Y = a + b1X1 + b2X2$ which have been found are $Y = 14,980 + 0,303 X1 + 0,295X2$.

These results can be concluded that:

If the work ethic free variable (X_1) and Training Need Analyst (X_2) does not exist or $X = 0$, the employee performance value (Y) of 14,980.

From these results, it can be concluded that there is a direction of a positive relationship between the Work Ethic (X_1) and Training Needs Analyst (X_2) on Performance (Y).

Results of Simple Correlation Coefficient and Partial Determination of Work Ethic on Performance

The results of the correlation test can be seen in this table 10 :

Table 10 : Summary Model

Model	R	R Square	Adjusted R Square	Std. The error of the Estimate
1	, 444a	, 197	, 189	3,015

a. Predictors: (Constant), Work Ethic (X1)

Sourc
e: Processed Results of SPSS 17 2018

The result of a simple rx1y correlation between work ethic (X1) to employee performance (Y) of 0.444 and entered into intervals between 0.40 - 0.599 with a moderate level of relationship, it can be concluded that the work ethic has a moderate level of relationship to employee performance. The coefficient of determination $(r2)$ between work ethic (X1) to employee performance (Y) is (r2) 0.4442 = 19.71% means that work ethic contributes or contributes to employee performance by 19.71% and the remaining 80.29% influenced by other factors not examined.

Simple Coefficient Correlation Results and Partial Determination of Training Needs Analysis of Performance

The results of the correlation test can be seen in this table 11:

Table 11: Summary Model

Model	R	R Square	Adjusted R Square	Std. The error of the Estimate
1	, 432a	, 187	, 179	3,034

a. Predictors: (Constant), Training Needs Analysis (X2)

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Source: Processed Results of SPSS 17 2018

The result of simple rx2y correlation between training needs analysis (X2) on employee performance (Y) of 0.432 and entered into intervals between 0.40 - 0.599 with a moderate level of relationship, it can be concluded that the analysis of training needs has a moderate level of relationship to employee performance. The coefficient of determination (r2) between the analysis of training needs (X2) on employee performance (Y) is (r2) 0.4322 = 18.70% means that the analysis of training needs contributes or contributes to employee performance by 18.70% and the remaining 81, 30% is influenced by other factors not examined.

Results of Multiple Correlation Coefficients and Simultaneous Determination between Work Ethics and Training Needs Analysis of Performance

The results of the multiple correlation test output and determination can be seen in the table 12 below:

Table 12 :The output Multiple Correlation Coefficient and Determination Model Summary

Model	R	R Square	Adjusted R Square	Std. The error of the Estimate
1	, 531a	, 282	, 269	2,864

a. Predictors: (Constant), Work Ethic (X1), Training Needs Analysis (X2)

b. Dependent Variable: Performance (Y)

Source: Processed Results of SPSS 17 2018

Based on the results of the SPSS output above shows that a double correlation value of rx1x2.y of 0.531 entered into an interval between 0.40 - 0.599 the results can be concluded that the two variables are free of work ethic (X1) and training needs analysis (X2) has a moderate level of relationship to Employee Performance (Y). While the coefficient of determination r2 = 0.282 (28.2%) means that the two variables are independent of work ethic (X_1) and training needs analysis (X_2) contributed or contributed to employee performance (Y) of 26.9% and the remaining 73.1% was influenced by other factors such as compensation, leadership and work environment.

Simultaneous F Test

The results of the Simultaneous F test can be seen in the table 13 below:

Table 13 : ANOVAa

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	341,730	2	170,865	20,834	000b
	Residual	869,353	104	8,201		
	Total	1211,083	106			

a. Dependent Variable: Performance (Y)

Source: Processed Results of SPSS 17 2018

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Based on the table 13 above shows that, the calculated F value of 20.834 <3.082 or Sig value of 0.000 <0.05 then Ho d reject and Ha accepted, it can be concluded that there is a simultaneous influence between work ethic and training needs an analysis on employee performance.

This research result in line with Veithzal Rivai Ahmad Fawzi (2012: 15) and Anwar Prabu Mangkunegara (2013: 67) performance is the result of quality and quantity of work achieved by employees in carrying out their duties by the responsibilities given to him. Tasmara (2002) in Subarto (2017: 61), states that ethos is defined as attitude, personality, character traits, and belief in something. This attitude is not only shared by individuals, but also by groups or even the community. While Ahmad Janan Asifudin (2004), in Subarto (2017: 62), states that ethos is a basic trait or character that is a habit and character of a nation or race. Understanding ethos, in general, is a view of life that is typical of a social group, where the ethos is the basis of the views that characterize a person. Ethos is the foundation of ideas, ideals, thoughts that will determine the system of action, and ethos is strongly influenced by individuals or groups.

The research result als in line with Sinamo (2011: 35), the work ethic is an activity carried out by each employee, the purpose of which is to get remuneration that is entitled to be received by employees directly. To improve the quality of employee performance requires high morale, especially hard work and commitment to carry out their work. Menzel and Messina (2011: 22), training needs analysis is the first critical stage in the training cycle that identifies gaps in knowledge and strengths and weaknesses in the process that allow or hinder training programs that are usually carried out planning some time with training objectives being carried out This is not in vain to the point of wasting all time, money, even the neglect of routine employee work, therefore the training must be analyzed in advance by the Manager to be well programmed. Another opinion is that according to Mila Badriyah (2015: 129) analysis of training needs analysis or Training Need Analysis (TNA) is a specific workplace needs analysis to determine what training needs are a priority. This information can help organizations use resources (funds, time, etc.) effectively while avoiding unnecessary training activities. Meanwhile, according to Mondy (2008: 215) the training needs analysis is the first step in the training and development process to determine the specific training and development needs. In the process of training and development needs analysis to determine specific training and development needs categorized into several levels.

CONCLUSION

Work ethic has a positive and significant impact on the performance of Pamulang University employees. The results of the value of the work ethic most dominantly affect employee performance. Analysis of training needs has a positive and significant effect on the performance of Pamulang University employees. Work ethic and training need analysis simultaneously or jointly have a positive and significant impact on the performance of Pamulang University employees.

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