International Journal of Business and Quality Research

https://e-journal.citakonsultindo.or.id/index.php/IJBQR
E-ISSN: 2985-9468

The Influence Of Human Resources Quality And Training On Employee Performance At The Communication Of Statistics And Crimination Department Of Pekanbaru City

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Abstract

This study aims to determine the effect of the quality of human resources and training on employee performance at the Ministry of Communication and Informatics Statistics and Coding in Pekanbaru City. The method used is descriptive method. Collecting data using a list of statements or questionnaires filled out by the respondents. Then analyzed using multiple linear regression analysis.

The results of multiple linear regression analysis produce a value of Y = 38.931 + 0.492X1 + 0.701X2 + e, which means that each discussion of the independent variable regression coefficient unit without adding the value of other variables, the performance increases according to the unit number of each variable. The results explain that the F test has a value of tcount ≥ttable (38,931 greater than 3.22) and a significance level of 0.000 <0.005. This means that the Quality of Human Resources and Training simultaneously has a significant effect on Employee performance.

Keywords: Quality of Human Resources, Training, Employee Performance

INTRODUCTION

Human resources or employees are the most important assets in an organization because they are the source that directs the organization and maintains and develops the organization in various demands of society and the times. According to Rifa'i and Fadhli (2013:15) management is all efforts in utilizing resources to achieve goals effectively and efficiently is the estuary of all managerial behavior. In order to achieve organizational goals, qualified human resources or employees are needed who are able to contribute all

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E-ISSN: 2985-9468

their efforts in order to serve public needs and advance the organization, so that they are expected to be able to make a valuable contribution to agencies. According to Bangun (2012: 6) human resource management can be defined as a planning, organizing, staffing,

Improving employee performance both in terms of competence and skills at work, organizations need to pay attention to the factors that can improve this performance. One of them is by paying attention to the quality factor of its human resources and providing training programs for employees, which will ultimately improve performance and will have an impact on increasing the operational activities of the organization. According to Busro (2018: 205-206) training is an effort carried out by every employee or organization to encourage them to act optimally in serving and improving abilities or skills in carrying out basic tasks and organizational functions. According to Salim in Sedarmayanti (2012: 27) the quality of human resources is the value of a person's behavior in being accountable for all his actions, both in personal life, family life, community life and nation. Improving employee performance will bring progress to the organization. Employee performance is influenced by several factors, both those related to the workforce itself and those related to the organizational environment. Factors that affect performance include the quality of human resources and job training. As regulated in Government Regulation Number 46 Article 1 Paragraph 3 (2011:2) concerning Civil Servants Performance Assessment. Employee performance is influenced by several factors both related to the workforce itself and related to the organizational environment, factors that affect performance include the quality of human resources and job training. As regulated in Government Regulation Number 46 Article 1 Paragraph 3 (2011:2) concerning Civil Servants Performance Assessment. Employee performance is influenced by several factors both related to the workforce itself and related to the organizational environment, factors that affect performance include the quality of human resources and job training. As regulated in Government Regulation Number 46 Article 1 Paragraph 3 (2011:2) concerning Civil Servants Performance Assessment.

The Office of Communication and Information, Statistics and Coding of Pekanbaru City is a service that has the task of carrying out government affairs in the field of communication and informatics and also as a statistical data center in Pekanbaru which was established in January 2016. Apart from being a statistical data center, this service also has responsibility for developing quality human resources or quality employees in order to serve the needs of the public (society) and advance the organization.

Based on the results of researchers at the Statistics and Coding Office of the City of Pekanbaru. Problems related to employee performance can be seen from the quality of

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E-ISSN: 2985-9468

work that does not meet the requirements in completing more than the targeted time. This excess time causes delays in the next work process, thus affecting the quantity of work produced by employees. Lack of sense of responsibility that employees have in carrying out their work, especially with regard to errors in work reports provided by employees. Cooperation between employees also seems to be not well established, this can be seen from the lack of care between employees when other employees experience difficulties at work. In addition, the lack of employee initiative to carry out tasks that are not their responsibility, which in all this will hinder the performance of other work units in the future. The phenomenon of this problem is directly proportional to the employee performance appraisal at the Statistics and Coding Office of Pekanbaru City for the period 2018 to 2020 which can be seen in the following table:

Table 1 Employee Performance Assessment for the 208-2020 period

No	Work Behavior	Percentage of Assessment / Year					
		2018		2019		2020	
		Target (%)	Achievement (%)	Target (%)	Achievement (%)	Target (%)	Achievement (%)
1	Orientation service	90-100	84,76	90-100	84,18	90-100	78,11
2	Integrity	90-100	83,67	90-100	84.56	90-100	77,73
3	Commitment	90-100	85,74	90-100	85.05	90-100	80,40
4	Discipline	90-100	83.58	90-100	84,11	90-100	77,39
5	Cooperation	90-100	83,49	90-100	83,60	90-100	78.04
Average value / Year			**84.25**		**84.30**		**78,33**
Category			**GOOD**		**GOOD**		**ENOUGH**

Source: Statistics and Coding Office of the City of Pekanbaru, 2022

From table 1 it can be seen that the results of employee performance appraisal at the Statistics and Coding Office of the City of Pekanbaru fluctuated and even tended to decrease in 2020. On average, in 2018 the performance achievement was 84.25%, in

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2019 it increased to 84.30% which fall into the good category and tend to decrease in 2020 to 78.33% which is in the sufficient category. Thus, the decrease in the achievement of performance gains from good to sufficient is a problem in this study. Where basically the performance gain every year still does not reach the expected standard, this can be seen from the target of 90% to 100%.

According to Government Regulation Number 46 Article 1 Paragraph 3 (2011: 2) concerning civil administration performance appraisal, it explains that the performance (work achievement) of work results achieved by each civil servant in an organizational unit is in accordance with the employee's work goals and work behavior. According to Hasibuan (2015: 91) performance or achievement is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

Thus, the condition of decreased performance that occurred in 2020 occurred in the employee performance appraisal component based on work behavior indicators including service orientation of 78.11%, integrity of 77.73%, commitment of 80.40%, discipline of 77.39% , and cooperation of 78.04%, which is still below the minimum target of 90%. With the standards set by this agency, its employees should have been able to achieve it, but this did not happen, thus it can be concluded that there are indeed performance problems in the Statistics and Coding Office of the City of Pekanbaru.

Based on the phenomenon of the problems that have been described, the researcher found symptoms of problems related to employee performance related to improving the quality of human resources (employees). It is possible that within the scope of the Communications and Informatics Service, the city of Pekanbaru has obstacles in organizing the organization, which is caused by the unsupportive quality of its human resources. If this happens, it will be difficult for the organization to achieve its vision and mission. Facts on the ground that the quality of human resources, especially employees, is not maximized. This is marked by a lack of work discipline, education that is not in accordance with the work being carried out, so that this has an impact on performance.

Poor competence results in the quality of human resources becoming less good, because the quality of human resources is fostered from competence obtained from training, both formal and informal. From these conditions it indicates that the competency of the employees of the Pekanbaru City Communication and Informatics Office is still not good, this can be seen from the number of employees with an education level that only reaches high school level. This can result in poor performance and behavior in acting or responding to carrying out orders from the leadership. Likewise, a

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low level of education results in a low sense of concern for self-advantage so that the desire to know knowledge or information is not really needed. This certainly affects the performance that is not good for employees.

In addition to the quality factor of human resources, another factor that is no less important in improving employee performance is the training factor. Problems related to employee training at the Statistics and Coding Office of the City of Pekanbaru can be seen from the training programs provided to employees. One of the programs for quality human resources is employee development through training programs. However, the lack of opportunities given to employees to participate in training programs, so that the ability of employees is less developed in carrying out work tasks.

According to Suwatno and Priansa (2011: 108) states that the human resource development program contains targets, policies, procedures, budgets, participants, curriculum and implementation time. The ultimate goal of the human resource development process is the effectiveness and efficiency of each employee in his position.

Based on the results of the researcher's interview with one of the employees who had participated in the training program, of the total number of employees who have not attended training, the head of service should be able to provide training to all employees in stages, the goal is to make employees become quality human resources . Training programs that have been attended by employees, instructors or resource persons appear to be inexperienced and competent, so that it seems that they are just delivering material. The methods used in training also use the lecture method a lot and do not explore creativity and hone employee skills. In addition, the training program held also seemed to be only a formality activity. supposedly the goal with training will actually increase the knowledge and skills of employees in completing work. The training provided to employees is as follows:

Table 2 Number of Employees Participating in the 2018-2020 Training Program

No	Type of training	Implementation Year					
		2018		2019		2020	
		Participant	%	Participant	%	Participant	%
1	Position/pre-position training	6	13,33	5	11,11	5	11,11
2	Kindergarten leadership	1	2,27	1	2,27	1	2,27

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	training						
3	PIM/ ADUM/ ADUMLA/SEPALA	6	13,33	5	11,11	8	17,77
4	PAPKD	1	2,27	-	-	-	-
5	Bintek wireless networking	1	2,27	-	-	-	-
6	MPSP Bintek	1	2,27	-	-	-	-
7	IT network training	1	2,27	-	-	-	-
8	English training	1	2,27	-	-	-	-
9	SIAK and KMK training	2	4,44	-	-	-	-
10	Auction spot	1	2,27	-	-	-	-
11	LPJ	1	2,27	-	-	1	2,27
12	Training of trainers services construction	-	-	1	2,27	1	2,27
Amount		22	48,88	12	26,66	16	35.55

Source: Statistics and Coding Office of the City of Pekanbaru, 2022

Table 2 explains that the percentage level of employees participating in training programs from 2018 to 2020 also seems to fluctuate. The low number of employees participating in training occurred in 2019 and 2020 causing low employee performance at the Communications and Informatics Service for Statistics and Coding in Pekanbaru City, this is because the level of employee performance will increase if training is carried out regularly. But in fact this is not running optimally. Thus the problem of training at the Statistics and Coding Office of the City of Pekanbaru is quite low.

Based on the results of the researcher's interview with one of the employees who stated that training programs held by the City and Provincial levels were only often given to employees of the class head of the section, while subordinate employees more often participated in training programs held by agencies. However, training programs held by agencies are also very rarely carried out, this causes a lack of quality development of human resources who lack skills and expertise in work.

The Department of Communication and Informatics, Statistics and Coding of Pekanbaru City needs to always pay attention to the development of its apparatus as a whole, which can be implemented through implementing programs to improve the

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quality of human resources aimed at increasing the knowledge, skills and abilities of employees. So that government officials within the scope of these agencies can carry out their duties and activities properly in an effort to achieve the goals that have been previously set.

THEORETICAL REVIEW

Performance (Y)

Performance (work achievement) results of work achieved by each civil servant in the organizational unit in accordance with the employee's work goals and work behavior. (Government Regulation Number 46 Article 1 Paragraph 3 (2011: 2)). With the following indicators, (1) Service orientation, (2) Integrity, (3) Commitment, (4) Discipline, (5) Cooperation.

Quality of Human Resources (X1)

The quality of human resources can be interpreted as the utilization of human resources in the organization, which is carried out through the functions of human resource planning, career planning and development, compensation and welfare, occupational safety and health and industrial relations. (Marwansyah (2014: 3) , With the following indicators, (1) Knowledge, (2) Skills, (3) Ability, (4) Experience

Training (X2)

Training is an effort carried out by every employee or organization to encourage them to act optimally in serving and improving abilities or skills in carrying out basic tasks and organizational functions. (Busro (2018: 205-206)). With the following indicators, (1) Opportunity to attend education, (2) Opportunity to attend training, (3) Opportunity to attend seminars.

Framework

According to Echdar (2017: 386) the framework of thought is a description of how the researcher flows the train of thought logically in order to solve the problems that have been formulated. Based on the description above, the researcher forms a framework of thinking which can be seen in the following figure:

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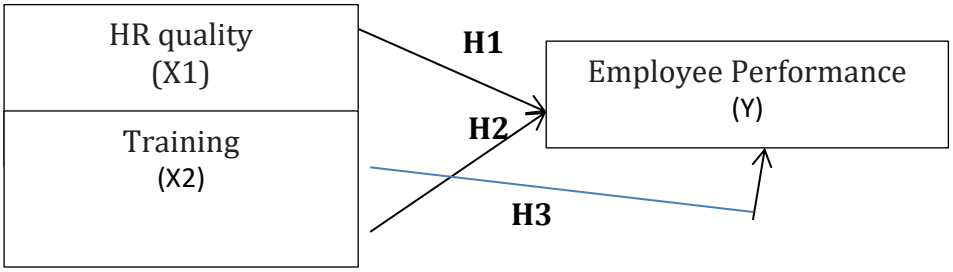


Figure 1 Thinking Framework

From the description above, it can be concluded that the quality of human resources and training has an effect on performance, on this basis, there is influence from the independent variables, namely the quality of human resources and training on the dependent variable, namely the performance of employees of the Statistics Communication and Information Office of Pekanbaru City.

Research Hypothesis

According to Echdar (2017: 387) a hypothesis is a temporary allegation of a research problem. It is said temporarily, because the answers given are only based on relevant theory, not yet based on empirical facts obtained through data collection. In connection with the problems that have been raised and by paying attention to the literature review and existing theories, the researcher can put forward a hypothesis as a temporary allegation from this study as follows:

H1: It is suspected that the quality of human resources has an effect on employee performance at the Statistics and Coding Office of the City of Pekanbaru.

H2: It is suspected that training has an effect on employee performance at the Statistics and Coding Office of the City of Pekanbaru.

H3: It is suspected that the quality of human resources and training has an effect on employee performance at the Statistics and Coding Office of the City of Pekanbaru.

RESEARCH METHODS

The variables in this study consist of two variables. The first variable is the independent variable consisting of Training and Quality of Human Resources. The second

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variable is the dependent variable, namely performance. According to Wiratna (2018: 80) population is the total number consisting of objects or subjects that have certain characteristics and qualities that are applied by researchers to study and then conclusions are drawn. Meanwhile, according to Sugiyono (2015: 80) population is a generalized area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions. The population in this study are all permanent employees who are divided into several sections of work according to the organizational structure. So the population in this study were all permanent employees at the Statistics and Coding Office of the City of Pekanbaru, totaling 45 people. According to Ghozali (2017: 87) the sample is part of the selected population elements. Meanwhile, according to Sugiyono (2015: 81) the sample is part of the number and characteristics possessed by the population. In this study, researchers used a saturated sampling technique (census), which is a sampling technique when all members of the population are used as samples. Likewise, this research was conducted on a sample of 45 permanent employees (PNS) at the Statistics and Coding Office of the City of Pekanbaru. To analyze this data researchers used quantitative analysis methods. Quantitative analysis is used in this study to explain the functional relationship between independent variables so that quantitative data analysis can be calculated. In calculations using an ordinal scale whose measurements are as follows (Sugiyono, 2015: 147).

RESULTS AND DISCUSSION

Multiple Linear Regression Analysis

Table 3 Multiple Linear Regression Analysis

Model		Unstandardized Coefficients		standardized Coefficients	t	Sig.
		B	std. Error	Betas		
1	(Constant)	38,931	15,193		2,562	0.014
	Quality_HR	0.492	0.175	0.371	3,817	0.007
	Training	0.701	0.192	0.480	3,643	0.001

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a. Dependent Variable: Performance
Source: Source: SPSS 2022 Processed Data

Based on the table above, it can be seen that the new regression equation is as follows:

Y = 38.931 + 0.492X1 + 0.701X2 + e

Where:

a. The constant value is 38.931, stating that if the indicators on the Quality of Human Resources (X1) and Training (X2) are not taken into account, then the Performance (Y) value increases by 38.931
b. The regression coefficient value of 0.492 states that if the quality of human resources (X1) has increased by 1 unit, assuming the value of training (X2), then performance (Y) will increase by 0.492.
c. The regression coefficient value of 0.701 states that if training (X2) has increased by 1 unit, assuming the value of the quality of human resources (X1), then performance (Y) will increase by 0.701.

Partial Test (t-test)

Table 4 Test t

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	std. Error	Betas		
1	(Constant)	38,931	15,193		2,562	0.014
	Quality_HR	0.492	0.175	0.371	2,817	0.007
	Training	0.701	0.192	0.480	3,643	0.001

a. Dependent Variable: Performance
Source: SPSS 2022 Processed Data
So:

a. The quality of human resources (X1) produces a t count of 2.817 > t table of 1.68195 and with a sig 0.007 <0.05, meaning that there is an influence from the quality of human resources on performance.
b. Training (X2) produces t count 3.643 > t table 1.68195 and with sig 0.001 <0.05, it means that there is an effect of training on performance.

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Simultaneous Test (F-Test)

Table 5 Test F

Model		Sum of Squares	Df	MeanSquare	F	Sig.
1	Regression	1870696	2	935,348	32,986	.000b
	residual	1190949	42	28,356		
	Total	3061644	44			

a. Dependent Variable: EMPLOYEE PERFORMANCE(Y)
b. Predictors: (Constant), TRAINING(X2), HR Quality(X1)
Source: Processed Data 2022

Based on table 5, it can be seen that the result of the F test calculation is that the Fcount value is 32.986 with a significance level of 0.000. While Ftable at 95% confidence level (α = 0.05) is 3.22. Thus Fcount > Ftable (35,905 > 3.22 and a significance level of 0.000 <0.05 indicates that the effect of the independent variables is simultaneously significant on employee performance.

Determination Coefficient Test (R2)

Table 6 Test of the Coefficient of Determination

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	0.782a	0.611	0.592	5.32503

a. Predictors: (Constant), Training(X2), HR Quality(X1)
Source: Processed Data

Based on the results of the calculation of the Coefficient of Determination, it can be explained that the regression results give an Adjusted R Square value of 0.592, meaning that 59.2% of the Performance Variable (Y) is explained by the variables Quality of Human Resources (X1) and Training (X2), while 40.8% is influenced by variables which were not observed in this study.

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DISCUSSION

The Influence of the Quality of Human Resources on Employee Performance at the Statistics and Coding Office of the City of Pekanbaru

The results of the study show the quality of human resources on employee performance at the Statistics and Coding Office of the City of Pekanbaru. Descriptively the results of the distribution of data on the experience variable obtained the highest average value with a value of 3.85 and the lowest average can be seen in the skills and ability indicators which obtained the same average value of 3.71. Facts on the ground, employees feel that having more experience will be directly proportional to improving the quality of human resources.

For the lowest indicator, it can be seen from the skill and ability indicators, this is due to the lack of opportunities to attend training and technical guidance which will be directly proportional to increasing employee competency.

Based on the t test, the results obtained are tcount (2.813) > ttable (1.68195), with Sig. 0.007 <0.05 means that the quality of Human Resources has a significant effect on employee performance. So it can be concluded that the quality of human resources and employee performance can be further improved if the existing human resources are in accordance with the needs of the organization. In addition, the development of competency-based human resources will affect the fulfillment of organizational goals and objectives that have been set and can support the vision and mission of the organization through the organization's strategic performance.

This research is in line with previous research by Widy Seftia, Dine Meigawati, Rizki Helga Sampurna, 2020 with the title Effect of Human Resource Quality on Organizational Performance of the Cianjur Regency DPRD Secretariat, with the output results of a simple regression analysis, obtained t count 38,317 where the value is greater than t table value for df=68 (significant 10%)=0.2352. As well as a significant value of 00.0 <0.05 This means that the variable quality of human resources has a significant effect on organizational performance. The coefficient of determination (Adjusted R Square) of the regression results is 95.6 indicating that the independent variable is 95.6%.

The difference in the results of the contribution between this study and previous research is because the number of population and samples used in this study is different from previous research, besides that the number of statement items on the questionnaire distributed is different, but from the overall results that the variable quality of human resources has a simultaneous effect on performance employees and the results of the

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writer get close to number 1 on the value of the coefficient of determination that is equal to 95.6%.

The Influence of Training on Employee Performance at the Office of Communication, Informatics, Statistics and Inventory of the City of Pekanbaru

The results showed that training had an effect on employee performance at the Statistics and Coding Office of the City of Pekanbaru. Descriptively the results of the distribution of data on the opportunity indicator to attend training and education have the highest average score of 3.81 and the lowest average can be seen in the opportunity to attend seminar indicator of 3.78. Facts on the ground, employees feel that having the opportunity to take part in training in the form of education and training further improves employee performance because the training has the objective of optimizing employee competence compared to attending seminars which have the nature of one-way communication with resource persons to solve technical problems.

Based on the t test, the results obtained were tcount (3.643) ≥ttable (1.68195), with Sig. 0.001 <0.05 This means that there is a significant influence between the training variables on employee performance. The results of the research show that the learning process uses certain techniques and methods to improve the skills and abilities of employee performance. With the training, it is expected that employee performance can improve skills and knowledge in order to expedite the tasks assigned in order to achieve organizational goals. To achieve optimal performance, then one way that needs to be taken by the organization is to provide training.

The results of this study are in line with the research of Febrianto Putra, La Ode Mustafa and Muhammad Arsyad with the title Effect of the quality of human resources and training on employee performance at the South Konawe District Health Office. The results of this study concluded that the variable quality of human resources and training has a significant influence on employee performance variables with a coefficient of 0.311 (X1) and 0.530 (X2), because it is a constant value of 0.576 and a significant value at 0.000 where the significance is less than 0.05. The adjusted R square value is 0.639. This explains that 63.9% of the performance variables can be explained by the two independent variables used in the regression equation. While the remaining 36.1% is influenced by other variables not included in this research model.

The Influence of the Quality of Human Resources and Training on Employee Performance at the Statistics and Coding Office of the City of Pekanbaru

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The results showed that the quality of human resources and training had a partial effect on employee performance at the Statistics and Coding Office of the City of Pekanbaru. This can be seen in the significant value of 0.000 ≥ 0.005, meaning that together the quality of human resources and training has a significant effect on performance, in other words the hypothesis is accepted.

The results of multiple linear regression analysis produce a value of Y = 38.931 + 0.492X1 + 0.701X2 + e, which means that each discussion of the independent variable regression coefficient unit without adding the value of other variables, the performance increases according to the unit number of each variable. The results explain that the F test has a value of tcount ≥ttable (38,931 ≥3.22) and a significance level of 0.000 <0.005. This means that the Quality of Human Resources and Training simultaneously has a significant effect on Employee performance.

Calculation of the Coefficient of Determination gives an Adjusted R Square value of 0.592, meaning 59.2%, employee performance variables are explained by the quality of HR and training variables, while the remaining 40.8% is influenced by other variables not observed in this study. This means that the more training provided in the context of increasing knowledge and skills, the better impact it will have on the performance provided by employees and will obviously lead to an increase in organizational performance if employee training and development is carried out in a planned and sustainable manner. This will be directly proportional to the improvement in the quality of human resources owned by employees,

The results of this study are in line with the research of Kina Atika, Nisa and Ulul Mafra with the title Effect of the quality of human resources and training on employee performance at PT PIN (Persero) Implementing the Bukit Asam Tanjung Enim Power Plant. Based on partial and simultaneous tests, the quality of human resources and training has an effect on employee performance. The adjusted R square value is 0.681. This explains that 68.1% of the performance variables can be explained by the two independent variables used in the regression equation. While the remaining 31.9% is influenced by other variables not included in this research model.

CONCLUSION

Based on research conducted at the Communications and Informatics Office of the city of Pekanbaru with a sample of permanent employees (PNS) at the Office of Communication and Information statistics and coding of the city of Pekanbaru, totaling 45 people, the following research results were obtained:

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1. The quality of human resources affects the performance of the Statistics and Coding Office Employees of the City of Pekanbaru.
2. The training has an effect on the performance of the Statistical and Coding of the Office of the Ministry of Communication and Informatics in the city of Pekanbaru.
3. The quality of human resources and training together influence the performance of the Statistical Communication and Informatics Service Employees of Pekanbaru City.
4. The Human Resources Variable and the Adjusted R Square Training Variable show a value of 59.2% on Employee Performance at the Statistics and Coding Office of the City of Pekanbaru.

Suggestion

After knowing the Quality of Human Resources and Training on Employee Performance at the Statistics and Coding Office of the City of Pekanbaru, the authors provide the following suggestions:

1. It is suggested to the Statistics and Coding Office of the City of Pekanbaru to improve the quality of human resources in order to awaken every potential that employees have to dedicate themselves to society and the country so that they work more optimally.
2. For agencies, should further improve the quality of human resources and training on performance in these agencies
3. For researchers who will conduct the same research, it is necessary to add other factors not examined in this study such as employee initiative, discipline and ability to work.

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