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THE INFLUENCE OF TRAINING AND WORK FACILITIES ON MOTIVATION AND ITS IMPACT ON THE PERFORMANCE OF FIRE DEPARTMENT EMPLOYEES AND SAVE THE CITY OF JAMBI

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ABSTRACT

This research was conducted at the Jambi City Fire and Rescue Service, which was formed based on Jambi City Regulation No. 14 of 2016 concerning the Establishment and Arrangement of Devices of Jambi City. Jambi City Fire and Rescue Service has a function of coordination, command, and implementation in disaster management that implements fire management and rescue in a coordinated and integrity with other Regional Device Work Units in the region, vertical agencies in the area with attention to disaster management policies and provisions of legislation. This study will look at the effect of training and work facilities on motivation and impact on the performance of jambi fire and rescue service employees. This research uses descriptive and verificative research methods. This research data is quantitative type that describes the variables of research, namely training, work facilities, motivation and employee performance conducted by survey using questionnaires. The number of samples in this study who were respondents was 127 people who had attended training at the Jambi City Fire and Rescue Service. The data analysis technique used is path analysis, with the help of SPSS software program version 22.0. The results of this study show that free variables, namely training and work facilities have a positive and significant effect on motivation and positively impact the performance of employees in the Jambi City Fire and Rescue Service, it proves that with the increase of training participants and good and adequate work facilities in the Jambi City Fire and Rescue Service, it will increase motivation so that it will have an impact on improving the performance of employees in the Jambi City Fire and Rescue Service.

Keywords: Training, Work Facilities, Motivation, Employee Performance

INTRODUCTION

Human resource management as a process of planning, procuring, developing, maintaining and using human resources in an effort to achieve individual and organizational goals. The quality of Human Resources has a very important role in influencing the running of the organization because it is the driving force of the organization in order to obtain an effective and efficient organization. The role of human resources is very decisive, because human resources are the only ones who have reason, feelings, desires, skills, knowledge,

encouragement of resources, work so that they need to be managed in order to realize *optimal* output.

In order to improve the implementation of government that is efficient, effective, clean and responsible for the central government through Presidential Regulation no. 29 of 2014 concerning the Government Agency Performance Accountability System (SAKIP). Its implementation is based on the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 53 of 2014 concerning technical guidelines for performance agreements, performance reporting and procedures for reviewing government agency performance reports. Government Agency Performance Accountability is a manifestation of the obligation of a government agency to be accountable for the success or failure of the implementation of the organization's vision and mission in achieving the goals and objectives that have been set through periodic accountability tools.

In regional development planning for the City of Jambi, the achievement of development goals and objectives is carried out not only by considering the vision and mission of the region, but also by alignment with the goals and objectives to be achieved within the scope of the City, Provincial and National Governments. Jambi City Regional Regulation Number 14 of 2016 regarding the Formation and Composition of Regional Apparatuses, The Fire and Rescue Service is a tool area as a supporting element of governance area led by the Head of Service who is under and responsible to the Mayor. The Mayor of Jambi and his deputy have a vision for regional development which is contained in the Jambi City Vision for 2019-2023, namely " *Making Jambi City a Center for Trade and Community-Based Services with Morals and Culture by Prioritizing Excellent Service*".

The Jambi City Fire and Rescue Service has the main task of carrying out regional government affairs in the field of disaster management and fire fighting as well as assistance tasks. Based on the explanation of Jambi City Regional Regulation Number 14 of 2016, the Jambi City Fire and Rescue Service has the functions of coordination, command, and implementation in disaster management. In the coordination function, the Jambi City Fire Department coordinates with other regional work units, vertical agencies in the region, business institutions, and/or other parties needed at the pre-disaster and post-disaster stages.

In the command function, the Jambi City Fire and Rescue Service carries out disaster management by deploying human resources, equipment, logistics from other Regional Work Units, vertical agencies in the region and other steps needed in the context of handling disaster emergencies. In the implementing function, the Jambi City Fire and Rescue Service carries out fire management and rescue in a coordinated and integrated manner with other Regional Work Units in the region, vertical agencies in the region with due observance of disaster management implementation policies and provisions of laws and regulations.

The Fire and Rescue Service as an auxiliary element of the leadership, is required to always make performance improvements. The formulation of strategic issues is based on an analysis of the internal and external environment, namely opportunities and threats and taking into account the strengths and weaknesses of the Jambi City Fire and Rescue Service in carrying out their main tasks and functions. Strategic issues that serve as a reference or basis for determining prioritized programs and activities for the next few years.

This research will look at the effect of training and work facilities on motivation and their impact on the performance of Jambi City Fire and Rescue Service employees. The success or failure of the performance that has been achieved by the organization is influenced by the performance level of individual and group employees, where performance is measured by instruments developed in studies that depend on general performance measures, then translated into fundamental behavioral assessments which can include various things, namely: quantity work, quality of work, opinions or statements submitted, decisions taken in carrying out work and job descriptions.

This study uses the independent variable training, training in an organization as an effort to develop human resources, which is an activity that must be carried out continuously. Rivai (2009), argues that training is part of education which concerns the learning process to acquire and improve skills outside the applicable education system in a relatively short time with methods that prioritize practice rather than theory.

This study also uses work facilities independent variables. Work facilities are a supporting factor for the smooth running of the tasks they are doing, so that work can be done as expected. The availability of facilities in the form of complete work support facilities and infrastructure will encourage employees to improve their performance. Faisal (2011) argues that work facilities are everything provided by the company for employees/employees, both facilities and infrastructure aim to facilitate employees in carrying out assigned tasks in order to improve employee/employee performance, so that facilities and infrastructure in the form of work facilities can affect or improve work efficiency and effectiveness.

This study, apart from using the independent variables of training and work facilities, also uses an *intervening variable*, namely motivation. Motivation according to the Big Indonesian Dictionary (KBBI), (2008) is an impulse that arises in a person consciously or unconsciously to take an action with a specific purpose, or efforts that can cause a certain person or group of people to move to do something because they want to achieve desired goal. The success of organizational management is largely determined by the activities of utilizing human resources, including the motivation of its employees. Hasibuan (2005) suggests that motivational goals include increasing employee morale and job satisfaction, increasing employee work productivity, maintaining the stability of company employees, increasing employee discipline, streamlining employee procurement, creating an atmosphere and good working relationships and increasing loyalty, creativity and employee participation and increase the level of employee welfare.

This study also uses the dependent variable in the form of employee performance. Mathis (2007) suggests that performance is the amount of effort expended by individuals in devoting a certain amount of energy to work. Performance is the result of work or work performance produced by employees or real behavior that is displayed according to ability. Performance also means a function of motivation and ability to complete tasks, performance also reflects how well employees meet the requirements in doing a job. Employee performance is output or work results produced both in terms of quality and quantity of work and can be accounted for in accordance with their role in the organization or agency accompanied by abilities, skills and skills in completing their work.

Based on the description above, with several identified problems, namely; 1) The need for skilled and trained Human Resources (HR) with qualification standards for fire and rescue personnel to be improved again. 2) The number of available personnel needed does not meet the standards set. 3) Uncertain career path related to firefighting education and training. 4) Adequate and community-based facilities and infrastructure are limited in disaster-prone areas to support the achievement of better performance. 5) There is still a need for increased coordination with other related agencies, in order to improve performance such as POLRI, TNI, SAR and related agencies as well as a structured and planned regional disaster management plan. 6) There is still a need to increase public awareness about fire prevention. 7) There is still a need to increase the potential of service objects to the community and the uneven distribution of posyankar. 8) The need for rejuvenation of fire fighting equipment that is over 10 years old. 9) Lack of public awareness and concern for the threat of fire hazards that may arise. 10) Congestion that will hinder operational vehicles arriving on time at the location of the fire or the road body that is often used for parking areas.

Based on the description of the background and the problem, the research objectives are as follows:

1. To analyze training, work facilities, employee motivation and performance at the Jambi City Fire and Rescue Service .
2. To analyze the effect of training and work facilities directly and indirectly on motivation in the Jambi City Fire and Rescue Service.
3. To analyze the effect of training and work facilities directly and indirectly on employee performance at the Jambi City Fire and Rescue Service.
4. To analyze the effect of motivation on employee performance at the Jambi City Fire and Rescue Service.
5. To analyze the effect of training and work facilities through simultaneous and partial motivation on employee performance at the Jambi City Fire and Rescue Service.

RESEARCH METHODOLOGY

The research method uses descriptive and verification. The analytical tools used in this research are descriptive analysis and path *analysis* . The data for this study is in the type of qualitative data which will be used to describe the research variables, namely training, work facilities, employee motivation and performance as well as the relationships between these variables. To obtain the data, a survey method was used by using a questionnaire which was shown to 127 respondents .

RESULTS

Table 1
Descriptive Analysis Results per variable

No	Variable	Total	Scale range	Hypothesis Results
1	Training	5,564	5181.6 – 6400.7	Good
2	work facilities	4,979	4749.8 – 5867.3	Good
3	Motivation	4,570	4318 - 5333	Tall
4	employee performance	6,733	6477 - 8000	Tall

Source: processed data

Table 1 data shows that the training variable with a total score of 5,564 with the results of the hypothesis is classified as good, the work facilities variable with a total score of 4,979 is classified as good and the motivation variable with a total score of 4,570 is classified as high and the employee performance variable with a total score of 6,733 is classified as high.

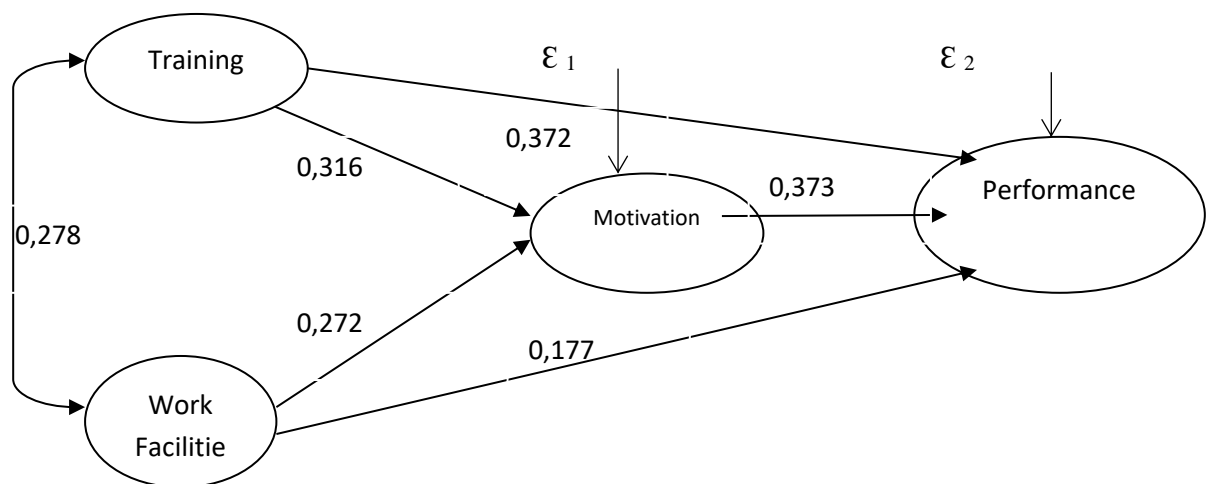


Figure 1

Analysis of the coefficients of training paths and work facilities through motivation on employee performance at the Jambi City Fire and Rescue Service.

The Effect of Direct and Indirect Training and Work Facilities on the Motivation of the Jambi City Fire and Rescue Service .

From the results of the study there is a joint effect of the training variable (X_1) and work facilities (X_2) on motivation (Y) in the Jambi City Fire and Rescue Service, with a total value of direct and indirect effects of 22.16 %, and seen from the simultaneous test (F test) it is found that the calculated F-value of the training variable (X_1) and work facilities (X_2) is greater than the F-table ($19.686 > 3.07$), this proves that training and work facilities have a very significant influence on the motivation of Jambi City Fire and Rescue Service employees, or the stronger the training and work facilities, the higher the motivation of Jambi City Fire and Rescue Service employees.

From the results of the study it can be seen that the direct or indirect effect of training and work facilities on employee motivation, the direct effect of training on motivation is 0.0998 or 9.98% and the indirect effect of training through work facilities on motivation is 0.0239 or 2.39 %, So the total effect of training on motivation is 0.1237 or 12.37%. The direct effect of work facilities on motivation is 0.0740 or 7.40%, and the indirect effect of work facilities through training is 0.0239 or 2.39%, so the total effect of work facilities on motivation is 0.0979 or 9.79% and from the partial test (t-test) it is found that the t-count value of the training variable ($3.720 > 1.657$) and the t-count value of the facility variable work ($3.196 > 1.657$) this means that training (X_1) has a positive and significant effect on motivation (Y), and work facilities (X_2) have a significant effect on motivation (Y) for Jambi City Fire and Rescue Service employees. Thus, the better the training, the higher the employee motivation and the better the work facilities, the higher the employee motivation.

The Effect of Training and Work Facilities Directly and Indirectly on the Performance of Jambi City Fire and Rescue Service Employees .

From the results of the study it is known that there is a simultaneous influence of training variables (X_1) and work facilities (X_2) on employee performance (Z) at the Jambi City Fire and Rescue Service, with a total value of direct and indirect effects of 0.2063 or 20.63%, meaning that the stronger the training and work facilities, the higher the performance of the Jambi City Fire and Rescue Service employees and seen from the simultaneous testing (F test) it is found that the calculated F-value of the training variable (X_1) and facilities work (X_2) is greater than the F-table ($17.543 > 3.07$) this means that training and work facilities have a very significant influence on the performance of employees of the Jambi City Fire and Rescue Service, thus the stronger the training and work facilities, the will further increase the performance of employees at the Jambi City Fire and Rescue Service.

From the results of the study it can be seen that the direct or indirect effect of training and work facilities on employee performance, the direct effect of training on performance is 0.1384 or 13.84% and the indirect effect of training through work facilities on performance is 0.0183 or 1.83 %, So the total effect of training on performance is 0.1567 or 15.67%, the direct effect of work facilities on performance is 0.0313 or 3.13%, and the indirect effect of work facilities through training is 0.0183 or 1.83%, so the total effect of work facilities on performance is 0.0496 or 4.96%, thus, the better the training and work facilities, the higher the performance of employees at the Jambi City Fire and Rescue Service.

The Effect of Motivation on the Performance of Jambi City Fire and Rescue Service Employees.

From the results of the partial test (t-test) it was found that the t-count value of the motivation variable ($4.495 > 1.665$), this means that motivation (Y) has a significant influence on employee performance (Z) of the Jambi City Fire and Rescue Service, and can be seen from the direct influence of the motivational variable on employee performance, which is equal to 0.1391 or 13.91%. So it can be concluded that high motivation can affect the performance of employees at the Jambi City Fire and Rescue Service, the higher the motivation, the higher the performance of the Jambi City Fire and Rescue Service employees.

The Effect of Training and Work Facilities Through Simultaneous and Partial Motivation on the Performance of Jambi City Fire and Rescue Service Employees .

From the results of the study it can be seen that training and work facilities through motivation simultaneously affect performance, a direct effect of 6.17% and an indirect effect of 0.48%, the total effect of which is 6.65%, this proves that training and work facilities have a positive and significant effect on improving the performance of Jambi City Fire and Rescue Service employees .

From the results of the study it can be seen that training and work facilities through motivation partially affect performance, the direct effect of X_1 is 4.38% and the indirect effect is 0.33%, so the total influence of work facilities on performance through motivation is equal to 4, 71%, this proves that the increasing training at the Jambi City Fire and Rescue Service, the performance of employees at the Jambi City Fire and Rescue Service also increases . While the direct effect of X_2 is 1.79% and the indirect effect is 0.15% and the total effect of the training variable on the performance of Jambi City Fire and Rescue Service employees is 1.94%, this proves work facilities have a positive effect on increasing the performance of the Jambi City Fire and Rescue Service .

CONCLUSION

The conclusions that can be drawn are as follows;

1. Training, work facilities are in the good category, while the motivation and performance of employees are classified as good in the high category, this is indicated by the total average score in each variable which is still in the good and high category.
2. Training and work facilities simultaneously have a positive and significant effect on employee motivation at the Jambi City Fire and Rescue Service, and there are direct and indirect effects of training and work facilities on employee motivation at the Jambi City Fire and Rescue Service . Partially training has a positive effect on employee motivation at the Jambi City Fire and Rescue Service and work facilities have an effect on employee motivation, and there are direct and indirect effects of training and work facilities on Jambi City Fire and Rescue Service employee motivation.
3. Training and work facilities simultaneously have a positive and significant effect on employee performance at the Jambi City Fire and Rescue Service, and there are direct and indirect effects of training and work facilities on the performance of Jambi City Fire and Rescue Service employees . Training and work facilities partially have a positive and significant effect on employee performance at the Jambi City Fire and Rescue Service, and there are direct and indirect effects of training and work facilities on the performance of Jambi City Fire and Rescue Service employees.
4. Motivation has a positive and significant effect on employee performance at the Jambi City Fire and Rescue Service .
5. Training and work facilities through motivation simultaneously have a positive effect on employee performance at the Jambi City Fire and Rescue Service, and there is a

simultaneous direct effect of 6.17% and a simultaneous indirect effect of 0.48% so that the total effect simultaneously is 6.65%, from training and work facilities through motivation on the performance of Jambi City Fire and Rescue Service employees .

Training and work facilities and through motivation partially have a positive effect on employee performance at the Jambi City Fire and Rescue Service , training and work facilities through motivation partially have an effect on performance, a direct effect of X_1 of 4.38% and an indirect effect of 0.33%, so the total effect of training on performance through motivation is 4.71% and the direct effect of X_2 is 1.79% and the indirect effect is 0.15% and the total effect of the work facility variable on the performance of the Fire Department employees and Jambi City Rescue , which is equal to 1.94% so that there is a direct influence as well as an indirect influence from training and work facilities through motivation on the performance of Jambi City Fire and Rescue Service employees.

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