

The effect of Training and Career Development on Job Satisfaction of the Employees of the Department of Population and Civil Registration of Pekanbaru City

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ABSTRACT

This study aims to examine and analyze the effect of training and career development on job satisfaction of the employees of the Department of Population and Civil Registration of Pekanbaru City. This research includes quantitative research. The population in this study were all employees at the Pekanbaru City Population and Civil Registry Service. The sampling technique used is the census method so that the number of samples is 50 people. Data collection techniques in this study using a questionnaire. The data analysis technique in this study used quantitative descriptive analysis and used SPSS 20. The results of this study indicate that training and career development partially and simultaneously have a positive and significant effect on job satisfaction of the employees of the Pekanbaru City Population and Civil Registration Office. The most dominant variable affecting employee job satisfaction in this study is the career development variable. Meanwhile, the influence of training and career development on employee job satisfaction is shown by the R-Square result of .70,4%.

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1. INTRODUCTION

Human resources are the resources used to manage and organize all areas of a commercial or public company. If a commercial company or government agency is unable to respond to this, then the continuity of operations or work within the government agency will be disrupted, so good human resource management is needed in all commercial companies or government agencies.

In the era of globalization, government agencies must have quality human resources. To form quality human resources, government agencies must create job satisfaction for their employees. Job satisfaction is an employee's feeling of loyalty to the work they do, whether they are happy or not, whether they like it or not, as a result of the employee's interaction with their work environment or as a perception of their mental attitude, and also as a result of the employee's assessment of their work. Employees will feel satisfied at work if their job aspects and needs are met.

Job satisfaction for an employee is a very important factor because the satisfaction he gets will also determine a positive attitude towards work. Feelings of satisfaction at work can have a positive impact on behavior, such as the level of discipline and work enthusiasm which tends to increase. Indicators of job satisfaction can be measured by discipline which is an individual's

awareness and willingness to comply with all company regulations and applicable social norms, whether written or unwritten.

The level of employee discipline can be seen from the level of employee attendance at work. If absenteeism is 0% - 2% it is declared good, while 3% - 10% of the Population and Civil Registration Service is declared high, and above 10% is declared unreasonable because this value is too high.

Job satisfaction at the Population and Civil Registration Service of Pekanbaru City really needs to be paid more attention. Job satisfaction is a very crucial thing in an agency which is reflected in the level of employee discipline because there are still many employees who are still late coming to the office, and there are still employees who are less enthusiastic in carrying out work so that there is a lack of responsibility for completing the work. Employees still often leave the office during working hours. There are employees who leave or move assignments to other departments. is an attitude that shows the impact of job satisfaction felt by employees. Basically, employee job satisfaction is also influenced by various factors, including in this research career development. An organization must pay attention to and manage the career development of each employee well.

In the Pekanbaru City Population and Civil Registration Service, career development is not very good, it can be seen that there are no promotions at all, thus career development in the Pekanbaru City Population and Civil Registration Service still needs to be paid more attention, because job satisfaction is also influenced by development career. With career development, it is also hoped that they can achieve a higher level of job satisfaction and gain clarity about the career path they will achieve. Career development is the process of increasing a person's work abilities which encourages work improvement in order to achieve the desired career. Career development is also useful for employees, if their abilities are high then the results produced will also be satisfactory for themselves and the agency.

Career needs are not yet in line with employees' internal career needs. Training to improve capabilities in the operational field is still lacking. Not all employees receive the information needed to find out about promotional opportunities for employee career development. The placement of employee positions is considered not yet objective.

Based on this description, researchers are interested in conducting more in-depth research and studies on the influence of work placement, emotional intelligence, competency and employee work effectiveness. Subsequently, it was used as research with the title "The Effect of Training and Career Development on Job Satisfaction of Pekanbaru City Population and Civil Registration Service Employees". The problem formulation is:

1. The Effect of Training on Job Satisfaction of Pekanbaru City Population and Civil Registration Service Employees.
2. The Influence of Career Development on Job Satisfaction of Pekanbaru City Population and Civil Registration Service Employees.
3. The Effect of Training and Career Development on Job Satisfaction of Pekanbaru City Population and Civil Registration Service Employees.

The research aims to determine the effect of Training and Career Development on Job Satisfaction of Pekanbaru City Population and Civil Registration Service Employees, both partially and simultaneously.

Theoretically, the meaning of job satisfaction has been put forward by several experts. One of them is that according to Sudaryo et al (2018:45) job satisfaction is a feeling of pleasant or unpleasant feelings about work based on expectations and rewards provided by the agency. According to Robbins & Judge (2015:66), job satisfaction is a positive feeling from employees about the work they do to produce characteristics and can be seen in positive and negative attitudes. If employees have a high level of job satisfaction then they have a positive attitude, conversely if employees have a low level then the attitude shown is a negative attitude.

Meanwhile, according to Heidjrachman and Husnan (2017: 194) put forward several factors regarding the needs and desires of employees, namely: good salary, safe work, unified co-workers, appreciation for work, meaningful work, opportunities for advancement, good leadership. fair and wise, reasonable direction and orders, and an organization or workplace that is respected by society. Indicators for measuring job satisfaction according to Hasibuan (2017:202), namely:

1. Discipline, Discipline is an individual's awareness and willingness to comply with all company

regulations and applicable social norms, both written and unwritten.

2. Work morale. In language, work morale is an inner atmosphere that influences individual behavior and organizational behavior which is manifested in carrying out their duties and responsibilities. The inner atmosphere referred to is feelings of happiness or displeasure, enthusiasm or lack of enthusiasm, and enthusiasm or lack of enthusiasm in carrying out a job.
3. Turnover, employee turnover or employee entry and exit from an organization. Decreased employee job satisfaction results in employees wanting to leave the organization.

According to Rivai (2015) defines training as a part of education that involves the learning process to acquire and improve skills outside the current education system in a relatively short time with methods that prioritize practice rather than theory. Meanwhile, skills include the meaning of physical skills, intellectual skills, social skills, managerial skills, and others. According to Dessler (2013) training is the process of teaching new employees the skills needed to do their jobs. Training refers to the methods used to provide new or current employees with the skills they need to do their jobs. The definition of training according to Sikula (2015), training is a short-term educational process that uses systematic and organized procedures where non-managerial employees learn technical knowledge and skills for limited purposes.

According to Budiningsih (2016:55), career development is a formal approach taken by companies for their employees so that their employees have developing careers. Career development is a necessity for employee job satisfaction. Employees have a significant role in achieving the company's stated goals and objectives. High job satisfaction is desired by employees, because if they have high job satisfaction it can be associated with the positive results they expect. High job satisfaction is basically the result of effective management. According to Handoko (2015: 123) career is all the jobs or positions that are handled or held during a person's working life. Thus, career shows the development of individual employees in the level of position or rank that can be achieved during their working period in an organization

2. METHOD

In this study, the author used quantitative research methods. Quantitative is data expressed as numbers that can be counted (Sugiyono, 2019). The quantitative research method is based on the philosophy of positivism, which is used to study a population or sample. The population of this research is all employees of the Pekanbaru City Population and Civil Registration Service in the Operational Sector, totaling 50 people with Civil Servant status. For the sample, the census method was used where the entire population was used as a research sample at the Pekanbaru City Population and Civil Registration Service. The hypothesis test design was carried out with the help of the SPSS (Statistical Product and Service Solution) program version 21. With the help of the SPSS program, tests were carried out which included data quality tests consisting of validity and reliability tests, then classic assumption tests consisting of normality tests, multicollinearity test and heteroscedasticity test, then hypothesis testing consisting of the F test (Simultaneous) and t test (Partial).

3. RESULT AND DISCUSSION

For the validity test the calculated r value ranges from 0.353 to 0.871. So from the test results it was found that the calculated r value was \geq the r table value (0.2787), so it could be concluded that all items from the three variables were declared valid. Then, from the test results, the reliability values for the three variables were above 0.70. This means that the measuring instruments used in this research are reliable or trustworthy.

Normality testing aims to determine the distribution pattern of research data. This is one of the requirements for carrying out multiple linear regression analysis. Based on the normality test with the Kolmogorov-Smirnov Test, the Kolmogorov-Smirnov Z value was 0.521 and Asymp.Sig. of 0.053 is greater than 0.949. So it can be concluded that the data is normally distributed. To see the results of the normality test, see Table 1 below:

Table 1. Table of Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Predicted Value
N		50
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	2.49181249
	Absolute	.074
Most Extreme Differences	Positive	.070
	Negative	-.074
Kolmogorov-Smirnov Z		.521
Asymp. Sig. (2-tailed)		.949

a. Test distribution is Normal.

b. Calculated from data.

Source: (SPSS Data Processing 21 (2024))

From data processing, heteroscedasticity test results were also obtained as follows

Table 2. Heteroscedasticity Test

Correlations				
		Training	Career Development	Unstandardized Residual
		Correlation Coefficient		
		1.000	.695**	.079
Spearman's rho	Training	Sig. (2-tailed)		
		.	.000	.583
		N	50	50
		Correlation Coefficient	.695**	1.000
	Career Development	Sig. (2-tailed)		
		.000	.	.877
	N	50	50	
	Correlation Coefficient	.079	.022	1.000
	Unstandardized Residual	Sig. (2-tailed)		
		.583	.877	.
	N	50	50	50

Source: (SPSS Data Processing 21 (2024))

Based on table 2, the Sig value is obtained. (2-tailed) for variable X1 is 0.583>0.05, so there is no heteroscedasticity. And obtained the Sig value. (2-tailed) for variable X2 is 0.877>0.05, so there is no heteroscedasticity.

From table 3 it can be seen that the value of VIF (2.297) < 10, thus it can be concluded that there are no symptoms of multicollinearity between the independent variables.

Tabel 3. Uji Multikolinieritas

Coefficients ^a			
		Collinearity Statistics	
Model		Tolerance	VIF
1	Training	.435	2.297
	Career Development	.435	2.297

4. Dependent Variable: Job Satisfaction
Source: (SPSS Data Processing 21 (2024))

The results of the respondents' responses were then distributed into the SPSS version 21 program. To find out how these factors influence can be seen using multiple linear regression analysis, to obtain an equation like the following:

Tabel 4. Multiple Linear Regression Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	6.318	2.870		2.202	.033
Training	.182	.044	.491	4.168	.000
Career Development	.420	.120	.412	3.498	.001

a. Dependent Variable: Job Satisfaction

Source: (SPSS Data Processing 21 (2024))

From table 4, it can be seen that the multiple linear regression equation is as follows:

$$Y = a + b_1X_1 + b_2X_2 + e$$

$$Y = 6,318 + 0,182X_1 + 0,420X_2$$

The meaning of the linear regression equation is:

1. A constant of 6.318 states that training and career development is zero or non-existent, so job satisfaction increases by 6.318 units.
2. The training variable regression coefficient (X1) states that for every additional unit of product and other factors are considered constant, job satisfaction will increase by 0.182 units.
3. The regression coefficient for the career development variable (X2) states that for every additional unit of product and other factors considered constant, job satisfaction will increase by 0.420 units.

Determination analysis in multiple linear regression is used to determine the percentage contribution of the influence of independent variables simultaneously or together on the dependent variable.

Tabel 5. Coefficient of Multiple Determination (R²)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.846 ^a	.716	.704	2.544

a. Predictors: (Constant), Career Development, Training

b. Dependent Variable: Job Satisfaction

Source: (SPSS Data Processing 21 (2024))

From table 5 it is known that the Adjusted R Square value is 0.704, thus it can be concluded that job satisfaction can be explained by training and career development by 70.4% while the remaining 29.6% is explained by other variables not observed in this research.

In this research, training influences job satisfaction for Pekanbaru City Population and Civil Registration Service employees. Obtained t table of 2.009. Thus, the training obtained a value of tcount (4.168) > ttable (2.009) and significance (0.00) < 0.05. It can be interpreted that training has a positive and significant effect on job satisfaction. So these results state that "training has an effect

on job satisfaction" can be "accepted".

In this research, career development influences job satisfaction for Pekanbaru City Population and Civil Registration Service employees. Obtained t table of 2.009. Thus, the value obtained for career development is $t_{count} (3.498) > t_{table} (2.009)$ and significance $(0.001) < 0.05$. It can be interpreted that career development has a positive and significant effect on job satisfaction. So the hypothesis which states that "career development influences job satisfaction" can be "accepted".

The hypothesis in this research is that training and work development influence job satisfaction for Pekanbaru City Population and Civil Registration Service employees. Obtained F table of 3.19 and F count of 59.184 with significance $(0.000) < 0.05$. It can be interpreted that training and career development together have a positive and significant effect on job satisfaction.

4. CONCLUSION

Based on the research results that have been described in chapter VI, the conclusions related to the Influence of Training and Career Development on Job Satisfaction at Pekanbaru City Population and Civil Registration Service Employees in this study are as follows: 1) Training has a significant and influential effect on the job satisfaction of Pekanbaru City Population and Civil Registration Service employees. 2) Career development has a positive and significant effect on job satisfaction of Pekanbaru City Population and Civil Registration Service employees. 3) Training and career development have a simultaneous influence on the job satisfaction of Pekanbaru City Population and Civil Registration Service employees. 4) The training and career development variables contributed 70.4% to the job satisfaction of Pekanbaru City Population and Civil Registration Service employees, while the remaining 29.6% was accounted for by other variables not examined in this research.

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