



The Effect of Technical Competence and Certification Training on Employee Performance at PT. Petrokopindo Cipta Selaras

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ABSTRACT

Competition in the business world makes every company must keep up with changes that occur, especially in the management of existing human resources. An important component of any business is its human resources. This research was conducted to find out (1) whether there is an effect of technical competency on performance, and (2) whether there is an effect of certification training on employee performance at PT Petrokopindo Cipta Selaras. The population and sample of this study amounted to 46 technicians. The research method used is quantitative, collecting data by distributing questionnaires directly to the respondents. The application of data analysis is Partial Least Square (PLS) with an ordinal measurement scale through a Likert scale. The result of this study is that technical competence does not affect employee performance, while the certification training affects the performance of employees at PT. Petrokopindo Cipta Selaras.

INTRODUCTION

Every organization must adapt to changing times due to competition in the business world, especially in the management of human resources. Human resources of every company is an important element. The quality of a company's or organization's human resources determines its level of excellence.

According to Hasibuan (2016) and Pranata (2020) performance is work performance shown by individuals or groups of individuals in an organization according to their authority and responsibility. Every company is always innovating to create programs related to the human resources profession in order to develop or produce competent individuals who perform successfully.

Performance as a form of effort produced by employees is one of them influenced by competence, as in research by Ulfaturrosida and Swasti (2022); Anugrahadi, Sukarno & Swasti (2022). PT Petrokopindo Cipta Selaras which is engaged in Heavy Equipment Rental, Warehousing/MBU (Mobile Bagging Unit) Forwarding, Trading and Projects. Based on the results of interviews conducted with the HR department, it was found that a number of employees struggled to complete their tasks on time with a high level of proficiency, due to a lack of the necessary expertise. Because these personnel are less skilled in their industry, their performance impact is ineffective and less than optimal.

Year	Results of Employee Performance Assessment			
	A (Very Good)	B (Good)	C (Enough)	D (Less)
2020	150	36	12	1
2021	134	56	7	0
2022	128	57	10	2

Performance appraisal used at PT. Petrokopindo Cipta Selaras is a 360 Degree rating system. Where employees are evaluated by colleagues, subordinates, and superiors during this assessment. Evaluations using rating scales range from A, which represents very well, to D, which represents less. The 360 Degree assessment includes several aspects including innovation, initiative, job knowledge, leadership, work quality, communication skills, safety first, confidence, as well as discipline and neatness. From the table above it can be seen that the value of employee performance in 3 years with very good standards has decreased by 14.67%, while the value of less has increased by 1%. This shows that the quality of employee performance has decreased.

Year	Targets (Units)	Target Reached (Unit)	Percentage (%)
2020	150	125	83
2021	150	96	64
2022	150	88	59

From the table above it can be concluded that in 2020 to 2022 there will be a reduction in the unit repair target of 24%. According to information obtained from interviews with the HR department, one of the reasons for the decrease in

the target was that employees did not understand the responsibilities and specifics of work related to problems and complaints submitted by customers. Further information revealed that some employees struggled with their jobs, did not complete them on time, and lacked the experience necessary to carry out their duties effectively. This information leads to the conclusion that these workers are not as skilled in their field as the other employees. Lack of experience and expertise in this field results in competence not being utilized optimally. Therefore,

PT Petrokopindo Cipta Selaras provides training to improve the competencies of its employees as shown in the following table.

No.	Year	Type of Training	Number of participants	Field
1	2022	High Level Building Workforce Certification & Training 2 (TKBT 2)	1 person	K3
2	2022	Accident First Handling Certification & Training (P3K)	1 person	K3
3	2022	K3 Certification for Level D Fire Extinguishers	1 person	K3
4	2022	Lift and Transport Aircraft Technician Certification	46 people	All In and On Call Equipment
5	2022	Dangerous Goods Driver Training Certification	7 people	External Transportation
6	2022	Fire Fighting Certification D K3 Ministry of Manpower of the Republic of Indonesia	4 people	K3

From the table above, it can be obtained information that the number of participants who attended the lift and transport technician certification training was 46 people. From the information obtained in the conversation with the Human Resources section, it was revealed that only some of the participants were still attending the certification training and the rest were attending training for the next session. Therefore, it is hoped that by conducting this training, staff competency will grow and result in strong business performance. Lack of experience and expertise in this field results in competence not being utilized optimally. Therefore, training is needed to expand the knowledge and experience of the workforce.

The problem of decreasing employee performance levels is caused by a lack of employee expertise, especially in terms of technical abilities. It is anticipated that inadequate knowledge and skills will hinder effective performance. Company performance at PT. Petrokopindo Cipta Selaras was affected by this as well as in the performance of its personnel.

Employee performance is significantly influenced by technical skills. Employees must have sufficient capacity as capital to work professionally in order to fulfill their job duties. A person's capacity to work is highly correlated with their level of technical proficiency. If a person does not know how to use

tools properly or what they are used for, they will not be effective in their profession. In addition, a worker cannot rely on his experience if it is not related to his field of work. Therefore, current and prospective employees must carefully prepare their technological competence.

From the problems above, the implementation of this research will take the title "**The Effect of Technical Competence and Certification Training on Employee Performance at PT. Petrokopindo Cipta Selaras**". The purpose of conducting this research is to find out how the influence of technical competency and certification training on employee performance at PT Petrokopindo Cipta Selaras.

THEORETICAL REVIEW

Employee performance

The quantity and caliber of tasks that a person completes when employed by a company according to their various responsibilities constitutes their level of performance (Mangkunegara, 2016). In assessing employee performance, employers take into account each individual's contribution, effort, and influence on the company. A typical management statement, employee performance is defined in terms of job output, job performance, and performance. Every company continues to innovate to develop programs related to human resource practices to expand or produce the best performing employees. According to the opinion above,

Employee performance indicators are as follows: 1) Quantity of work, 2) Quality of work, 3) Target achievement, 4) On time.

Technical Competency

Technical competence is a trait or aptitude that a person can show in terms of knowledge, ability, and work experience in his profession. Technical competence is competency related to work and is used to show the level of expertise and experience that a person has in his field of work. Employee knowledge and skills play an important role in improving employee performance; as a result, workers will focus on their tasks and take responsibility for their actions.

Indicators of technical competence are as follows: 1) Motives, 2) Nature, 3) Self-concept, 4) Knowledge 5) Skills.

Certification Training

To achieve business goals, training is a process of providing, acquiring, and improving skills as well as attitudes and work ethic. Training is very important to assist working human resources in acquiring the knowledge, abilities, and skills needed to meet the current and future needs of the company. Job training is the process of providing specific knowledge, abilities and attitudes to workers so that they are better prepared and able to fulfill their obligations according to the standards set by the business (Mangkunegara, 2016).

The indicators of the certification training are as follows: 1) Job Support, 2) Knowledge and Skills, 3) Material Delivery, 4) Motivation, 5) Material Mastery.

The Effect of Technical Competence on Employee Performance

Work assignments as a means of competency development and job placement of employees are strongly influenced by competency background. expertise, especially technical expertise, is very important to improve employee performance. Technical proficiency relates to the knowledge and experience possessed. Technically proficient employees will find it easy to do all the work and be able to recognize problem situations that arise in the workplace. Technical competence consists of elements that are closely related to one's expertise in a particular field. Techniques that have an impact on a person's performance, which includes knowledge, skills, and abilities relevant to performance.

Effect of Certification Training on Employee Performance

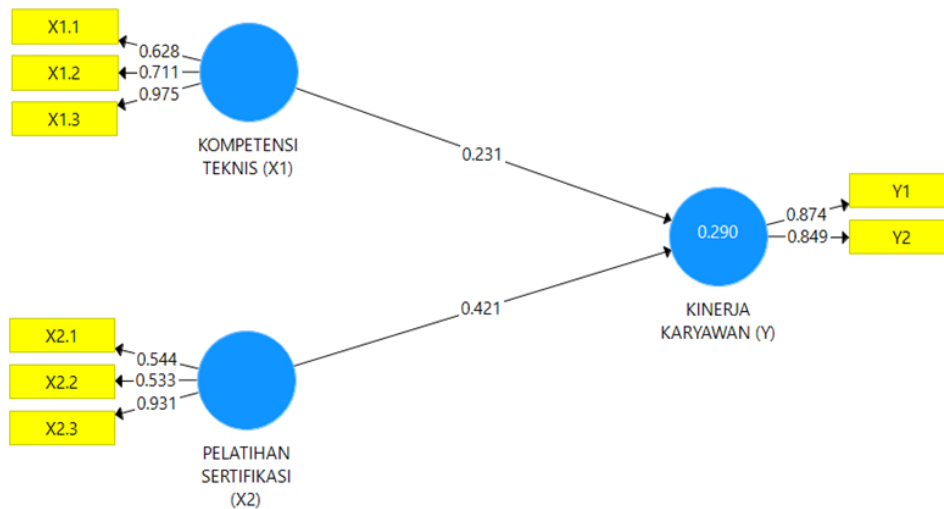
An important organizational investment in human resources is training. Human resources involved in training, they can learn new information and skills that they can apply directly in the workplace. In order for employees to work optimally, training serves to nurture and enhance their talents. Management training programs have various objectives, one of which is to improve employee competency which will ultimately affect work performance.

METHODOLOGY

The research method carried out is using quantitative methods. The population is employees of the technician section at PT Petrokopindo Cipta Selaras, totaling 46 people. Sampling is saturated sampling by making the entire existing population as respondents as many as 46 people. The measurement of the variable uses an ordinal measurement scale through a Likert scale with a score of 1 to 5. The determination of the data collection technique is a questionnaire by distributing direct statements to respondents. Furthermore, to determine the data analysis technique with Partial Least Square (PLS) measuring the outer model and inner model.

RESULTS AND DISCUSSION

Picture1. Picture of PLS Test Results



Source: Processed Data

Based on the PLS output image above, it can be seen that the magnitude of the factor loading value for each indicator is located above the arrow between the variables and indicators.

1. Convergent Validity

Outer Loadings (Factor Loading)

Outer Loadings			
	KINERJA KARYAWAN (Y)	KOMPETENSI TEKNIS (X1)	PELATIHAN SERTIFIKASI (X2)
X1.1		0.585	
X1.2		0.675	
X1.3		0.986	
X2.1			0.536
X2.2			0.536
X2.3			0.933
Y1	0.869		
Y2	0.838		
Y3	0.417		

From the results of data processing with SmartPLS shown in the Outer Loading Table above, that the Y3 indicator on the Employee Performance variable which has a loading factor value of less than 0.50 has a low level of validity so that this indicator needs to be eliminated or removed from the model. The results of data processing to obtain the loading factor value after the Y3 indicator has been eliminated can be shown in the following table:

Table1. Outer Loadings

Outer Loadings			
	KINERJA KARYAWAN (Y)	KOMPETENSI TEKNIS (X1)	PELATIHAN SERTIFIKASI (X2)
X1.1		0.628	
X1.2		0.711	
X1.3		0.975	
X2.1			0.544
X2.2			0.533
X2.3			0.931
Y1	0.874		
Y2	0.849		

Source: Processed Data

Factor Loading is a correlation between indicators and variables, if it is greater than 0.5 and or p-values = significant, then the indicator is valid and is an indicator/measurement of the variable.

Based on the outer loading table above, Loading Factor (for example for indicators on the Technical Competency variable (X1), X1.1 = 0.628; X1.2 = 0.711; X1.3 = 0.975 and so on) is greater than 0.5 then meets convergent validity. The results of the analysis in the table above show that all indicators in the research variables, namely Technical Competence, Certification Training and Employee Performance variables, have a loading factor > 0.5, so these indicators meet convergent validity.

2. Discriminant Validity

Table1. Discriminant Validity

Discriminant Validity			
Fornell-Larcker Criterion			
	KINERJA KARYAWAN (Y)	KOMPETENSI TEKNIS (X1)	PELATIHAN SERTIFIKASI (X2)
KINERJA KARYAWAN (Y)	0.862	0.359	0.492
KOMPETENSI TEKNIS (X1)	0.359	0.785	0.305
PELATIHAN SERTIFIKASI (X2)	0.492	0.305	0.695

Source: Processed Data

If the AVE root is greater than the correlation of the variable, then discriminant validity is fulfilled. For example, the Employee Performance

variable (Y) with 3 indicators Y1 to Y3) has an AVE root of 0.862 which is greater than the correlation value with other variables 0.359, 0.492, etc.; so that the Employee Performance variable is met with discriminant validity. Overall it shows that all research variables, namely Technical Competence, Certification Training and Employee Performance have a square root value of AVE greater than the value correlation with other variables, then the discriminant validity is fulfilled.

Table 3. Cross Loadings

Cross Loadings			
	KINERJA KARYAWAN (Y)	KOMPETENSI TEKNIS (X1)	PELATIHAN SERTIFIKASI (X2)
X1.1	0.030	0.628	0.038
X1.2	0.109	0.711	0.153
X1.3	0.404	0.975	0.326
X2.1	0.168	0.089	0.544
X2.2	0.075	0.012	0.533
X2.3	0.517	0.331	0.931
Y1	0.874	0.254	0.479
Y2	0.849	0.371	0.364

Source: Processed Data

From the results of the cross loading in the table above, it shows that the correlation value of the construct/variable with the indicators is greater than the correlation values with other indicators. Thus, all constructs or latent variables already have good discriminant validity, where the indicators in the construct/variable indicator block are better than indicators in other blocks.

Table 4. Construct Reliability and Validity

Construct Reliability and Validity				
	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
KINERJA KARYAWAN (Y)	0.655	0.658	0.853	0.743
KOMPETENSI TEKNIS (X1)	0.804	0.804	0.823	0.617
PELATIHAN SERTIFIKASI (X2)	0.670	0.978	0.722	0.583

Source: Processed Data

The next measurement model is the Average Variance Extracted (AVE) value, which is the value indicating the magnitude of the indicator variance contained by the latent variable. Convergent AVE values greater than 0.5 also indicate good adequacy of validity for latent variables. Reflective indicator variables can be seen from the Average variance extracted (AVE) values for each construct (variable). A good model is required if the AVE value of each construct is greater than 0.5. The test results show that the AVE value for the construct

(variable) Technical Competence, Certification Training and Employee Performance has a value greater than 0.5, so it is valid.

Construct reliability is measured by the composite reliability value, the construct is reliable if the composite reliability value is above 0.70 then the indicator is called consistent in measuring its latent variables. The test results show that the constructs (variables) of Technical Competence, Certification Training and Employee Performance have a composite reliability value greater than 0.7. So reliable.

Table2. R-Square

R Square		
	R Square	R Square Adjusted
KINERJA KARYAWAN (Y)	0.290	0.257

Source: Processed Data

The value of $R^2 = 0.290$ It can be interpreted that the model is able to explain 29% of employee performance phenomena/problems. While the rest (71%) is explained by other variables (besides Technical Competence and Certification Training) that have not been included in the model and errors. This means that Employee Performance is influenced by Technical Competence and Certification Training by 29% while 71% is influenced by variables other than Technical Competence and Certification Training.

Table3. Path Coefficients (Mean, STDEV T-Values)

Path Coefficients					
Mean, STDEV, T-Values, P-Values					
	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
KOMPETENSI TEKNIS (X1) -> KINERJA KARYAWAN (Y)	0.231	0.230	0.160	1.444	0.149
PELATIHAN SERTIFIKASI (X2) -> KINERJA KARYAWAN (Y)	0.421	0.441	0.127	3.320	0.001

Source: Processed Data

Based on table 6, it can be concluded that:

H1: Technical Competence has a non-significant effect on employee performance with a path coefficient of 0.231, where the p-value = 0.149 is greater than the value of $\alpha = 0.05$ (5%).

H2: Certification training has a significant positive effect on employee performance with a path coefficient of 0.421, where the p-value = 0.001 is smaller than the value $\alpha = 0.05$ (5%).

The Effect of Technical Competence on Employee Performance

Based on the results of the research analysis shows that technical competence does not affect employee performance. The results of this study are different from previous studies conducted by Rahma Sari, et al (2016) and Ulfaturrosida, et al (2022), which stated that technical competence has a positive and significant effect on employee performance. The performance of the personnel owned will increase along with the increase in their technical capabilities. This is because not all employees with high school diplomas are less competent. Technical proficiency is basically a skill that every individual has. Any education has nothing to do with the quality of employees if they have mastered the basics. In contrast to knowledge and self-concept, technical ability in skills has the greatest influence.

Effect of Certification Training on Employee Performance

Based on the results of the research analysis, it shows that certification training has an effect on employee performance. The biggest influence of certification is on the mastery of the material, then support the work and delivery of the material. If the employees are able to master the material well then in carrying out their duties run smoothly so as to create increased performance.

This research is in line with Rahma Sari and Eny Ariyanto (2016) stating that certification training has a direct effect on employee performance. According to Widodo (2015) training is a sequence of individual actions that aim to continuously improve knowledge and skills in order to work professionally in their industry. Therefore, to gain mastery of content related to activities and work, frequent and periodic training is required. To operate, handle, or repair heavy equipment used by technicians, knowledge or materials that match technical advances and business needs are required. Employee performance can be improved by providing the knowledge and resources needed to carry out their duties and responsibilities. As a result,

CONCLUSIONS AND RECOMMENDATIONS

Based on the test results, it can be concluded that the technical competence of each employee is not the same. The abilities that everyone has are called skills. People with low education are not necessarily less competent. This shows that even though he is a technician, the respondent's performance is not influenced by his self-perception, knowledge, or skills. Meanwhile, if the staff is able to correctly grasp the material offered during the certification training, it may be easier for them to do their jobs. This shows that an employee's

performance will increase in direct proportion to how well they understand the training material.

Researchers have made recommendations that can be used to address employee performance issues, namely the organization continues to strive to improve the competencies possessed by employees, including conceptual and social competencies in addition to technical competencies.

FURTHER STUDY

It is hoped that future researchers can carry out similar, in-depth research using different research objects and populations to validate this research. Future research can also develop this research by adding other variables such as work motivation or other variables that are thought to strongly influence employee performance in a company.

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