

# **The Impact of Motivation And Training on Performance of Tourism Managers**

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## **ABSTRACT**

This study aims to determine the effect of work motivation and training on the performance of tourism object managers. This research is a quantitative research using SPSS 25 to process data. This research was conducted on tourism objects in Kampar Regency, Riau Province, Indonesia. The sampling technique used is simple random sampling technique. The sample was calculated using the Slovin formula where 48 respondents were selected. The results showed that from the results of the partial test (t test), there were two variables, namely work motivation and training had a positive and significant effect on the performance of tourism object managers. also that 52.8% the influence of independent variables (motivation and training) on the performance of managers is 52.8% and the remaining 47.2% is influenced by other variables not examined.

Keywords, Motivation, Training and Performance

## **1. Introduction**

Human resources who hold a very important position in an organization, so that whether or not an organization runs or not, of course, cannot be separated from the human resources that exist and are involved in it. Therefore, every organization tries to manage its human resources well in order to achieve common goals. This is also an important concern for the Department of Culture and Tourism of Kampar Regency, which is one sector that prioritizes tourism in order to improve the economic structure and can increase the independence and competitiveness of Kampar Regency. The Department of Culture and Tourism of Kampar Regency itself is a government agency that manages tourism management in Kampar Regency. Along with the development of tourism in Kampar Regency, attention to aspects related to tourism needs to be increased, including the function of human resource management. The function of human resources itself according to Hasibuan (2012:21) includes planning, organizing, controlling, procurement, development, compensation, integration, maintenance, discipline and dismissal. From the various management functions above, what has attracted the attention of researchers is the development of human resources because now what is needed is humans who can compete with the resources of the times. According to Hasibuan (2012:68) development is an effort to improve the technical, theoretical, conceptual, and moral abilities of respondents in accordance with the needs of the job/position through education and training. The development of human resources will improve performance so that the goals to be achieved can run well. According to Nawawi (2005:234) performance is the result of the implementation of a job, both physical / material, and non-physical / immaterial. Every job in carrying out its duties as contained in the job description or position, needs to be assessed after a certain time.

## **2. Literature Review**

### **2.1 Tourism**

Tourism according to the Law on tourism no. 9 of 2009, tourism is an activity carried out by a person or group of people by visiting certain places for recreational purposes, personal development, or studying the

uniqueness of tourist attractions visited for a temporary period. According to the Law on tourism no. 9 of 2009, tourism is a variety of tourism activities and is supported by various facilities and services provided by the community, businessmen, government, and local governments. definition Based on the above, it can be said as an activity to get out of the existing routine to go enjoy tourist attractions and tourist attractions. The government works as a facilitator, the private sector whose function is as an investor and the community works as the executor of activities related to tourism management (Sunaryo, in Iskandar, 2021:206).

## **2.2 Motivation**

According to Terry in Putra (2021:17) motivation can be interpreted as an opinion that a person can complete work with a passion. In an effort to increase motivation, it is the skill in combining the interests of employees and interests, the desires of employees to achieve mutual satisfaction with the targets set. organization achieves. (Setyawati, 2001 in Iskandar, 2018:99). Meanwhile, according to (Winardi, 2014 in Iskandar, 2022:44) motivation is the desire contained in an individual that triggers him to take actions. Many studies conclude that motivation has a significant influence on performance, such as what Griffin in Yapentra (2015: 180) states that motivation, leadership factors, communication and group processes are very important factors to help improve the efficiency and effectiveness of employees.

## **2.3 Training**

According to Ranupandojo 2008 in Iskandar (2018: 99) training is an activity to increase one's general knowledge, including increasing mastery of theory and skills on issues related to activities in achieving goals, while another understanding of exercise is an activity to improve abilities. a person's work in relation to economic activity.

Researchers identify that employee training is a learning experience that seeks relatively permanent change in employees that there improve job performance. Thus taining involves changing skills, knowledge, attitude or behavior (Khan, 2012:887)

## **2.4 Performance**

According to Fahmi (2011:2) Performance is the result obtained by an organization both profit oriented and non profit oriented which is produced in one period of time. Performance is the result of work achieved by a person in carrying out the tasks assigned to him in accordance with established criteria (Hasibuan, 2014 in Iskandar, 2021:534). According to Amstron and Baron in Fahmi (2011: 2), performance is the result of work that has a strong relationship with the organization's strategic goals, customer satisfaction and economic contribution. According to Wilson in Iskandar, (2022:46) employee performance (performance) is the result of work achieved by someone based on job requirements. To measure employee performance, of course, regular or periodic evaluations must be carried out, because employee work evaluations will provide the following benefits: Improving staff work performance, both individually and in groups, by providing opportunities for them to meet their self-actualization needs. (Nursalam in Yapentra, 2015: 183)

## **3. Research Methodology**

### **3.1 Research Site**

This research was conducted in tourist attractions in Kampar Regency which are parented and registered with the Kampar Regency Culture and Tourism Office.

### **3.2 Population and Sample**

This study uses quantitative methods. Data processing and hypothesis testing using SPSS version 25. This research was conducted on the managers of tourism objects in Kampar Regency. Simple Random Sampling was used for sampling. The total population of tourist attraction managers in Kampar Regency is 91 people. Samples taken as many as 48 people were taken using Slovin. formula (iskamto et. all 2021a).

### **3.3 Data Source**

According to Arikunto (2010:172), what is meant by the data source in the study is the subject from which the data can be obtained. Sources of data used are primary data and secondary data where the primary data conduct questionnaires, interviews and secondary data in the form of documentation.

### **3.4 Data Collection Techniques**

According to Arikunto (2010: 192) data collection techniques are the methods used by researchers in collecting research data. The data collection technique in this study is a questionnaire (questionnaires), which are a number of written questions that are used to obtain information from respondents in terms of reports about their personalities or things they know.

## **4. Results and Discussion**

Descriptive analysis is intended to interpret the frequency distribution of respondents' answers, with the aim of describing the effect of work motivation and training on the performance of managers of tourist attractions in Kampar Regency.

## **5. Results and Discussion**

The sample in this study were 48 people who became respondents in this study. The sample in this study is the manager of tourist attractions in Kampar Regency. In this study, respondents were divided into several characteristics. From these respondents, a description of the respondents can be made as follows:

**Table 1: Characteristics of Respondents**

<b>Data</b>	<b>Frequency</b>	<b>Percentage (%)</b>
Gender		
Male	28	58.33
Female	20	41.67
Age (Tahun)		
< 20	9	18.75
21 – 40	26	54.17
41 - 50	11	22.92
> 51	2	4.17
Education		
Bachelor	22	45.83
Senior High School	19	39.58
Yunior High School	7	14.58
Work Periode		
1 - 3 Years	8	16.67
4 - 7 Years	24	50.00
8 - 10 Years	15	31.25
> 10 Years	1	2.08
Amount	48	100%

From Table 1, it can be seen that 28 people (58.33%) of respondents were male and 20 people (41.67%) were female. Thus, the number of male respondents is more and the number of female respondents is less. The majority of respondents are aged between 21 - 40 years. Thus, respondents are of productive age and able to work. With respondents in productive age, respondents have experience and have high interpretations in carrying out work. The education level of the respondents, it can be seen that the majority of respondents have a bachelor's degree as many as 22 people or 45.83%. Thus, it can be seen that the average respondent is highly educated. Respondents who have worked or served as respondents on average are above 4-7 years, namely as many as 24 people or 50%. Thus it can be interpreted that respondents who work already have long enough experience and can help in increasing human resources to work.

### **5.1 Validity test**

Validity test is a test measuring instrument in the questionnaire. Validity means the extent to which the test can measure accurately and can be justified. By using  $\alpha = 0.05$  (5%) it is known that the value of  $r > r_{table}$ . If  $r\text{-value} < r\text{-table}$ , then the status of the questionnaire is null. Gozali (2011) states the  $r\text{-table}$  in the statistical table (at 0.05 and two-sided significance) with  $N = 48$ , the value obtained is 0.285

**Tabel 2: Validity test**

Variabel	Item	Person correlation	$r_{table}$	Keterangan
Kinerja (Y)	Y_1	0,701	0,285	Valid
	Y_2	0,792	0,285	Valid
	Y_3	0,794	0,285	Valid
	Y_4	0,722	0,285	Valid
	Y_5	0,440	0,285	Valid
Motivasi (X1)	X1.1	0,539	0,285	Valid
	X1.2	0,803	0,285	Valid
	X1.3	0,855	0,285	Valid
	X1.4	0,786	0,285	Valid
	X2.1	0,599	0,285	Valid
Pelatihan (X2)	X2.2	0,489	0,285	Valid
	X2.3	0,583	0,285	Valid
	X2.4	0,546	0,285	Valid
	X2.5	0,736	0,285	Valid
	X2.6	0,762	0,285	Valid

From table 2 above, it can be seen that all items are positive and  $r\text{-value} > r\text{-table}$ , it can be concluded that all items are valid. As evidenced by the magnitude of the  $r\text{-value}$  compared to the  $r\text{-table}$ , the statement in this study is feasible to use and accept.

### 5.2 Reliability Test

Reliability shows an understanding that an instrument can be trusted to be used as a data collection tool because the instrument is good. This test is carried out to determine whether the measuring instrument will get consistent and consistent measurement results if repeated measurements are made. By knowing the value of Cronbach's alpha of 3 different variables. The independent variable (motivation and training), and the dependent variable (manager performance), with a reliability above 0.6 means it is classified as reliable.

**Tabel 3: Reliability Test**

Variabel	Cronbach's Alpha	Batas Reliabilitas	Keterangan
Kinerja	0,724	0.60	Reliable
Motivasi	0,740	0.60	Reliable
Pelatihan	0,671	0.60	Reliable

Based on table 3 above, it can be concluded that the alpha coefficient for the manager's performance variable (Y) is 0.724 ( $> 0.60$ ), motivation (X1) is 0.740 ( $> 0.60$ ) and training (X2) is 0.671 ( $> 0.60$ ). So it can be concluded that all research instruments are reliable, because the Cronbach alpha value is greater than the alpha coefficient of 0.60. meaning that the variables used are consistent and reliable.

### 5.3 Multicollinearity Test

This type of classical assumption test is applied to multiple regression analysis consisting of two or more independent variables, where the level of influence between independent variables will be measured by the magnitude of the correlation coefficient. It is said that multicollinearity occurs if the correlation coefficient between independent variables is greater than 0.60. it is said that there is no multicollinearity if

the correlation coefficient between the independent variables is less than or equal to 0.60. or using the tolerance value ( $\hat{a}$ ) and the variance inflation factor (VIF). The independent variable has multicollinearity if  $\hat{a}$  count  $< \hat{a}$  and VIF count  $> VIF$  and the independent variable does not experience multicollinearity if  $\hat{a}$  count  $> \hat{a}$  and VIF count  $< VIF$ . And the magnitude of the inflator factor (VIF) and tolerance,

**Tabel 4. Uji Multikolinearitas**

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Motivasi	.577	1.732
	Pelatihan	.577	1.732

a. Dependent Variable: Kinerja

Table 4 results of the calculation of the tolerance value on the results of data analysis, the VIF value for motivation is 1.732 ( $< 10$ ) with a tolerance value of 0.577 ( $> 0.10$ ), training is 1.732 ( $< 10$ ) with a tolerance value of 0.577 ( $> 0.10$ ). So it can be concluded that the regression model is free from multicollinearity.

## 5.4 Autocorrelation Test

A good regression equation is one that does not have autocorrelation problems, if there is autocorrelation then the equation is not good/not suitable for prediction.

**Table 5: Autocorrelation Test Results**

Model	Durbin-Watson
1	1.929

Based on the results of the Durbin-Watson test table 5 above, the DW value for the independent variable is 1.906, which means the DW value is between -2 to +2, so that the research data does not occur autocorrelation.

## 6. Hypothesis test

### 6.1 Coefficient of Determination

From table 6 below, it can be seen that the R2 value of 0.528 means that 52.8% of the influence of the independent variables (motivation and training) on the performance of managers is 52.8% and the remaining 47.2% is influenced by other variables not examined.

**Table 6: Coefficient of Determination Test Results**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.726 <sup>a</sup>	.528	.507	1.61505	.528	25.131	2	45	.000

a. Predictors: (Constant), Pelatihan, Motivasi

b. Dependent Variable: Kinerja

### 6.2 Partial Test (t)

This test is used to find out in the regression model whether the supervision and training variables have a significant effect on the manager's performance variable. Partial test (t) is used to determine whether there is a significant (significant) relationship or influence between the independent variables (motivation and training) partially on the dependent variable (manager performance).

**Table 7: Partial Significant Test Results (t-test)**

Model		Unstandardized Coefficients		Standardized Coefficients		t	Sig.
		B	Std. Error	Beta			
1	(Constant)	6.548	1.960			3.341	.002
	Motivasi	.384	.157			.329	.019
	Pelatihan	.353	.102			.468	.001

a. Dependent Variable: Kinerja

Table 7 shows that the results of the t test where the significant value of all variables (motivation and training) has a value of 0.019 and 0.001 lower than 0.05 so it can be concluded that motivation and training have a positive and significant effect on the performance of managers.

### 6.3 Simultaneous Test (F Test)

The F test was carried out to determine the effect of the independent variables on the dependent variable together, namely by using Fcount. F test analysis is done by comparing Fcount and Ftable. However, before comparing the values of F, the confidence level (1 - ) and degrees of freedom = n - (k + 1) must be determined so that the critical value can be determined. Alpha ( $\alpha$ ) used in this study was 0.05 with a two-tailed hypothesis (2 tails).

Table 8: Simultaneous Significant Test Results (Test F)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	131.102	2	65.551	25.131	.000 <sup>b</sup>
	Residual	117.377	45	2.608		
	Total	248.479	47			

a. Dependent Variable: Kinerja

b. Predictors: (Constant), Pelatihan, Motivasi

In table 8 above, it can be seen that the F-count is 25.131 with a significance level of 0.000, therefore the F-count > Ftable (25.131 > 3.204) and a significance level of 0.000 < 0.05. This shows that Ho is rejected and Ha is accepted which means that the independent variables consisting of (motivation and training) together have a positive and significant effect on the dependent variable (manager performance).

### 7. Conclusion

Based on the results of this study, several conclusions were obtained which are briefly presented as follows. Based on the F test, the independent variables consisting of (motivation and training) together have a positive and significant effect on the dependent variable (manager performance). From the results of the partial test (t test), the significant values of all motivational and training variables have a positive and significant effect on the performance of managers. In testing the coefficient of determination R<sup>2</sup> 0.528, it means that 52.8% the influence of the independent variables (motivation and training) on the manager's performance is 52.8% and the remaining 47.2% is influenced by other variables not examined.

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