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The Influence of Training on the Quality of Employee Work at Class 1 TPI Makassar Immigration Office

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Abstract

This study aims to analyze the effect of training on the quality of employee work at the Class I TPI Makassar Immigration Office. Training is an important factor in developing human resource competency, especially in improving public services. This study uses a quantitative approach with the Spearman Rank correlation coefficient analysis method, determination coefficient, and t-test. The results of the study indicate that training has a very strong influence on work quality with a correlation value of 0.956 and a determination value of 0.910, which means that 91% of the variation in work quality is influenced by training. The t-test shows a calculated t value of 13.793 > t table 2.101, with a significance of 0.000 < 0.05, which indicates a statistically significant effect. Based on these findings, training has been shown to provide a real contribution in improving self-potential, optimal work results, work processes, and employee enthusiasm. Thus, structured and relevant training is an effective strategy in improving the quality of immigration employee work.

Keywords : Training, Work Quality, Employees, Immigration, Spearman Rank

1. Background

In the era of global competition and digital transformation, the quality of human resources is the main determinant of organizational success, including in the government sector. One of the main indicators of human resource quality is the performance or quality of employee work in carrying out their duties and responsibilities effectively and efficiently (Mangkunegara, 2013). Good work quality will have a direct impact on excellent public services, especially in agencies that are directly related to the community such as immigration offices.

The Class I TPI Makassar Immigration Office is a technical service unit under the Directorate General of Immigration which has a vital task in regulating the traffic of people, both Indonesian citizens and foreign nationals, in its work area. Along with the complexity of these tasks, immigration officers are required to have adequate technical competence and soft skills. However, in reality, challenges in the field often show a gap between expectations and performance realization, one of which is caused by the lack of relevant and ongoing training (Idrus, 2023).

Training is one of the human resource development strategies that has been proven effective in improving employee skills, knowledge, and work attitudes (Dessler, 2015). In the context of government agencies, training is an important instrument to encourage changes in work behavior and improve service efficiency and effectiveness (Sofyandi, 2008). However, not all agencies implement structured training programs that are in accordance with job needs.

According to internal data from the Makassar Class I TPI Immigration Office, although a number of trainings have been carried out, complaints are still found regarding low productivity, work enthusiasm, and service accuracy. This indicates an opportunity to evaluate the effectiveness of training on employee work quality. One evaluative approach that can be used is the analysis of the relationship between training programs and employee performance through quantitative methods based on inferential statistics.

In practice, training can be divided into two main types, namely *On The Job Training (OJT)* and *Off The Job Training (Off-JT)*. OJT is carried out directly in the workplace and is practical, while Off-JT is carried out outside the work context, such as through seminars, workshops, and formal training (Swasto, 2011). The combination of these two approaches is believed to be able to strengthen conceptual understanding while improving employee technical skills (Yuniarti et al., nd).

Previous studies have shown that systematic training has a positive impact on work productivity, discipline, and employee loyalty (Jufrizen, 2016). However, in the context of immigration agencies, empirical research on this matter is still relatively limited, especially in eastern Indonesia such as South Sulawesi. Therefore, it is important to conduct research that directly reviews the influence of training on work quality in immigration service units.

This study focuses on employees of the Immigration Information and Communication Technology (TIKIM) division, who have a strategic role in the digitalization of immigration services. Work effectiveness in this field is highly dependent on technical skills and adaptation to the development of information systems. Therefore, training is the main key to maintaining work performance and preventing skills stagnation.

According to Hasibuan (2008), work quality can be seen from several indicators such as self-potential, optimal work results, work processes, and enthusiasm. All of these indicators are dynamic and can be improved through relevant and quality training. Thus, measuring the influence of training on work quality is not only important theoretically, but also crucial in managerial policy making in a bureaucratic environment.

Data from the State Civil Service Agency (BKN) shows that 74% of state civil servants who participated in competency-based training experienced increased productivity within six months after the training (BKN, 2022). This finding reinforces the importance of evaluating and optimizing training programs in every government institution, including the immigration office.

The urgency of this research is reinforced by the fact that immigration services are a representation of the state in the eyes of the public and foreign citizens. Unprofessional and low-quality services can reduce public trust and hinder legal and productive international mobility.

In addition, the latest regulation from the Ministry of Law and Human Rights through Permenkumham No. 19 of 2018 emphasizes the importance of professionalism and integrity of immigration officers in carrying out their duties. One of the ways to realize this professionalism is through improving the quality of work that can be achieved through continuous and measurable training (Kemenkumham, 2018).

Based on this background, this study aims to empirically test the effect of training on the quality of employee work at the Makassar Class I TPI Immigration Office. With a quantitative approach and Spearman correlation analysis, it is expected that the results of this study can contribute to the development of a more effective and results-oriented training system.

This research is also expected to be a reference for other government agencies in designing training that has a real impact on improving the quality of public services. In addition, the findings in this study also provide a strong basis for the preparation of evidence - *based policies* in public sector human resource management.

Considering the complexity of challenges and needs in the field of immigration, this study is relevant and urgent to be implemented. The results of this study are expected to strengthen the institution's commitment to building a professional, adaptive, and service-oriented work culture.

2. Research methods

This study uses a quantitative approach with an *explanatory research design*, which is a type of research that aims to test the causal relationship between two variables through statistical hypothesis testing. This approach is used because this study wants to find out how much influence training has on the quality of employee work at the Class I TPI Makassar Immigration Office. The independent variable in this study is training, while the dependent variable is the quality of employee work.

The research location was conducted at the Class I TPI Makassar Immigration Office, located on Jalan Perintis Kemerdekaan Km.13, Tamalanrea District, Makassar City, South Sulawesi. This location was chosen purposively because it is one of the strategic immigration offices in eastern Indonesia that has implemented various forms of training for its employees, especially in the field of Immigration Information and Communication Technology (TIKIM). This research was conducted for two months, namely from November to December 2024.

The population in this study were all employees working in the TIKIM section at the Class I TPI Makassar Immigration Office. This population was chosen because the TIKIM section plays an important role in supporting a technology-based service system that is greatly influenced by the effectiveness of training. The total population in this study was 20 employees, and because the number was relatively small, the entire population was used as a sample using the *total sampling technique*.

Data collection techniques are carried out through two main methods, namely questionnaires and observations. The questionnaire is prepared in a closed form and given directly to respondents. The questionnaire consists of

two parts that measure respondents' perceptions of training (variable X) and work quality (variable Y), using a Likert scale with four assessment categories. Meanwhile, observations are carried out to directly observe employee work activities in order to strengthen the data obtained from the questionnaire.

The questionnaire instrument was tested for validity and reliability before being used in the main study. Validity testing was carried out by looking at the correlation between each question item and the total score using the *product moment test*, while reliability testing was carried out using the Cronbach's Alpha coefficient. The test results showed that all items in the questionnaire were valid and reliable, so they were suitable for use in further research.

To measure the relationship between training variables and work quality, Spearman Rank correlation statistical analysis (*Spearman's rho*) is used. This technique is used because the data obtained is ordinal and does not meet the assumption of normal distribution. Spearman Rank correlation is able to describe the strength and direction of the relationship between two variables without assuming a particular distribution.

In addition to the correlation test, the coefficient of determination (R^2) test is also used to determine how much training contributes to variations in employee work quality. The coefficient of determination value is used as a basis for assessing the significance of the quantitative influence of training on employee performance in the work unit being studied.

Next, a statistical t-test was conducted to test the hypothesis regarding the effect of training on work quality significantly. The t-test was used to determine whether the difference in work quality before and after training was statistically significant. The calculated t-value was compared with the t-table at a significance level of 5% ($\alpha = 0.05$) with a certain degree of freedom according to the number of samples.

The questionnaire data were processed and analyzed using the latest version of Microsoft Excel and SPSS software. The data processing process was carried out systematically, starting from presenting data in the form of a frequency distribution table, score recapitulation, to inferential statistical calculations. The entire processing and analysis process was carried out while still considering the principles of data validity and reliability.

With this method approach, it is expected that the results of the study can provide an empirical and comprehensive picture of the influence of training on the quality of employee work at the Class I TPI Makassar Immigration Office. The findings of this study are also expected to be input in managerial decision making related to the planning and evaluation of employee training in the public sector.

3. Results and Discussion

This study aims to examine the extent to which training affects the quality of employee work at the Makassar Class I TPI Immigration Office. This study is based on the urgency of increasing the capacity of state civil servants in order to answer the demands of increasingly dynamic and technology-based public services. To provide a comprehensive picture of the research context, the analysis begins with a description of the characteristics of the respondents. Of the total 20 respondents, all were employees of the Immigration Information and Communication Technology (TIKIM) section. Based on gender distribution, 16 people (80%) were women and 4 people (20%) were men. This fact reflects that the personnel structure in the TIKIM section is dominated by female workers, who generally show active participation in the digital transformation of immigration services.

This study begins with an analysis of the characteristics of the respondents to provide an overview of the profile of the individuals who are the subjects of the study. All respondents numbered 20 people, consisting of employees working in the Immigration Information and Communication Technology (TIKIM) section at the Class I TPI Makassar Immigration Office. This analysis is important to understand the demographic background that may influence their perceptions and experiences of training and work quality.

Based on gender, the majority of respondents were women, 16 people or 80%, while men were only 4 people or 20%. This shows that the TIKIM section of the immigration office is dominated by female workers. In general, this reflects a fairly balanced gender structure in public service institutions.

In terms of age, most respondents are in the 36-49 age range, which is 14 people or 70%. Respondents under the age of 23 are 3 people (15%), while 2 people (10%) are in the 24-35 age range. Only one respondent (5%) is over 49 years old. This shows that the majority of employees are in a mature productive age.

In terms of length of service, 13 people (65%) have worked for 11–18 years. Furthermore, 4 people (20%) have work experience for 1–10 years, and 2 people (10%) have only worked for less than 1 year. Meanwhile, only one

person (5%) has worked for more than 18 years. These data indicate that most respondents have sufficient work experience to assess the effectiveness of the training.

Descriptive analysis of training variables was conducted by looking at the frequency of respondents' responses to each indicator. Most respondents considered the training they attended to be well organized and relevant. The clarity of training material indicator was rated "good" and "very good" by more than 85% of respondents.

In terms of the suitability of the material to the work needs, training methods, and instructor capabilities, all respondents gave positive assessments. This shows that the training received was felt to be relevant, practical, and able to be applied directly in their daily work.

The work quality variable also showed encouraging results. The majority of respondents showed positive perceptions after attending the training. Indicators of self-potential, optimal work results, efficient work processes, and enthusiasm in working received high ratings. Around 90% of respondents stated that the training had increased their confidence in carrying out their duties.

Most respondents also stated that the training helped them improve their work speed and accuracy, especially in operating digital-based service systems such as M-Passport. This indicates that the training has a real impact on measurable work competencies.

To answer the research hypothesis and test the relationship between training and work quality, a correlation analysis was conducted using the Spearman Rank formula. The data was processed using the SPSS application and a correlation coefficient value of 0.956 was obtained. This value is included in the category of a very strong and positive relationship.

Further analysis shows that the significance value (p-value) is 0.000, which means it is smaller than $\alpha = 0.05$. Thus, there is a statistically significant relationship between training and employee work quality at the Makassar Class I TPI Immigration Office.

The Spearman correlation formula used in data processing is:

$$r_s = 1 - \frac{6 \sum d_i^2}{n(n^2 - 1)} \quad (1)$$

$$r_s = 1 - \frac{6 \times 57,5}{20(20^2 - 1)}$$

$$r_s = 0.956$$

After that, the determination coefficient calculation is carried out to determine the contribution of training variables to work quality. The determination coefficient value is obtained by squaring the correlation coefficient value, namely:

$$R^2 = (0.956)^2 = 0.910$$

This means that 91% of changes or variations in employee work quality can be explained by training variables. The remaining 9% is likely influenced by other factors outside the scope of this study.

Hypothesis testing is continued by using the statistical t-test. The calculation of the t-test is carried out as follows:

$$t_h = 0.956 \sqrt{\frac{n-2}{1-r^2}}$$

$$t_h = 0.956 \times 14.428$$

$$t_h = 13,793$$

The calculated t value of 13,793 is compared to the t table value of 2,101 at degrees of freedom (df = 18) and a significance level of 5%. Because the calculated $t > t$ table, the null hypothesis (H_0) is rejected and the alternative hypothesis (H_1) is accepted.

Thus, it can be concluded that training has a significant effect on the quality of employee work. This result supports the research objectives and proves that the training provided has a direct impact on improving employee work performance.

This finding is in line with the theory of Mangkunegara (2013) and Swasto (2011) which emphasizes that training is one of the strategic tools in developing human resources and improving organizational performance. Training not only enriches technical knowledge, but also forms professional work attitudes and behaviors.

Based on field observations, the training held at the Class I TPI Makassar Immigration Office is not only an administrative formality, but also provides actual space for employees to adapt to regulatory changes and technological transformations that continue to develop. Employees are provided with provisions on the latest digital applications such as M-Passport, SIMKIM, and electronic-based filing systems that are very relevant in the context of modern immigration services. This training also covers aspects of compliance with dynamic immigration regulations, both at the national and international levels. The ability of employees to adapt to these developments is very crucial, especially because public services are currently required to be more responsive, efficient, and based on digital technology that is integrated in real time. Therefore, training is not only positioned as an increase in technical capacity, but also as a form of strengthening the readiness of institutions in facing the challenges of public services in the digital era.

Overall, the research results provide a comprehensive picture that training that is designed systematically, contextually, and sustainably can significantly improve the quality of employee work. This improvement not only includes cognitive and skill aspects, but also reflects a change in work attitudes that are more professional and results-oriented. Structured training is a means to strengthen accountability and service quality, as well as support the realization of bureaucratic reform in government. Therefore, training needs to be integrated into the human resource management strategy as a continuous process, based on an analysis of organizational needs, and aligned with the development of public service policies and technologies. With this approach, training will be able to become a strategic tool in forming a state civil apparatus that is responsive, adaptive, and competent in facing the complexity of future work challenges.

4. Conclusion

This study was conducted to determine the effect of training on the quality of employee work at the Class I TPI Makassar Immigration Office. Based on the results of the quantitative analysis conducted, it was found that training has a very strong and significant relationship with the quality of employee work. The training provided has been proven to improve technical understanding, discipline, and efficiency in carrying out administrative tasks and public services. Spearman correlation analysis shows a relationship value of 0.956, while the t-test proves the significance of the relationship. Thus, the hypothesis in this study is accepted, namely that there is a significant influence between training and work quality. The training carried out not only provides practical skills, but also encourages an increase in employee motivation and work enthusiasm as a whole. This study also indicates that planned and relevant training to job needs can be an important instrument in improving organizational performance, especially in the public sector. The effectiveness of training in this context shows that investment in employee development has a direct impact on improving the quality of service to the community. However, this study has limitations, including the number of respondents limited to one work section (TIKIM) and the approach is only quantitative. This limits the generalization of the research results and does not capture the dimensions of experience or in-depth perceptions of respondents towards the training process they underwent. Therefore, it is recommended that further research be conducted with a wider scope and using a *mixed methods approach* to explore deeper qualitative aspects. Further research can also consider other variables such as motivation, leadership, or work culture as additional factors that influence employee work quality. Overall, the results of this study confirm that training plays a strategic role in improving the quality of work of government officials. Therefore, training programs must continue to be improved in terms of planning, implementation, and evaluation to be in line with technological developments and the ever-changing needs of public services.

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