THE INFLUENCE OF TRAINING, KNOWLEDGE MANAGEMENT AND JOB SATISFACTION ON INNOVATION PERFORMANCE IN EMPLOYEES OF PERUMDA AIR MINUM TIRTA PROJOTAMANSARI BANTUL DISTRICT

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Abstract

Innovation performance is the result of employee creativity in the organization, some literature that can improve innovation performance such as conducting training, knowledge management and job satisfaction in employees. This article aims to determine the effect of Training, Knowledge Management and Job Satisfaction on Innovation Performance. This research was conducted on employees of the Drinking Water Company using quantitative methods, and data collected through questionnaires distributed to a sample of 131 employees. Sampling is done by applying a random sampling method, while data processing uses SPSS Version 23. The results showed that Training, Knowledge Management and Job Satisfaction had a significant positive effect on Innovation Performance.

Keywords : *Training, Knowledge Management, Job Satisfaction, Innovation Performance*

Abstrak

Kinerja Inovasi merupakan hasil dari kreativitas karyawan dalam organisasi, beberapa literatur yang dapat meningkatkan kinerja inovasi seperti melakukan pelatihan, knowledge management dan kepuasan kerja pada karyawan. Artikel ini bertujuan untuk mengetahui pengaruh Pelatihan, Knowledge Management dan Kepuasan Kerja terhadap Kinerja Inovasi. Penelitian ini dilakukan pada karyawan Perusahaan Air Minum menggunakan metode kuantitatif, dan data yang dikumpulkan melalui kuesioner yang disebarkan dengan sampel yang berjumlah 131 karyawan. Pengambilan sampel dilakukan dengan menerapkan sebuah metode sampel random sampling, sedangkan olah data menggunakan SPSS Versi 23. Hasil penelitian menunjukkan bahwa Pelatihan, Knowledge Management dan Kepuasan Kerja berpengaruh positif signifikan terhadap Kinerja Inovasi.

Kata Kunci : Pelatihan, Knowledge Management, kepuasan kerja, Kinerja Inovasi

A. INTRODUCTION

Human Resources (HR) are required personnel who have adequate abilities, knowledge and skills and have devotion according to their fields. The purpose of Human Resources itself is to provide the ability to innovate and quality, with this ability human resources can provide quality services so that it will have a positive impact on users of products and services in the form of satisfaction with the services provided, ultimately increasing the overall performance of the organization.

Training is a stage in improving skills or skills in organizations that are in accordance with talent. Training is expected to wage the attitude and mindset of employees with the aim of producing a more effective work spirit. Training activities cannot be ignored, especially in today's increasingly fierce and sharp competition.

Knowledge management or knowledge management is one of the most important elements in the 21st century has reached in identification and a variety of creative and innovative knowledge can bring excellence to the company. The balance between technology and competent human resources to carry out their duties, so that it can be seen in the future if the organization has sophisticated equipment and technology, but the competence of human resources is inadequate and incapable, everything will be fatal (Latief et al 2019).

Organizations must provide satisfaction to employees and improve the performance of their human resource innovations. Luthans (2006) states that job satisfaction is an employee's feeling related to his job, either feeling happy or unhappy, as an assessment of the individual concerned with his job. Job satisfaction reflects the behavior of positive emotions or pleasure felt by employees.

Innovation performance is the result of employee creativity in the organization in the form of goods or services. According to Syed et al (2013) innovation is a mechanism for organizations to adjust to their dynamic environment. Therefore, organizations are required to create new ideas and offer innovative products.

The Bantul Regency Regional Drinking Water Company training is an employee development program aimed at improving service quality. Participants will learn the basic principles of drinking water treatment, the use of equipment and the importance of maintaining hygiene and health in the production process. The challenge of implementing training at the Bantul Regency Water Supply Company is to maintain service

sustainability in the face of industry demands and developments. Training needs to be carried out so that employees remain competent and in accordance with company needs.

The implementation of knowledge management in the Regional Drinking Water Company of Bantul Regency is the formation of a knowledge management team that has a special responsibility in managing knowledge and promotion in the Regional Drinking Water Company Projotamansari Bantul Regency. The challenge in implementing knowledge management is managing and organizing knowledge that continues to grow rapidly into a structured system that is easily accessible to employees.

The implementation of employee job satisfaction is that the company pays attention to employee career development and the company creates a positive and inclusive work environment that encourages teamwork, collaboration and innovation. Implementing innovation is not always easy, companies face challenges such as limited resources, regulatory changes and resistance to change within the company.

In previous studies, there were differences in research results between training on innovation performance, knowledge management on innovation performance and job satisfaction on innovation performance. Research conducted by (Dostie, 2018) is that workplace training has a positive impact on innovation performance. Meanwhile, research researched by Herlinda Rachman (2019) is that there is a negative and insignificant influence between training effectiveness on employee innovation performance. The results of research conducted by Napitupulu et al (2021) are to determine that the three knowledge management processes (knowledge acquisition, knowledge dissemination, and knowledge application) have a direct positive and significant effect on innovation performance. Meanwhile, the results of research conducted by Al-Fansury et al (2020) show that knowledge management has a positive and insignificant effect on innovation. The results of research conducted by Al Idrus et al (2019) show that there is a positive and significant effect of job satisfaction on business innovation. Meanwhile, research conducted by Al Idrus et al (2019), namely the effect of job satisfaction on business innovation through market orientation, revealed that there is a negative and insignificant effect of job satisfaction on business innovation.

This study aims to determine the effect of training on innovation performance, the effect of knowledge management on innovation

performance and the effect of job satisfaction on the innovation performance of Bantul Drinking Water Company.

B. RESEARCH METHODS

This research is descriptive research with quantitative research methods. The population used amounted to 195 employees who worked at the Drinking Water Company on Thursday, November 09, 2023. The sample used was 131 employees, with the random sampling technique is taking sample members from a population that is carried out randomly without regard to the strata in the population Sugiyono (2017). The data collection objective used is a questionnaire that is directly given to respondents with several questions made in writing with a closed nature. The independent variables in this study are training, knowledge management and job satisfaction. While the dependent variable (bound) is innovation performance. Data analysis uses multiple linear regression analysis, t test, F test and R2 test.

C. RESULTS AND DISCUSSION

1. Results

1.1 Normality Test

Normality test is a test conducted to check whether the research data comes from a normal population. This test is needed because all parametric statistical calculations have the assumption of normality of distribution. The following table shows the results of the normality test:

Table 1. Normality Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		58
Normal Parameters[a,b]	Mean	,0000000
	Std. Deviation	,40187476
Most Extreme Differences	Absolute	,114
	Positive	,062
	Negative	-,114
Test Statistic		,114
Asymp. Sig. (2-tailed)		,056[c]

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.

Source: Primary Data Processed in 2023

The normality test is carried out using the Kolmogorov-Smirnov Test statistical test by comparing the asymptotic significance value with α = 0.05 or 5%. The data is normally distributed, if it has a significant value> 0.05 and the data is not normally distributed if it has a significance value <0.05. Based on the results of testing training, knowledge management and job satisfaction on innovation performance, it shows Asymp Sig (2 tailed) of 0.056 which means greater than 0.05 (0.056> 0.05).

1.2 Multicolonearity Test

Multicollinearity is the occurrence of a correlation or an almost perfect relationship between independent variables. In a good model, there should be no correlation between the independent variables. The following table shows the results of the multicolonearity test:

Table 2. Multicolonearity Test

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	36,668	1,524		24,056	,000		
	total training	,053	,021	,270	2,511	,015	,999	1,001
	total knowledge management	,099	,021	,506	4,702	,000	,997	1,003
	total job satisfaction	,048	,023	,225	2,096	,041	,999	1,001

a. Dependent Variable: total kinerja inovasi

Source: Primary Data Processed in 2023

Based on table 2, it is known that the tolerance value of the training variable is 0.999, knowledge management is 0.997, and job satisfaction is 0.999, which means that the value is> 0.10 and the VIF value on the training variable is 1.001, knowledge management is 1.003, and job satisfaction is 1.001, which means that the value is <10.00. So it can be concluded that in this study there is no multicollinearity.

1.3 Heteroskedasticity Test

Heteroscedasticity test is conducted to determine the regression of a model of variance and variable inequality from one observation to another. The method in this study uses the Gletjer method. The following table shows the results of the heteroscedasticity test:

Table 3. Heteroskedasticity Test

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,789	,830		2,156	,036
	total training	-,019	,011	-,216	-1,673	,100
	total knowledge management	-,021	,011	-,237	-1,835	,072
	total job satisfaction	,002	,012	,026	,198	,844

a. Dependent Variable: Abs_RES

Source: Primary Data Processed in 2023

From the table above, it can be seen that the Training variable has a significance value of 0.100, the Knowledge Management variable has a significance value of 0.072 and the Job Satisfaction variable has a significance value of 0.844, all of which are greater than 0.05. This indicates that there is no heteroscedasticity problem for the three variables.

1.4 Hypothesis Testing

Table 4. T Test (Partial Test)

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	36,668	1,524		24,056	,000
	total training	,053	,021	,270	2,511	,015
	total knowledge management	,099	,021	,506	4,702	,000
	total job satisfaction	,048	,023	,225	2,096	,041

a. Dependent Variable: total kinerja inovasi

Source: Primary Data Processed in 2023

Based on the results of testing the coefficient of the Training variable has a t count of 2.511> t table of 1.656. With a significance value of 0.015 <0.05 or α (5%) so that there is a significant effect of the Training variable on Innovation Performance. The results of testing the coefficient of the Knowledge Management variable have a t-count of 4.703> t-table of 1.656. With a significance value of 0.000 <0.05 or α (5%) so that there is a significant effect of the Knowledge Management variable on Innovation Performance. Then the results of testing the coefficient of the Job Satisfaction variable have a t-count of 2.096> t-table of 1.656. With a significance value of 0.041 <0.05 or α (5%) so that there is a significant effect of the Job Satisfaction variable on Innovation Performance.

Table 5. F Test (Simultaneous Test)

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5,570	3	1,857	10,891	,000[b]
	Residual	9,206	54	,170		
	Total	14,776	57			

a. Dependent Variable: total kinerja inovasi

b. Predictors: (Constant), total kepuasan kerja, total pelatihan, total knowledge management

Source: Primary Data Processed in 2023

Based on the results of this study, it can be concluded that the sig value <0.05, which is 0.000 and the value of F count is 10.891 > 2.776 (F table). Meanwhile, based on the above conclusions, it can be stated that the variables of Training, Knowledge Management and Job Satisfaction simultaneously affect Innovation Performance.

Table 6. Determinant Test (R^2)

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,614[a]	,377	,342	,413

a. Predictors: (Constant), total kepuasan kerja, total pelatihan, total knowledge management

b. Dependent Variable: total kinerja inovasi

Source: Primary Data Processed in 2023

Based on table 6, the independent variable on the dependent variable can be seen from the coefficient of determination seen from the R square value of 0.377 which shows that the independent variables together affect the dependent variable by 37.7%, the remaining 62.3% is influenced by other variables not included in the study.

2. Discussion

The results of hypothesis testing analysis conducted using IBM SPSS show that the Training variable has a significant positive effect on Innovation Performance. Evident from the regression results with a sig value of 0.015 <0.05 (5%). This value indicates that the hypothesis is accepted. This is evidenced by the better the training provided, the more the performance of innovation in employees will increase. So it can be concluded that this research is theoretically related and supported by empirical data. The results of the research on the training variable description test with statement P.9, namely "effective training material for future reference", with the highest percentage value of 72.5. So the training material that has been done can be used for future reference when doing work. This study supports the theory put forward by Bauernschuster et al. (2009) providing the most convincing results of the positive impact of organization-sponsored training on innovation. These authors found that such training had a positive and statistically significant impact on innovation in German organizations during the period 1997 to 2001. Dostie (2018) also found that both organization-sponsored classroom and on-the-job training have a positive impact on innovation performance, and on-the-job training plays an equally important role as classroom training

in explaining differences in innovation outcomes. The results of the discussion described above, the researcher concludes that training has a significant positive effect on innovation performance.

The results of hypothesis testing conducted using IBM SPSS show that the Knowledge Management variable has a significant positive effect on Innovation Performance. Evident from the regression results with a sig value. 0,000 < 0,05. This value indicates that the hypothesis is accepted. The better knowledge management will improve innovation performance in employees. The results of the research on the knowledge management variable description test with the KM.2 statement, namely "I study the processes that the organization has to gain knowledge", with the highest percentage value of 62.6. So the organization pays more attention to its processes such as new services or other aspects that can support the achievement of the specified targets. This study supports the theory put forward by Napitupulu et al., (2021) showing the study results that the knowledge management process has a clear positive influence on innovation performance. These results are supported by Darroch (2005) who considers knowledge management as a necessary process to achieve the desired innovation performance. The results of the discussion described above, the researcher concludes that knowledge management has a significant positive effect on innovation performance.

The results of the hypothesis test analysis conducted using IBM SPSS show that the Job Satisfaction variable has a significant positive effect on Innovation Performance. Evident from the regression results with a sig value. 0,041 < 0,05. This value indicates that the hypothesis is accepted. This shows that the better job satisfaction will improve innovation performance in employees. The results of the research on the job satisfaction variable description test with statement KK.5, namely "I have the opportunity to do work that makes me feel comfortable", with the highest percentage value of 87.8. An employee who feels comfortable at work will have a high desire to create work performance that can improve performance and company goals. This study supports the theory put forward by Herlinda Rachman, (2019) the results showed that satisfaction has a positive and significant effect on innovation performance. This also supports research from Ayala et al (2017) on Spanish workers, which tends to lead to

increased innovative behavior in the workplace for employees who feel comfortable. The results of the discussion described above, the researcher concludes that job satisfaction has a significant positive effect on innovation performance.

D. CONCLUSION

Based on the results of research conducted on Drinking Water Companies, it can be concluded that Training has a positive and significant effect on Innovation Performance, Knowledge Management has a positive and significant effect on Innovation Performance, and Job Satisfaction has a positive and significant effect on Innovation Performance.

The limitations in this study are: Not all respondents filled out the questionnaire seriously. Then the researcher is not allowed to meet directly with the respondent so that it cannot guarantee that the questionnaire is filled in by the respondent as targeted.

For future researchers, if they want to research in Drinking Water Companies and use research instruments in the form of questionnaires, researchers can wait or all employees are collected when filling out the questionnaire so that the results can be accounted for.

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