THE INFLUENCE OF TRAINING AND COMPETENCY ON SERVICEMAN PERFORMANCE

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ABSTRACT

The role of Servicemen is considered very important for the sustainability of PT Trakindo Utama, making us aware that the long-term success and excellence of a company depends on the importance of human resources, because many of the resources a company has can be imitated, except human resources. The purpose of the research is to determine the influence of training and competency on serviceman performance at PT Trakindo Utama Sumbagsel. The research method uses quantitative descriptive research. The research was conducted from July to December 2023. This research used data collection techniques through questionnaires, observations and interviews. The sample studied was 100 Serviceman respondents (Technicians and Senior Technicians) at PT Trakindo Utama Sumbagsel. The data analysis method uses multiple linear regression methods. The research results on the Training variable (X1) have a positive and significant influence on Serviceman Performance (Y) at PT Trakindo Utama Sumbagsel. The Competency variable (X2) does not have a positive and significant influence on Serviceman Performance (Y) at PT Trakindo Utama Sumbagsel. Companies need to review the training programs that have been created and provided to Servicemen to see whether they are in accordance with the wishes and needs of the Servicemen, because from this research there are Servicemen who are of the opinion that the training they have participated in is not in accordance with the wishes and needs of the Servicemen to improve their abilities to support work performance.

Keywords: Training, Competence, Serviceman Performance

ABSTRAK

Peranan kinerja karyawan dinilai sangat penting bagi keberlangsungan PT Trakindo Utama, menyadarkan kita bahwa keberhasilan jangka panjang dan keunggulan suatu perusahaan bergantung pada pentingnya sumber daya manusia, karena banyak sumber daya yang dimiliki perusahaan dapat ditiru, kecuali sumber daya manusia. tujuan penelitian adalah untuk mengetahui Pengaruh Pelatihan dan Kompetensi Terhadap Kinerja Serviceman di PT Trakindo Utama Sumbagsel. Metode penelitian menggunakan penelitian deskriptif kuantitatif. Penelitian dilakukan dari bulan Juli sampai Desember 2023. Penelitian ini menggunakan teknik pengambilan data melalui kuesioner, observasi dan wawancara. Sampel yang diteliti adalah sebesar 100 orang responden Serviceman (Technician dan Senior Technician) yang ada di PT Trakindo Utama Sumbagsel. Metode analisis data menggunakan metode regresi linier berganda. Hasil penelitian pada variabel Pelatihan (X1) memiliki pengaruh positif dan signifikan terhadap Kinerja Serviceman (Y)

di PT Trakindo Utama Sumbagsel. Pada variabel Kompetensi (X2) tidak memiliki pengaruh positif dan signifikan terhadap Kinerja Serviceman (Y) di PT Trakindo Utama Sumbagsel. Perusahaan perlu mereview kembali program pelatihan yang telah dibuat dan diberikan kepada Serviceman apakah sudah sesuai dengan keinginan dan kebutuhan bagi para Serviceman, karena dari penelitian ini terdapat Serviceman yang berpendapat bahwa pelatihan yang mereka ikuti tidak sesuai dengan keinginan dan kebutuhan para Serviceman untuk meningkatkan kemampuan guna menunjang kinerja kerja.
Kata kunci: *Pelatihan, Kompetensi, Kinerja Serviceman*

A. INTRODUCTION

Achmad Hadiat Kismet Hamami established PT Trakindo Utama on December 23, 1970. PT. Trakindo Utama officially became the sole distributor for Caterpillar brand heavy equipment products in Indonesia on April 13 1971. Supported by supporting facilities and an extensive spare parts supply network, providing world class services for customers in the construction, agriculture, forestry, mining, transportation sectors, energy, oil and gas extraction. The following are examples of the types of heavy equipment available at PT Trakindo Utama, Excavators, Skid Steers, Forest Machines, Motor Graders, Lift Trucks, Wheel Loaders, Dozers, Generators, Hydraulic Mining Shovels, Articulated Trucks, Generator Sets, and other types (Esthi and Savhira 2019)

For more than 50 years PT Trakindo Utama has developed into a company that actively contributes to development in Indonesia. Committed to providing excellence, enabling progress towards success, advancing employees, customers, partners, communities and shareholders (Yuriah, Kartini, and Isnaeni 2022). Currently PT Trakindo Utama has 70 (seventy) branches and sites spread throughout Indonesia, from branches in Banda Aceh to Jayapura (Zemburuka and Dangarembizi 2020).

The eight (eight) branches of PT Trakindo Utama Sumbagsel are located in Palembang, Prabumulih, Jambi, Muara Bungo, Tanjung Enim, Bengkulu, Bandar Lampung, and Bangka Belitung, and has 7 (seven) departments, namely Service Command Center (SCC), Finance, Sales (Prime Product Sales, Product Support Sales, Rental), Safety Health and Environment (SHE), Warehouse (POD), Service, and Human Resources & General Affair (HRGA). Meanwhile, there are 3 (three) fields or departments that are the core of PT Trakindo Utama, namely the Sales Department (Prime Product Sales, Product Support Sales, RUE), Warehouse (POD), and Service.

In the Service Department itself there is a Serviceman position whose job is to carry out maintenance and repair work on heavy equipment, consisting of a Technician and a Senior Technician (Pramono and Prahiawan 2021). A serviceman is a non-staff employee whose main task is to maintain heavy equipment, be able to detect heavy equipment problems quickly and precisely, and can provide suggestions for dealing with repairs to technical problems on heavy equipment (Garaika 2020).

Knowing that the role of Servicemen is considered very important for the sustainability of PT Trakindo Utama makes us aware that the long-term success and excellence of a company depends on the importance of human resources, because many of the resources a company has can be imitated, except human resources (Muthoharoh et al. 2022). Therefore, it is important to ensure that existing Human resources can do their tasks as effectively as feasible (Yuriah and Kartini 2022).

Performance is the degree of success attained by all employees throughout a specific time period in completing work activities in comparison to several alternatives, such as outcomes, targets, and work standards (Sugiono, Efendi, and Afrina 2021).

Eight elements affect how well employees work in a firm, and they are as follows: 1) Capability, 2) Employee Acceptance and Clarity, 3) Level of Employee Motivation, 4) Competency, 5) Work Facilities, 6) Work Culture, 7) Leadership, and 8) Work Discipline (Ainanur, Tirtayasa, and Pascasarjana Universitas Muhammadiyah Sumatera Utara 2018).

Performance in a company plays a crucial part in supporting the business achieve the Vision and Mission that the company has set (Anggriawan, Rusdianti, and Santoso 2023). Performance appraisals always assume that employees understand what their performance standards are, and that the company also provides employees with the necessary feedback, development, and incentives to help the employee in question eliminate poor performance or continue good performance (Elizar, Tanjung, and Pascasarjana Universitas Muhammadiyah Sumatera Utara 2018).

The performance results of employees at PT Trakindo Utama are routinely assessed every year using PMD (Performance Method Development) with KPI (Key Performance Indicator). The results of the employee performance assessment at PT Trakindo Utama consist of 5 levels, from the highest to the lowest, namely: 1) High Performance (HP), 2) Performance (P), 3) Target (T), 4) Contributor (C), and 5) Marginal Contributor (MC) (Ubaidillah, Setiadi, and Rahayu 2023). The results of employee performance achievements will later influence the amount of the annual bonus that will be received by each employee. The better the employee's performance, the higher the annual bonus multiplier the employee receives (Fakhruriza, Lubis, and Idris 2020).

To be able to fulfilltarget skills, all Servicemen at PT Trakindo Utama must be given training by the company. From the training that has been attended by the Servicemen, an assessment will later be carried out by the Trainer Team or Learning & Development (L&D) Team of PT Trakindo Utama to validate the skill and competency achievements of each Serviceman (Mundingsari, Sularso, and Susanto 2019).

Previous research examining the effect of training on employee performance was carried out by (Snow et al., 2024), (Ubaidillah et al. 2023), (Wahyudin 2023), (Anggriawan et al. 2023), (Pramono and Prahiawan 2021), (Kafiar et al. 2022), (Hakim, Ahmadi, and Supendi 2022), (Djabbar, Nawawi, and Tamsah 2022), (Akida Haji, Yussuf, and Ussi Hamad 2021), (Razak 2021), (Sugiono et al. 2021), (Niati, Siregar, and Prayoga 2021), (Fakhruriza et al. 2020), (Esthi and Savhira 2019), (Saluy, Musanti, and Mulyana 2019), (Elizar et al.

2018), (Mahmood et al. 2018). The author's research indicates that employee performance is positively and significantly impacted by training.

However, there are different results of research conducted by (Trisnawati, Mareni, and Sudja 2018) and (Keka, Wediawati, and Andriana 2021)which shows that the results of training have a positive but not significant influence on employee performance. As well as research conducted by (Mundingsari et al. 2019), (Garaika 2020), snd (Khaerani et al. 2022), the results show that training has a detrimental impact on worker performance but not a major one (Yuriah, Ananti, and Nurjayanti 2024).

A study challenge relating training and competency was formulated based on the problem's history as previously discussed. In addition, the findings or recommendations from multiple earlier investigations concerning the elements influencing worker performance (research gap). This is demonstrated by the inconsistent results to far about the variations in the impact of competency and training on worker performance. The empirical results of the independent variables (X), training and competency, on the dependent variable (Y), employee performance, were further tested in this study. Based on the background and description above, the purpose of the research is to assess the influence of training and competency on serviceman performance at PT Trakindo Utama Sumbagsel.

B. RESEARCH METHOD

It is a quantitative descriptive research design that is being used. This research uses data collection techniques through questionnaires, observations and interviews (Zemburuka and Dangarembizi 2020). Primary data for this study was gathered through the distribution of questionnaires and observations to all respondents who were PT Trakindo Utama Sumbagsel servicemen (technicians and senior technicians) as well as their immediate supervisors. The author will distribute the questionnaire to all Servicemen (Technicians & Senior Technicians) at PT Trakindo Utama Sumbagsel using a Google form sent via employee email. The questionnaire in this research was used to determine the influence of Training and Competency variables on Performance at PT Trakindo Utama Sumbagsel. Serviceman respondents who filled out questionnaires related to Training and Competency. Observations were carried out on the Servicemen at PT Trakindo Utama Sumbagsel who filled out the questionnaire in this research, namely the Palembang branch with a total of 35 people with a percentage of 35% and the Tanjung Enim branch with a total of 32 people with a percentage of 32%.

Secondary data in this research was obtained from books, journals, performance reports and internal data at PT Trakindo Utama Sumbagsel relating to Serviceman Training, Competency and Performance.

The sample studied was 100 Serviceman respondents (Technicians and Senior Technicians) at PT Trakindo Utama Sumbagsel. The research was conducted from July to December 2023.

The multiple linear regression approach is a quantitative data analysis technique that was applied in this study. Validity, reliability, normalcy, multicollinearity, heteroscedasticity, multiple linear regression analysis, partial test (T test), simultaneous test (F test), correlation coefficient test (r), and coefficient of determination are among the statistical tests that are employed. Data processing carried out in this research was by computer utilizing the Statistical Program for Social Science (SPSS) version 26.R^2.

C. RESULTS AND DISCUSSION

Overview of Research Respondent Profiles

Table 1. Description of the Profile of Research Respondents (Servicemen) from Employee Branches

No	Employee Branch	Frequency (Person)	Percentage (%)
1	Palembang	35	35
2	Prabumulih	5	5
3	Jambi	9	9
4	Bungo Estuary	3	3
5	Tanjung Enim	32	32
6	Bengkulu	5	5
7	Bandar Lampung	6	6
8	Bangka Belitung	5	5
Total		100	100

Source: Data processed from Questionnaire, 2023

In Table 1, you can see the branch origins of the Servicemen at PT Trakindo Utama Sumbagsel who have filled out the questionnaire in this research. The branches of origin of the respondents who filled in the most were the Palembang branch with a total of 35 people with a percentage of 35% and the Tanjung Enim branch with a total of 32 people with a percentage of 32%. Currently, these two branches are the largest branches and the branches with the highest number of Servicemen at PT Trakindo Utama Sumbagsel.

Table 2. Profile Description of Research Respondents (Leader Serviceman) Employee Branch

No	Employee Branch	Frequency (Person)	Percentage (%)
1	Palembang	5	23.81
2	Prabumulih	2	9.52
3	Jambi	1	4.76
4	Bungo Estuary	1	4.76
5	Tanjung Enim	8	38.10
6	Bengkulu	2	9.52
7	Bandar Lampung	1	4.76
8	Bangka Belitung	1	4.76
Total		**21**	**100**

Source: Data processed from questionnaires, 2023

In Table 2 you can see the origin of the Leader Serviceman branches at PT Trakindo Utama Sumbagsel who have filled out the questionnaire in this research. The branches of respondents who filled in the most were the Tanjung Enim branch with a total of 8 people with a percentage of 38.10% and the Palembang branch with a total of 5 people with a percentage of 23.81%.

Classic Assumption Test Results

Normality Test Results

The purpose of the normality test is to determine whether or not the dependent variable, independent variable, and regression model all have a normal distribution. The statistical test is invalid and parametric statistics cannot be applied if this assumption is broken. Normal distribution characterizes the residual values of an effective regression model (Sugiono et al. 2021).

Table 3. Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residuals
N		100
Normal Parametersa,b	*Mean*	.0000000
	Std. Deviation	1.36998278
Most Extreme	*Absolute*	,086
Differences	*Positive*	,086
	Negative	-.082
Statistical Tests		,086
Asymp. Sig. (2-tailed) c		,066

a. Test distribution is Normal.

Data Source: Processed from SPSS Output, 2023

Table 3's findings of the normality test indicate that the data is regularly distributed. The Kolmogorov-Smirnov test demonstrates this, yielding data with a significance level of 0.66, which is above 0.05.

Multicollinearity Test Results

To find out whether multicollinearity occurs, you can see the VIF and tolerance values contained in each variable as in Table 4.

Table 4. Multicollinearity Test Results

| *Coefficientsa*			
Model		*Collinearity Statistics*	
		Tolerance	**VIF**
1	(Constant)		
	Training (X1)	,489	2,045
	Competency (X2)	,489	2,045
a. Dependent Variable: abscess			

Data Source: Processed from Questionnaire, 2023

The results of the multicollinearity test in Table 4 indicate that the tolerance value is not less than 0.1 and the VIF value is less than 10. This indicates that the independent variables in this study do not correlate with one another or with one another, therefore it follows that multicollinearity is not present in the regression model.

Heteroscedasticity Test Results

Seeing the variance discrepancy between one residual and another observation is the goal of the heteroscedasticity test. Homoscedasticity is the property of a regression model that satisfies the conditions if there is equality of variance between the residuals of different observations (Ghozali, 2018). This is a scatterplot graphic representation of the regression model used in this study, which is shown in Figure 1.
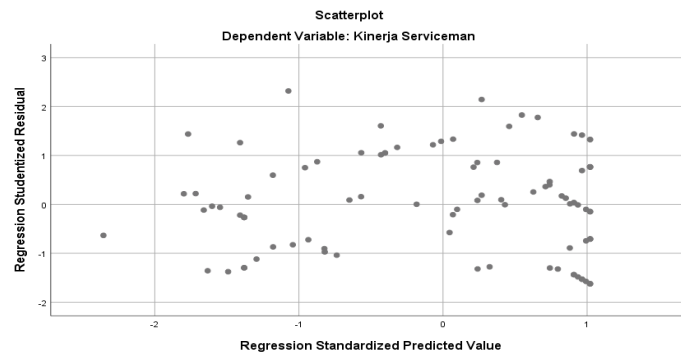
Figure 1. Heteroscedasticity Test Results

In a well-designed regression model, heteroscedasticity is typically absent. One can determine whether or not a regression model exhibits heteroscedasticity by looking at the scatterplot graph. When a particular pattern appears in the graph, heteroscedasticity has taken place. It is evident from Figure 1 that the points are dispersed arbitrarily above and below the 0 on the Y axis. Thus, it can be said that the regression model used in this study does not exhibit heteroscedasticity.

In graphic analysis, plots have quite significant weaknesses. Therefore, to ensure that the results are accurate, statistical tests are required. The absolute residual value is regressed with the independent variable using the Glejser Test, a statistical test. One compares the sig value to 0.05. The statistical outcomes are displayed in Table 5.

Table 5. Heteroscedasticity Test Results

		Coefficientsa				
	Model	**Unstandardized Coefficients**		**Standardized Coefficients**	**t**	**Sig.**
		B	**Std. Error**	**Beta**		
	(Constant)	-.024	,791		-.031	,976
1	Training (X1)	.012	.014	.127	,887	,377
	Competency(X2)	,003	.011	.041	,288	,774

a. Dependent Variable: abscess

Data Source: Processed from Questionnaire, 2023

It is possible to conclude that heteroscedasticity does not occur in the regression model used in this study based on the findings of the heteroscedasticity test using the Glejser test in Table 5, which show that each variable has a sig. value of more than 0.05. As a result, the independent variables can be declared to not be heteroscedastic.

Research Analysis Results

Results of Multiple Linear Regression Analysis

To ascertain the impact of the Training (X1) and Competency (X2) variables on Serviceman Performance (Y), multiple linear regression analysis was performed. Table 6 presents the test findings in the following manner.

Table 6. Results of Multiple Linear Regression Analysis

		Coefficients$a$				
	Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	79,521	1,595		49,847	,000
	Training (X1)	,065	.028	,305	2,343	.021
	Competency (X2)	.028	,022	,169	1,300	,197
a. Dependent Variable: Y						

Data Source: Processed from SPSS, 2023

Based on Table 6, the results of multiple linear regression analysis can be expressed with the following equation:

$$Y = 79,521 + 0,065X_1 + 0,028X_2 + e$$

The following explanation applies to the above linear regression equation:

1. The constant value displays a value that is positive, specifically 79.521. This shows that Serviceman Performance (Y) is considered without the influence of Training (X1) and Competency (X2), so the size of the Serviceman Performance (Y) variable is 79.521.

2. The Training variable (X1) has a regression coefficient value of 0.065 with a value of 2.343, indicating that training improves Serviceman Performance (Y). This shows that the higher and more training (X1) given to Servicemen, the positive impact it will have and the higher the Serviceman Performance (Y) at PT Trakindo Utama Sumbagsel.t_{hitung}

3. The competency variable (X2) has a regression coefficient value of 0.028 with a value of 1.300, indicating a positive relationship between competency and serviceman performance (Y). This indicates that the more Competency (X2) offered, the positive impact it will have and the higher the Serviceman Performance (Y) at PT Trakindo Utama Sumbagsel.t_{hitung}

Results of Correlation Coefficient (r) and Determination Coefficient (R^2)

Table 7 displays the correlation coefficient (r) and coefficient of determination values for this study, which are based on the research that has been conducted R^2.

Table 7. Correlation Coefficient Test Results (r) and Determination Coefficient (R^2)

		Model Summary [b]		
Model	**R**	**R Square**	*Adjusted*R Square	*Std. Error of the Estimate*
1	.442[a]	,196	,179	1.38403

a. Predictors: (Constant), X1, X2

b. Dependent Variable: Y

Data Source: Processed from SPSS, 2023

The results of the correlation coefficient test (r) indicate that the size of the independent variable and the dependent variable is 0.442, or 44.2%, indicating that the relationship between the independent and dependent variables is moderate (coefficient interval 0.40 –.59), based on the summary model output in Table 7. The dependent variable, serviceman performance (Y), may be explained by the independent variables, training (X1) and competency (X2), to the extent that the R square value of 0.196 is 0.196. The remaining 80.4% is determined by variables not included in this study.

Hypothesis Test Results

Partial Test Results (t Test)

The purpose of the Partial Test (t test) is to determine the degree to which each independent variable influences the dependent variable on its own. The significance level for this study is 5%, or α = 0.05. Table 8 displays the t test findings as follows.

Table 8. Partial Test (t Test)

		Coefficientsa			
Model	**Variable**	**B**	**ttable**	**tcount**	**Sig.**
1	Training (X1)	,065	1,985	2,343	.021
	Competency (X2)	.028	1,985	1,300	,197

Data Source: Processed from SPSS, 2023

Based on Table 8, the results of the partial test (t test) value of degree of freedom (df) = n-k = 100-3 = 97, the ttable value obtained for this research data is 1.985. The results of the analysis of this data can be explained as follows:

1. The Training Variable (X1), has a value of $t_{count} > t_{table}$, namely 2,343 > 1.985 with a significant value of 0.021 which is smaller than 0.05. This shows that the Training variable (X1) has a positive and significant influence on Serviceman Performance (Y) at PT Trakindo Utama Sumbagsel. This proves that **the first hypothesis on the Training variable (X1) has a positive and significant effect on Serviceman Performance (Y), so hypothesis 1 can be accepted**.

2. The Competency Variable (X2), has a $t_{count} < t_{table}$ value of 1,300 < 1.985 with a significant value of 0.197 which is greater than 0.05. This shows that Competency (X2) has a positive but not significant influence on Serviceman Performance (Y) at PT Trakindo Utama Sumbagsel. This proves that **the second hypothesis on the**

> **Competency variable (X2) has a positive but not significant effect, so hypothesis 2 is rejected**.

Simultaneous Test (F Test)

To determine whether all of the independent factors combined can affect the dependent variable, this test is conducted. If all of the independent variables together have an effect on the dependent variable, the regression model is deemed acceptable or fit to be used as a research model (Ghozali 2018). The following F Table results were generated based on the testing and data processing results in this study:

ftable (df for N1) = 2
ftable (df for N2) = N − 2
= 100 − 2
= 98

So, df for N1 is 2 and df for N2 is 98 = 3.09.

The test results obtained can be seen in Table 9 as follows, based on the test findings and data processing in this research:

Table 9. Simultaneous Test Results (F Test)

ANOVAa					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	45,192	2	22,596	11,796	,000b
Residual	185,808	97	1,916		
Total	231,000	99			

Data Source: Processed from SPSS, 2023

0.000 is the significance value that is derived from the data shown in Table 9. The derived linear regression model is deemed appropriate for explaining the impact of Training (X1) and Competency (X2) on Serviceman Performance (Y) at PT Trakindo Utama Sumbagsel, as indicated by the significant value of 0.000 < 0.05.

Discussion

The Effect of Training on Serviceman Performance at PT Trakindo Utama Sumbagsel

Employee training gives practical knowledge and its application in the workplace to boost work productivity in reaching the company's desired goals. Training is the process of giving employees the skills they need to execute their jobs (Hassan, Mizanuzzaman, and Islam 2020).

A company's organized efforts to support employees' acquisition of job-related competences, knowledge, skills, and behavior are referred to as training. The goal of training is to enable employees to master the knowledge, skills, and conduct that are stressed and use them in activities.

The performance of servicemen is positively and significantly impacted by training. These findings are consistent with those of earlier studies that looked at how training affects employee performance, including that carried out by (Snow et al., 2024), (Ubaidillah

et al. 2023), (Wahyudin 2023), (Anggriawan et al. 2023), (Pramono and Prahiawan 2021), (Kafiar et al. 2022), (Hakim et al. 2022), (Djabbar et al. 2022), (Akida Haji et al. 2021), (Razak 2021), (Sugiono et al. 2021), (Niati et al. 2021), (Fakhruriza et al. 2020), (Esthi and Savhira 2019), (Saluy et al. 2019), (Elizar et al. 2018), and (Mahmood et al. 2018). Based on research conducted by the author, it shows that training has a favorable and noteworthy impact on worker performance.

The analysis results obtained in this research show that Training (X1) is associated with several dimensions such as, Training Instructors, Training Participants, Training Methods, Training Materials, and Training Objectives. On indicator X1.6 "Participants who take part in the training are selected according to training needs"displays the lowest value, namely 4.34. This occurs because the corporation, which strives to guarantee that Servicemen can reach skill targets in accordance with the Serviceman position (Technician or Senior Technician), has programmed and established the training that all Servicemen attend. Because of this, Servicemen ultimately cannot choose training that suits the Servicemen's desires and needs to improve their abilities.

Meanwhile on indicators X1.5 "Instructors can motivate training participants, so that participants become enthusiastic and active in participating in the training" shows the highest score of 4.70. This shows that the instructor who delivers the training material can provide motivation to the Servicemen who take part in the training, so that participants become enthusiastic and active in taking part in the training.

The overall findings of the respondents' answers to the Training variable (X1) lead to the conclusion that, out of the five aspects of Training, the overall average value is 4.58, which falls within the "Very good" category interpretation.

The Influence of Competency on Serviceman Performance at PT Trakindo Utama Sumbagsel

Competence is the capacity or ability of an individual to perform different activities in a profession; this capacity is based on two factors: mental and physical ability. The explanation of these two factors is as follows, Intellectual Ability, is the ability needed to carry out or carry out mental activities. There are seven dimensions that form intellectual abilities, namely, 1) Numerical Intelligence, 2) Understanding Verbal Information, 3) Quick Perception, 4) Inductive and Deductive Reasoning, 5) Spatial Visualization, and 7) Retention. Physical ability, on the other hand, is the capacity to perform tasks requiring skill, dexterity, and endurance. While intelligence is a major factor in complex job, physical abilities only drain physical capabilities.

Competence has a positive but not significant effect on serviceman performance. These results are in line with the results of previous research which examined the Influence of Competency on Employee Performance, including by Sadewization, W., Widianingsih, T., & Santoso, D. (2023) which showed that competency results had a positive but not significant effect on employee performance.

Based on Table 9, it shows that the Competency variable (X2) is associated with several dimensions such as Knowledge, Motives, Skills, Character and Self-Concept. In

indicator This happens because the Serviceman has no motive and does not expect toreceive recognition, praise and appreciation by superiors and co-workers when they can work well, which means they work well in totality without expecting recognition, praise and appreciation from superiors or co-workers (Yuriah, Juniarti, and Sepriani 2023).

Meanwhile, the X2.5 indicator "I feel satisfaction when I am able to complete difficult work well and achieve targets" shows the highest score of 4.77. This shows that Servicemen have a motive of feeling satisfaction if they are able to complete difficult work well and achieve targets.

Of the five aspects of training, the overall average value is 4.55 and is included in the category Interpretation, according to the overall findings of respondents' responses for the Competency variable (X2) "Very good".

D. CONCLUSION

The research and analysis conducted have yielded the following conclusions: in PT Trakindo Utama Sumbagsel, the Training Variable (X1) has a positive and significant influence on Serviceman Performance (Y) at PT Trakindo Utama Sumbagsel. stated that training had a positive effect on Serviceman Performance (Y). This shows that the higher and more training (X1) given to Servicemen, the positive impact it will have and the higher the Serviceman Performance (Y) at PT Trakindo Utama Sumbagsel.

The Competency variable (X2) does not have a positive and significant influence on Serviceman Performance (Y) at PT Trakindo Utama Sumbagsel. This shows that the higher the Competency (X2) provided, the positive impact it will have and the higher the Serviceman Performance (Y) at PT Trakindo Utama Sumbagsel.

Companies need to review the training programs that have been created and provided to Servicemen to see whether They are in line with the desires and requirements of the military personnel, because from this research there are Servicemen who are of the opinion that the training they have participated in is not in accordance with the wishes and needs of the Servicemen to improve their abilities to support work performance.

For future researchers who wish to research the factors that influence Serviceman Performance, it is recommended to use or add other variables, as well as expand the influencing factors of the dimensions and indicators to be studied. You can also increase the number of research samples and add the research time period so that the research results can be better and more relevant.

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