

THE INFLUENCE OF INTEREST IN ONLINE TRAINING, ORGANIZATIONAL LEARNING AND SUPPORT ON PERFORMANCE SATISFACTION

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ABSTRACT

This research aims to determine the influence of interest in online training, organizational learning and superior support on performance and satisfaction. The data analysis technique used in the research is PLS-SEM analysis. The results of the research are that interest in online training has a positive effect on performance, organizational learning has a positive effect on performance, support from superiors has a positive effect on performance, satisfaction has a positive effect on performance, interest in online training has a positive effect on satisfaction, organizational learning has a positive effect on satisfaction, support from superiors has a positive effect towards satisfaction. Interest in online training has a positive effect on performance through satisfaction, organizational learning has a positive effect on performance through satisfaction, superior support has a positive effect on employee performance through satisfaction.

Keywords: Interest in Online Training, Organizational Learning, Satisfaction, Supervisor Support, Performance.

INTRODUCTION

Education and training are important aspects in developing human resources in various sectors, including the government sector. In recent years, there has been significant development in the use of information technology in the implementation of education and training, especially with the existence of online learning systems. The online learning system allows students to access learning materials flexibly and efficiently, without having to gather physically in one place. The State Financial Audit Education and Training Agency (BDPKN) is the central institution tasked with coordinating all education and training activities at the Financial Audit Agency. BDPKN's main tasks include policy formulation, planning, implementation, evaluation and development of education, training and guidance activities for BPK employees as well as education and training for BPK external parties. Apart from that, BDPKN is also responsible for carrying out state financial audit certification for BPK staff and parties outside the BPK, as well as carrying out accreditation of education and training organizing units in the field of state financial audit. The training provided by BDPKN is in the form of online training. This low employee performance can be caused by various factors, both from the employee's interest in online training and from the learning system provided. Low interest in online training on employee performance can have a

negative impact on the organization, such as not maximizing the investment that has been spent to develop an e-learning system. Second, the importance of support from superiors to improve employee performance. Therefore, this research aims to identify and analyze these factors comprehensively. Organizational learning then becomes a process within the organization that aims to help the organization face a rapidly changing environment so that it can continue to meet the interests and goals of the organization. Besides that, there is a positive impact between learning activities in the organization and performance (Mahbubah, 2021). Organizational learning will help members generate ideas and initiatives at work so that their work becomes effective and efficient. The better the implementation of organizational learning in an organization, the better employee performance will be, which will indirectly influence the improvement in the performance of the organization itself (Meitiana, et al, 2020). The factor causing the lack of employee performance is the lack of encouragement from superiors to participate in the training. Employees who feel they are involved will have full ambition for their work, be willing to volunteer their energy and time for their work, and be more proactive in achieving work success (Haris et al., 2020). An employee who has ties to the company will certainly feel comfortable and happy with things in his work environment and take full responsibility for his role, so that this can improve his performance for the company (Amirah et al., 2021). Employees who are involved in their work will certainly feel enthusiastic, feel proud of whatever they do, and even feel that time at work passes very quickly. This will certainly make employees feel a sense of personal satisfaction (Wijayati et al., 2020). The quality of interaction is not good, although online learning offers interaction between training participants and teachers or lecturers, the quality of this interaction is often less good than direct interaction. Lack of mastery of online learning material requires training participants to learn independently, but some training participants may have difficulty following independent training and mastering the material taught. Lack of social support for online learning can cause training participants to feel less connected with other training participants and/or students, which can affect the motivation and learning outcomes of training participants. From the explanation above, the author is interested in conducting research entitled: "The influence of interest in online training, organizational learning and superior support on employee performance with job satisfaction as an intervening variable (case study at the Medan Financial Audit Agency Training Center)."

METHOD

This research is a type of descriptive research with a quantitative approach. The sample in this study was 100 respondents. The data analysis technique used in this research is PLS-SEM analysis.

RESULTS

The first model or initial model in this research was carried out using all indicators for each construct. The loading factor value of each indicator on each construct is measured using the algorithm in the SmartPLS program, as follows:

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Table 1. Loading Factor Test Results

	x1	x2	x3	x4	y	z
x1.1	0.980					
x1.2	0.793					
x1.3	0.786					
x1.4	0.998					
x2.1		0.863				
x2.2		0.872				
x2.3		0.821				
x2.4		0.891				
x2.5		0.740				
x3.1			0.915			
x3.2			0.841			
x3.3			0.749			
y1					0.854	
y2					0.767	
y3					0.822	
z1						0.916
z2						0.905
z3						0.804
z4						0.785
z5						0.833

Source: Researcher Results 2024

Based on the following table, it is known that many of the variable indicators in this study have an outer loading value > 0.5 . According to Ghozali (2018), an outer loading value between 0.5 and 0.6 is considered sufficient to meet the requirements for convergent validity. This data shows that the indicators are deemed suitable or valid for research use and can be used for further analysis. Internal consistency reliability assessment is carried out on each construct. The composite reliability value of each construct is expected to be at least 0.7. However, in exploratory research, a composite reliability value of > 0.6 is acceptable. The results of the SmartPLS algorithm on the composite reliability of each construct are shown in the table, as follows:

Table 2. Composite Reliability

	Composite Reliability	Average Variance Extracted AVE
MDO (X1)	0.877	0.872
PO (X2)	0.891	0.888

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DA (X3)	0.933	0.921
KP (Y)	0.872	0.755
KK (Z)	0.958	0.898

Source: Researcher Results 2024

Based on the following table, it shows that in the good enough category each construct has met the outer model reliability assessment criteria with a composite reliability value > 0.7 . Thus, the outer model analysis continues to the outer model validity stage. The validity of the outer model is carried out using convergent validity and discriminant validity. The convergent validity assessment is carried out by looking at the average variance extracted (AVE) value for each construct, stating that the AVE value for each good construct is at least > 0.5 . The results of the R-Square (R²) value for the variable based on the measurement results are shown in Table, as follows:

Table 3. R Square

	R Square
Employee performance (Y)	0.923
Job satisfaction (Z)	0.935

Source: Researcher Results 2024

Based on the following table, it is known that the R Square value for the Employee Performance variable is 0.923, this means that the percentage influence of interest in online training, organizational learning and superior support on employee performance is 92.3% while the remaining 7.7% is influenced by other variables which not examined in this study. The R Square value for the Job Satisfaction variable is 0.935, this means that the percentage influence of interest in online training, organizational learning and superior support on job satisfaction is 89.5%, while the remaining 10.5% is influenced by other variables not examined in this research. Hypothesis testing was carried out using the T-statistics test (t-test) with a significance level of 5%. It is said to be significant if the T-statistics value is > 1.66 . If in this test a p-value < 0.05 is obtained, it means the test is significant, and conversely if the p-value is > 0.05 , it means it is not significant.

The results of the direct influence test for each variable can be seen in the table, as follows:

Table 4. Path Coefficients

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Sig./Not Sig.
X1 - > Y	0.497	0.493	0.045	11.127	0.000	Sig.
X1 - > Z	0.348	0.324	0.088	3.934	0.002	Sig.

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	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ((O/STDEV))	P Values	Sig./Not Sig.
X2 - > Y	0.073	0.091	0.102	4.710	0.028	Sig.
X2 - > Z	1.326	1.304	0.083	16.058	0.000	Sig.
X3 - > Y	0.455	0.465	0.076	5.888	0.000	Sig.
X3 - > Z	0.654	0.677	0.085	4.735	0.000	Sig.
Z -> Y	0.442	0.427	0.067	6.564	0.004	Sig.

Source: Researcher Results 2024

Based on this table, the perception of user Based on the table, interest in online training has a positive and significant effect on employee performance, organizational learning has a positive and significant effect on employee performance, superior support has a positive and significant effect on employee performance, job satisfaction has a positive and significant effect on employee performance, interest in online training has a positive and significant effect. significant effect on job satisfaction, organizational learning has a positive and significant effect on job satisfaction, superior support has a positive and significant effect on job satisfaction.

The results of the indirect influence test for each variable can be seen in the table, as follows:

Table 5. Indirect Influence

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ((O/STDEV))	P Values	Sig./Not Sig.
X1 -> Y -> Z	0.872	0.875	0.076	9.127	0.001	Sig.
X2 -> Y -> Z	0.463	0.377	0.055	5.934	0.002	Sig.
X3 -> Y -> Z	0.854	0.865	0.133	5.710	0.008	Sig.

Source: Researcher Results 2024

Based on this table, interest in online training has a positive and significant effect on employee performance through job satisfaction as an intervening variable, organizational learning has a positive and significant effect on employee performance through job satisfaction as an intervening variable, superior support has a positive and significant effect on employee performance through job satisfaction as a variable. intervening.

DISCUSSION**The Influence of Interest in Online Training on Employee Performance**

Interest in online training has a positive effect on employee performance. This proves that the higher the level of interest in online training at the Medan BPK Training Center, the higher the performance of employees at the Medan BPK Training Center. Interest is a psychological symptom that shows concentration of attention on an object caused by feelings of pleasure towards that object (Suci, 2017). Interest functions as a driving force, directing a person to carry out certain specific activities, furthermore, interest has basic characteristics, namely carrying out activities that are chosen by oneself and are enjoyable so that they can form a habit in a person. Previous research results show that behavioral interest is a good predictor of technology acceptance from system users

The Effect of Organizational Learning on Employee Performance

Organizational learning has a positive effect on employee performance. This proves that the higher the level of organizational learning at the BPK Medan Training Center, the higher the performance of employees at the Medan BPK Training Center. According to Robbins and Coulter (2019) organizational learning is that organizations that are able to learn from experience and are able to carry out experiments will be more successful than organizations that do not do so.

The Effect of Supervisor Support on Employee Performance

Supervisor support has a positive effect on employee performance. This proves that the higher the level of support from superiors at the Medan BPK Training Center, the higher the performance of employees at the Medan BPK Training Center. Suharyoko (2018) Supervisor support is a general view perceived by employees regarding the extent to which their superiors value their contribution and care about their welfare. Superior support is a situation where an individual receives special attention from his manager or superior.

The Effect of Job Satisfaction on Employee Performance

Job satisfaction has a positive effect on employee performance. This proves that the higher the level of job satisfaction at the Medan BPK Training Center, the higher the performance of employees at the Medan BPK Training Center. The perception of usefulness according to Mangkunegara (2019) is that performance is the result of work in quality and quantity achieved by someone in carrying out their duties in accordance with the responsibilities given to them efficiently and effectively with loyalty.

The Influence of Interest in Online Training on Job Satisfaction

Interest in online training has a positive effect on job satisfaction. This proves that the higher the level of interest in online training at the Medan BPK Training Center, the greater the job satisfaction at the Medan BPK Training Center. According to Bastian (2019) the dimensions of employee performance are Intellectual Competence, Emotional Competence and Social Competence.

The Effect of Organizational Learning on Job Satisfaction

Organizational learning has a positive effect on job satisfaction. This proves that the higher the level of organizational learning at the Medan BPK Training Center, the greater the job satisfaction at the Medan BPK Training Center. According to Ahmad and Pambudi (2020) job satisfaction is a feeling of happiness or positive emotion and is the result of perceptions of work experience.

The Effect of Supervisor Support on Job Satisfaction

Supervisor support has a positive effect on job satisfaction. This proves that the higher the level of support from superiors at the Medan BPK Training Center, the greater the job satisfaction at the Medan BPK Training Center. According to Fatmawati (2019) there are five dimensions of job satisfaction, namely satisfaction with the job itself, satisfaction with salary, satisfaction with promotions, satisfaction with awards and satisfaction with working conditions.

The Influence of Interest in Online Training on Employee Performance Through Job Satisfaction

Interest in online training has a positive effect on employee performance through job satisfaction. This proves that the higher the level of interest in online training at the Medan BPK Training Center, the greater the job satisfaction of employees at the Medan BPK Training Center. According to Nurhasanah and Sobandi (2018) Interest can be measured through 4 dimensions, namely interest, attention, motivation and knowledge.

The Effect of Organizational Learning on Employee Performance Through Job Satisfaction

Organizational learning has a positive effect on employee performance through job satisfaction. This proves that the higher the level of organizational learning at the Medan BPK Training Center, the greater the job satisfaction of employees at the Medan BPK Training Center. According to Winarno and Widiastuti (2019), organizational learning can be measured through five dimensions, namely system thinking, namely the conceptual framework used to create clearer patterns. Second, personal skills, which indicate high level skills. Third, teamwork, namely the process of uniting and building team capacity to create learning. The four skills share a common vision, namely skills so that each entity in the organization focuses all its efforts on the same vision. Lastly, Dialogue, namely the ability to listen.

The Effect of Supervisor Support on Employee Performance Through Job Satisfaction

Supervisor support has a positive effect on employee performance through job satisfaction. This proves that the higher the level of support from superiors at the Medan BPK Training Center, the greater the job satisfaction of employees at the Medan BPK Training Center. According to Adhithian (2018), there are 3 dimensions of superior support, namely the first: willingness to provide assistance. Second, willingness to listen and finally feeling of caring.

CONCLUSIONS AND RECOMMENDATIONS

The conclusion of this research is that the interest in online training by employees of the Medan BPK Training Center can make the performance of the training center employees also high. It is hoped that the employees of the BPK Medan Training Center will continue to participate in online training so that they can learn about the latest in the organization. Support from superiors is needed so that employees continue to feel satisfied after participating in online training so that they can improve their performance.

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