



# The Influence Of Training And Competence On The Performance Of Civil Servants In The Department Of Women's Empowerment And Child Protection Of South Sumatera Province

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## ABSTRACT

*This study focuses on the low performance of civil servants at the Women's Empowerment and Child Protection Service of South Sumatra Province, which is caused by the lack of training and understanding in handling issues of violence against women and children. The purpose of this study was to analyze the effect of training and competence on the performance of civil servants at the service. The method used was a survey with multiple linear regression analysis, primary data collection through questionnaires to 40 employees during the period May 2024 to January 2025. The results of the study showed that training and competence had a positive and significant effect on employee performance. This study concludes that increasing employee training and competency development programs can have a positive impact on performance, and it is recommended that the PPPA Service of South Sumatra Province implement relevant and structured training.*

## INTRODUCTION

Indonesia has been strongly committed to protecting women and children through various international regulations and agreements such as the Convention on the Rights of the Child and the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW). Law Number 23 of 2014 has also regulated the division of responsibilities for the protection of children and women at various levels of government.

Along with this commitment, the South Sumatra Provincial Government established the Women's Empowerment and Child Protection Office (Dinas PPPA) based on Regional Regulation Number 14 of 2016, which has the main function of implementing policies in the field of women's empowerment and child protection. This research will focus on one of the main tasks of the PPPA Office, namely handling cases of violence against women and children.

Based on data from the Central Statistics Agency (BPS) of South Sumatra province in 2024, cases of violence against women and children in this region have increased dramatically. The number of cases in 2023 jumped by around 35% compared to the previous year. This increase can be seen from the number of cases which reached 550 cases with 620 victims in 2023, much higher than in 2022 which was only 408 cases with 446 victims. Although BPS data shows a significant increase in cases of violence against women and children in South Sumatra, the number of case reports that enter the PPPA Office is very low.

The following is table 1. presents complete data on all case reports that enter the South Sumatra Provincial PPPA Office.

In 2022, all reported cases were successfully resolved, while in 2023 in total there are still 51% of cases in the process of being handled and in 2024 in total there are still 75% of cases still in the process of being handled. The phenomenon that occurs is the low number of case reports to the PPPA Office which indicates that there are still many cases that are not handled by this institution. In addition, the slow process of handling existing cases also indicates that the protection system for victims of violence in South Sumatra Province has not been running optimally. According to Jauhari, Perizade & Hanafi (2016) HR is one of the most important pillars in the success of a company. Human resources are needed by the organization because human resources have more advantages than other resources. The advantages that human resources have are very valuable and cannot be imitated nor can they be replaced by other resources in the organization (Noe, 2020).

Noe (2020) provides a comprehensive understanding of the important role of human resources in organizations. By managing human resources effectively, organizations can achieve their business goals and create value for all stakeholders.

An interview conducted in May 2024 revealed that one of the main challenges faced by the PPPA Office in handling cases of violence is the limited human resources. Staff members come from diverse educational and professional backgrounds, but not all possess the specialized expertise in areas such as psychology, law, or social work that are essential for comprehensive case handling. Additionally, the lack of specific technical training has left many employees feeling underqualified to deal with complex cases.

Table 1 presents data on the number of employees of the South Sumatra Provincial PPPA Office who have participated in specific technical training on the protection of women and children in the period from 2021 to 2023.

**Table 1. The number of employees of the South Sumatra Provincial PPPA Office who have participated in the 2021-2023 Technical Training on the Protection of Women and Children**

Year	Types of training	Official				
		Sum	Have Participated in Training		Haven't attended the Training yet	
			Sum	%	sum	%
2022	<b>External training</b>					
	Child Protection System (SPA)	40	5	13,2	33	86,8
	Case management	40	10	26,4	28	73,6
	Care for caregiver	40	6	15,8	32	84,2
2023	<b>Internal Affairs, Internal Affairs</b>					
	Policy advocacy and assistance in the implementation of policies and programs and activities to prevent violence against children	40	40	100	0	0

	Increased capacity and resources of child care providers who require special protection,	40	40	100	0	0
	Increasing the resource capacity of service provider institutions to improve the quality of families,	40	40	100	0	0
2024	<b>External training</b>					
	Case Mediator Training	40	1	2,6	37	97,4
	Women's Rights protection service training and certification	40	0	0	0	0
	Child protection service training requires Special protection and Certification	40	0	0	0	0

Source : South Sumatra Provincial PPPA Office

Table 1 shows that although there are several types of training that are required by regulation to be attended by PPPA Office employees to improve their ability to handle cases of violence against women and children, the participation of employees in the training is still low. Some important types of training, such as training for women and child protection services that require special protection, have not been followed at all.

The training aims to improve the knowledge and skills of employees in handling cases of violence, including standard procedures, communication, assessment, understanding of issues and impacts of violence, as well as related laws and regulations. The success of an organization depends heavily on the quality of its human resources. Effective and targeted training is key to improving employee competence and maintaining organizational competitiveness. (Aribowo et al., 2024).

According to Hafizurrachman (as quoted in Marthalia & Anisah, 2020), expressing competence is a combination of knowledge, expertise and abilities in a certain career field that is possessed so that it allows a person to carry out his duties or functions in certain skills that have been specifically determined. The following is the data of employees of the South Sumatra Provincial PPPA Office in table 2.

**Table 2 Employee Data Based on Education Level at the South Sumatra Province PP PA Office in 2024**

No.	Education Level	L	P	Sum
1	S2	6	<b>13</b>	19
2	S1	7	11	18
4	Senior High School	2	0	2
5	Junior High School	1	0	1
Total		16	24	40

Source: South Sumatra Provincial PPPA Office in 2025

The data in Table 2. shows that the staff of the South Sumatra Provincial PPPA Office have adequate academic qualifications. However, the demands of the job in this field require more specific competencies, namely technical skills and a deep understanding of various disciplines.

Several previous studies have shown a positive relationship between training and competence to improve employee performance. However, there is still a research gap in the literature that has not identified the specific types of technical training and competencies that are most effective in improving the ability of employees to handle cases of violence against women and children.

This study aims to fill this gap by evaluating the influence of specific technical training and relevant competency development on the performance of civil servants (PNS) at the South Sumatra Provincial PPPA Office.

Here are the opinions of several experts on the influence of training and competence on performance.

According to Robbins (2019), employee performance is the contribution of individuals or groups to the achievement of organizational goals. He also argued that training that is well-designed, effective, relevant, structured, interactive, and sustainable can improve employee skills, knowledge, behavior change and productivity and become a strategic investment for the company that will have a direct impact on the company's performance.

The results of Sitio (2022) research results show that training and competencies directly improve employee performance. Research conducted by Razak (2021) shows that training has a significant influence on employee performance. The research of Yulianty et al. (2021) found that competence did not have a significant influence in the context studied, the researcher suggested that further research be conducted with more specific competency indicators.

According to Novrizal et al. (2024), training, although it does not show a significant direct influence on performance, remains an important investment for companies in developing employee capabilities. The quality and relevance of training are key to improving long-term motivation and performance.

## LITERATURE REVIEW

### Training

According to Robbins (2019), performance appraisal is a systematic process to evaluate how well an employee has performed his or her duties and responsibilities. Robbins (2019) emphasized that some important aspects of conducting performance appraisals are clear and specific goals, objective appraisal criteria, relevant to the work, easy to understand by all parties involved, involve employees in the appraisal process, feedback given must be constructive, focus on improvable behaviors, and be clearly conveyed, appraisals must be consistent for all employees to create fairness and avoid favoritism.

According to John Miner (Sudarmanto, 2014), performance is defined as the results achieved by an employee in carrying out work. Hasibuan (2017) views performance as the result of work achieved by individuals or groups in accordance with the standards that have been set.

An employee performs well when he is able to complete the same work or exceed the standards or criteria that have been set together in the organization. A successful and effective organization is one with individuals who perform well. Employees who work in an organization with good performance will achieve the effectiveness or success of an organization.

### Competency

The term competence when expressed in English is the origin of the word competence or competency which has the meaning of ability, authority and also proficiency. Experts also argue that the definition of competence is a skill, attitude, knowledge, and value owned by an individual that comes from that individual thinking or doing an action consistently. In general, competence is the expertise that a person has in performing tasks or work in a certain field in accordance with the given position. Competence is not only about a person's knowledge or expertise, but also a person's desire to do what he knows and is able to provide benefits.

According to Finch and Crunkilton (Sudarmin, 2018) stated that competencies include tasks, skills, attitudes, values, and appreciation given in the context of life success/life income. According to Gordon (Setiadiputra, 2017) who explains the dimensions contained include understanding, skills, knowledge, interest, and attitude.

According to MC Clelland (Zainal, 2015) competence as an individual characteristic that significantly contributes to superior performance, individuals who have high competence tend to show more effective and efficient behavior patterns in various work situations compared to those who have average performance.

### Employee Performance

According to Ivancevich in Kashmir (2015: 183) said that performance is the result achieved of what an organization or company wants. (Robbins 2019) Say employee performance is the contribution of an individual or group to the achievement of organizational goals.

Adhari (2020) defines performance as the result of a certain job or task in a certain period of time. This result can be in the form of the quality or quantity of the work. In other words, performance is a measure of how well a person completes a given task. According to Dessler (2020), employee performance is defined as the results of work achieved by an employee in carrying out his duties and responsibilities in accordance with the standards set by the organization.

## METHODS

This study uses a quantitative approach with a survey design to measure the relationship between training and competency on employee performance. The population studied was all employees of the Women's Empowerment and Child Protection Office of South Sumatra Province totaling 40 people, with saturated sampling techniques. Data collection was carried out through a questionnaire using a likert scale that has been tested for validity and reliability. Data collection was carried out by distributing questionnaires directly or online after socializing the research objectives. The collected data were analyzed using multiple linear regression after a classical assumption test was carried out to ensure that the regression model was valid.

## RESULTS

### Normality Test Results

According to Ghozali (2018), the normality test aims to find out whether the residual data in the regression model is normally distributed or not. This test is important to ensure that the assumptions in the regression analysis are met.

One way to test the normality of residual data is to use the Kolmogorov-Smirnov test of one sample. This test compares the residual data distribution with the standard normal distribution. If the probability value produced by this test is greater than 0.05, then the null hypothesis (H0) which states that the data is normally distributed cannot be rejected. In other words, we can conclude that the residual data follows a normal distribution. However, if the significance value is less than 0.05, then H0 is rejected, which means the residual data is not normally distributed.

**Table 3 Results of the One-Sample Kolmogorov-Sminov Test**

		Unstandardized Residual
N		40
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	2.27317260
Most Extreme Differences	Absolute	.128
	Positive	.128

	Negative	-.071
Test Statistic		.128
Asymp. Sig. (2-tailed) <sup>c</sup>		.095
a. Test distribution is Normal.		
b. Calculated from data.		

Source: SPSS 27 (2025) Processed Data

Based on Table 3, the results of the normality test using the One-Sample Kolmogorov-Smirnov test method show that the residual data of the study is normally distributed.

The significance value or p-value of the Kolmogorov-Smirnov test is 0.095 which is greater than 0.05 indicating that the null (H<sub>0</sub>) hypothesis stating that the data are normally distributed is not rejected. In other words, the residual data in this regression model is assumed to be normally distributed. Since the residual data is normally distributed, the assumption of normality in the regression analysis is fulfilled. The regression analysis performed can be considered valid and reliable.

### Heterokedasticity Test Results

Heteroscedasticity is a common problem in regression analysis where the variance of the error (or residual) is not constant across the entire range of values of independent variables. In other words, the error spread is not the same for all observations. The heterokedasticity test aims to test whether the residual variance (error) in the regression model is constant (homoskedasticity) or inconstant (heterokedasticity). If the residual variance is not constant, then the regression model is said to experience heterokedasticity.

To detect the presence or absence of symptoms of heteroscedasticity, the Glejser test can be used. This method is carried out by regressing the residual absolute value to One way to detect heterokedasticity is to use the Glejser test. This test is carried out by regressing the residual absolute value to independent variables. If the test results show a significance value (sig) greater than 0.05, then there is no indication of heteroscedasticity. On the other hand, if the significance value is less than 0.05, then there is an indication of heteroscedasticity. Based on the analysis, the results of the Glejser test were obtained as follows:

**Table 4 Heteroscedasticity Test with a Glacier**

**Coefficients<sup>a</sup>**

Model		Sig.
1	(Constant)	.204
	Pelatihan	.619
	Kompetensi	.763

a. Dependent Variable: ABS\_RES

Source : SPSS Test Results

Based on table 4. Above in the GIS column, a significance value of > 0.05 was obtained for the variables Training (X<sup>1</sup>), Competency (X<sup>2</sup>) so that it can be concluded that based on the results of the glacier test there is no indication of heteroscedasticity.

Multicollinearity can cause problems in the interpretation of regression coefficients and reduce the statistical power of the test. Multicollinearity aims to detect whether there is a high correlation between independent variables in the regression model. In Table 5 which displays the results of the multicollinearity test on the following research variables:

**Table 5 Multicollinearity Test Results**

Test Of Multikolinierity	VIF		Cutt Off	Description
Training	9.015	<	10	No Multicollinearity Occurs
Competence	9.015	<	10	No Multicollinearity Occurs

Data Source: Processed from Questionnaire, 2025

Based on the results of Table 5 indicates that there is no multicollinearity between independent variables because it shows a VIF value of less than 10. Thus in this model there is no problem of multicollinearity.

### Results of Multiple Linear Regression Analysis

Multiple linear regression analysis is a statistical technique used to model the relationship between a single dependent variable (Y) 1 and two or more independent variables (X). In this case, the researcher wanted to know the influence of Training (X1) and Competency (X2) on the Performance of Civil Servants (Y). Based on the test results, it was obtained as follows:

**Table 6 Multiple Linear Regression Test Results**

#### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients	
		B	Std. Error
1	(Constant)	3.572	1.850
	Training	.428	.155
	Competence	.617	.149

Data Source: Processed from Questionnaire, 2025

Table 6 presents the results of multiple linear regression analysis which aims to determine the influence of Training (PL) and Competency (KMP) variables on the Performance of Civil Servants (KP). The results of multiple linear regression analysis showed the equation  $Y = 3.572 + 0.428X_1 + 0.617X_2 + e$ , which indicates that if Training (X1) and Competency (X2) are zero, then Civil Servant Performance (Y) will be worth 3.572. The regression coefficient for Training is 0.428, which means that every one unit increase in Training will increase Civil Servant Performance by 0.428 units, with a significant effect (Sig. 0.009). Meanwhile, the regression coefficient for Competency is 0.617, which means that every one unit increase in Competency will increase the Performance of Civil Servants by 0.617 units, with a very significant effect (Sig. 0.000). Overall, both Training and Competencies have a positive and significant influence on the Performance of Civil Servants, but the influence of Competencies is greater than Training.

### Test Results of Correlation Coefficient (R) and Coefficient of Determination (R<sup>2</sup>)

In Table 7 presents the results of the correlation coefficient (R) and determination coefficient (R<sup>2</sup>) tests used to measure the relationship and influence between independent variables (Training and Competence) and dependent variables (Civil servant performance).

**Table 7 Test Results of Correlation Coefficient (R) and Coefficient of Determination (R<sup>2</sup>)**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.959	.919	.914	2.333801

Data Source: Processed

An R value (Correlation Coefficient) of 0.959 indicates that there is a very strong relationship between independent variables (Training and Competency) and dependent variables (Civil servant performance). This means that the more and more diverse training and competencies a civil servant



has, the higher his performance tends to be.

R Square (Coefficient of Determination) of 0.919 indicates that 91.9% of the variation in Civil Servant Performance can be explained by the variables Training and Competency together. The remainder (100% - 91.9% = 8.1%) is explained by other factors outside the model such as the availability of sufficient and qualified officers because the high workload with a limited number of officers can reduce the effectiveness of handling, good coordination between agencies is very important for effective handling as well as the factor of support and community participation in the prevention and handling of violence cases. The Adjusted R Square value of 0.914 is slightly smaller than the R Square. This is natural and shows that this regression model is quite good. The Std. Error of the Estimate value of 2.333801 shows that the average deviation of the observation value from the regression line is 2.333801 units. Based on the results of the correlation coefficient and determination test, it can be concluded that there is a very strong relationship between the variables of Training and Competency and the Performance of Civil Servants. As much as 91.9% variation in civil servant performance can be explained by these two variables, so that this regression model has a good level of accuracy in predicting civil servant performance.

#### Model Conformity Test Results (F Test)

The following are the results of the conformity test of the multiple linear regression model using the ANOVA (Analysis of Variance) method. This test aims to find out whether the regression model formed (i.e., the effect of Training and Competency on Civil Servant Performance) is statistically significant. The test results can be seen in Table 8. next:

**Table 8 ANOVA Model Conformity Test Results (F Test)**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2281.519	2	1140.760	209.443	.000 <sup>b</sup>
	Residual	201.525	37	5.447		
		2483.045	39			

Data Source: Processed from Questionnaire, 2025

Based on the results in Table 8 , the significance value (Sig.) is 0.000. Since  $0.000 < 0.05$ , the null ( $H_0$ ) hypothesis is rejected. This means that the regression model that is formed is significant and feasible to be used to analyze the influence of training and competence on the performance of civil servants. The value of the F count (209.443) is greater than the F of the table (3.24). This shows that training (X1) and competency (X2) together have a significant influence on the performance of civil servants (Y).

#### Results of the Individual Parameter Significance Test (t-test)

The t-test aims to test whether each independent variable (training and competence) separately has a significant influence on the bound variable (civil servant performance). In this study, the significance level used was 5% or  $\alpha = 0.05$ . This means that we are willing to accept a 5% risk of error in making decisions. If the significance value (p-value) of the t-test is less than 0.05, then we can conclude that the independent variable individually has a significant effect on the bound variable. Table 10. Present the results of the t-test analysis calculation.

**Table 9. Results of the Individual Parameter Significance Test (t-test)**

Model	Standardized Coefficients		
	Beta	t	sig.
Training	.168	2.086	.039
Competence	.608	7.557	.000

Data Source: Processed from Questionnaire, 2025



Based on Table 9., a constant value of 3,572 indicates that if the Training and Competency value is zero, then the Performance of Civil Servants will be worth 3,572. This means that even though there is no Training or Competence, the Performance of Civil Servants still has a basic value of 3,572.

The regression coefficient (B) for Training is 0.428. This means that for every one unit increase in Training, Civil Servant Performance will increase by 0.428 units, assuming constant Competency. In other words, the results of the Individual Parameter Significance Test (t-Test) of Training have a positive influence on the Performance of Civil Servants.

The t-value of the calculation for Training is 2.764, while the t-table is 2.021. Since the t calculation  $>$  t table ( $2.764 > 2.021$ ) and the significance value (Sig.) is 0.009, which is less than 0.05, it can be concluded that Training has a significant influence on the performance of civil servants. In addition, the t-value of the Training calculation is positive (+2,764). This shows that the influence of Training on Performance is unidirectional. This means that if the quality of training is improved, the performance of civil servants will also increase.

The regression coefficient (B) for Competency is 0.617. This means that for every one unit increase in Competency, Civil Servant Performance will increase by 0.617 units, assuming constant training. The t-value for Competency is 4.148 with a Sig. value of 0.000. Because the Sig.  $<$  0.05, it can be concluded that Competency has a very significant influence on the performance of civil servants. The value of the Competence calculation is positive (+4.148). This shows that the influence of Competence on Performance is unidirectional. This means that if the quality of competence is improved, the performance of civil servants will also increase.

Based on the results of this t-test, it can be concluded that both Training and Competency individually have a positive and significant influence on the Performance of Civil Servants. The influence of Competency is seen to be greater than the influence of Training, because the regression coefficient is larger.

### **The Effect of Training on Civil Servant Performance at the South Sumatra Provincial PPPA Office**

Training has a positive influence on the performance of civil servants These results are in line with the results of previous research, including research from Zunaidah (2019), stating that good training can improve employee skills and productivity. Sitio (2022), Esthi & Savhira (2019), Lukman et al. (2024), and Hakim et al. (2022) found that training directly improves performance, both individually and in conjunction with other factors such as competence and work discipline. Studies by Pratiwi et al. (2023) and Irfan et al. (2024) confirm that investment in training contributes to increased productivity. In addition, research by Istianah (2024), Dewanti & Artaya (2019), and Zemburuka & Dangarembizi (2020) underlines a positive relationship between training and employee performance. (Ayu et al., 2022) and Nafsiyah et al. (2024) also support these findings by stating that employee training, competence, and commitment together improve discipline and performance.

### **The Effect of Competency on the Performance of Civil Servants at the PPPA Office of South Sumatra Province**

Competency has a positive influence on the Performance of Civil Servants These results are in line with the results of previous research, among others, according to A. R. A. Amin et al. (2024), showing that improving competence, such as through education and training, is important to improve performance. Basori et al. (2017), competence is a key factor that employees must have in order to work well and achieve organizational targets. McClelland (in Zainal, 2015) argues that individuals with high competence tend to behave more effectively and efficiently in various work situations than those with average competence. Hakim et al. (2022) and Kristin (2022) also concluded that competence has a positive and significant effect on performance. Mukhtar et al.

(2021) also emphasized that improving competence through training contributes significantly to work performance.

## CONCLUSION

Training has a positive and significant influence on the performance of civil servants (PNS) at the PPPA Office of South Sumatra Province. Well-designed and relevant training that is structured and involves active employee participation can enhance employees' knowledge, skills, and abilities, ultimately impacting performance improvement.

Competence also has a positive and significant influence on the performance of civil servants (PNS) at the PPPA Office of South Sumatra Province. Competence, which encompasses knowledge, skills, and attitudes relevant to employees' duties and responsibilities, is crucial for supporting effective and efficient performance.

## SUGGESTION

The training materials provided should be tailored to the specific needs of employees and practice-oriented to ensure direct application in real-world situations. Additionally, training needs to be updated regularly so that employees always receive the latest information on issues of violence against women and children, including regulatory changes and handling techniques. This will enhance their effectiveness in handling cases professionally.

To enhance the competence of employees at the Office for Women's Empowerment and Child Protection, it is necessary to conduct competency mapping to identify the required standards. Subsequently, develop development programs that encompass technical knowledge, interpersonal skills, and problem-solving abilities. Periodic evaluations are needed to measure employee progress, and a mentoring system can strengthen the transfer of knowledge and skills. Utilize technology such as e-learning to facilitate access to learning, and provide facilities and resources that support competency development. Furthermore, design clear career paths to motivate employees to continuously improve their skills and contributions within the organization.

Establish specific and measurable performance indicators, such as response speed, service quality, and victim satisfaction. Implement a transparent and fair evaluation system through regular assessments and feedback from superiors, colleagues, and those served, to obtain a comprehensive overview of employee performance.

Future research is recommended to expand the sample size, extend the study duration, and add variables such as job satisfaction, motivation, and work environment. This will yield more representative data and provide a more comprehensive understanding of the factors influencing employee performance.

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