

THE EFFECT OF JOB TRAINING AND CAREER DEVELOPMENT ON EMPLOYEE PERFORMANCE AT PT BANK CAPITAL INDONESIA TBK, SOUTH JAKARTA OPERATIONAL HEAD OFFICE

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ABSTRACT

Introduction: Human resources are one of the most important assets in achieving organizational goals, and effective management through training and career development is expected to enhance employee performance. In the banking industry, employee performance plays a crucial role in ensuring service quality, customer satisfaction, and organizational competitiveness. However, performance evaluation at PT Bank Capital Indonesia Tbk shows fluctuating results, highlighting the need to examine the influence of training and career development on performance.

Methods: This study uses a quantitative approach with saturated sampling, involving 52 employees at PT Bank Capital Indonesia Tbk Head Office of Operations South Jakarta. Data were collected through questionnaires and analyzed using validity and reliability tests, classical assumption tests, multiple regression analysis, correlation coefficients, coefficients of determination, and hypothesis testing.

Results: The findings reveal that job training has a significant positive effect on employee performance, with a strong relationship and contribution of 41.9%. Career development also shows a significant positive influence, with a moderate relationship and contribution of 34.4%. Simultaneously, both job training and career development significantly affect employee performance, contributing 55.6% while the remaining 44.4% is explained by other factors.

Conclusion and suggestion: The study concludes that job training and career development play a vital role in improving employee performance. Therefore, companies should continuously provide relevant training programs, improve the quality of instructors, ensure fair access for all employees, and design structured career development paths. These efforts are expected to motivate employees, increase productivity, and support long-term organizational growth.

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INTRODUCTION

Human resources are one of the most valuable assets for organizations, particularly in the banking sector where service quality and employee performance strongly determine competitiveness and customer satisfaction. Performance at PT Bank Capital Indonesia Tbk Head Office of Operations South Jakarta has shown fluctuating results, indicating issues related to employees' knowledge, motivation, and target achievement. Job training and career development are two critical factors that can improve employee competencies and align personal goals with organizational objectives. Training provides employees with the skills and knowledge needed to perform tasks effectively, while career development ensures long-term motivation and retention through structured opportunities for growth. This study aims to examine the influence of job training and career development on employee performance, both partially and simultaneously, in order to provide evidence-based recommendations for improving human resource practices at PT Bank Capital Indonesia Tbk.

LITERATURE REVIEW

Theoretically, employee performance is defined as the results achieved by individuals in terms of quality, quantity, and responsibility in performing their duties. Training, according to human resource management theory, is a planned effort by organizations to facilitate employees' learning of job-related competencies. Career development refers to structured activities that prepare employees for future roles, ensuring continuity and alignment between personal and organizational goals. Several previous studies confirm that job training positively impacts skills and productivity, while career development enhances employee engagement and performance. Based on these findings, the hypotheses proposed in this study are job training positively and significantly influences employee performance, career development positively and significantly influences employee performance and job training and career development simultaneously influence employee performance.

RESEARCH METHODS

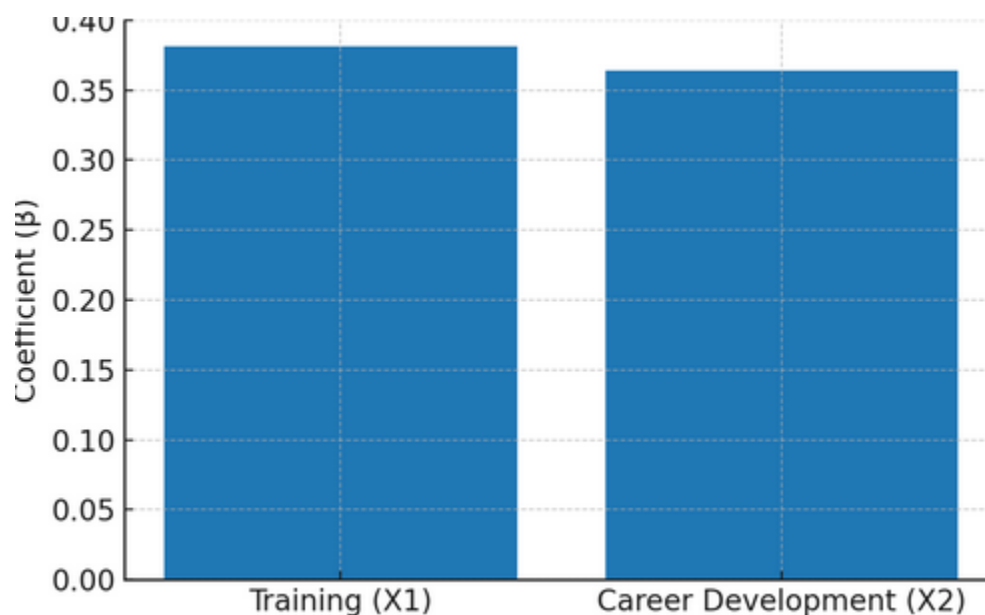
This research applies a quantitative approach with a descriptive and causal design. The study was conducted at PT Bank Capital Indonesia Tbk Head Office of Operations South Jakarta during the 2024–2025 period. The population consisted of 52 employees, all of whom were selected using saturated sampling techniques. Data were collected using structured questionnaires measured on a Likert scale. Instrument validity and reliability were tested prior to data analysis. The analytical techniques employed include classical assumption testing, simple and multiple linear regression, correlation coefficients, coefficients of determination, and hypothesis testing using t-test and F-test. Ethical considerations were observed by ensuring respondent confidentiality and voluntary participation

RESULT AND ANALYSIS

The results indicate that job training has a significant positive effect on employee performance, with a correlation coefficient of 0.648 and a determination value of 41.9%. This suggests a strong relationship, where improved training contributes substantially to performance outcomes. Career development also demonstrates a significant positive effect, with a correlation coefficient of 0.587 and a determination value of 34.4%, indicating a moderate influence. Simultaneously, training and career development jointly contribute 55.6% to employee performance, while the remaining 44.4% is influenced by other variables beyond this study. The findings align with prior research emphasizing that effective training enhances employees' technical and behavioral skills, while career development provides motivation, loyalty, and long-term commitment. In practice, however, the study found that not all employees were given equal access to training and structured career development opportunities, which contributed to fluctuations in performance evaluation results from 2022 to 2024.

Table 1

Variable	Coefficient (β)	t-count	Sig.	Conclusion
Training (X1)	0,381	6,01	0	Significant
Career Development (X2)	0,364	5,124	0	Significant
Constant	10,806			-



CONCLUSION

This study concludes that both job training and career development significantly influence employee performance, both partially and simultaneously, at PT Bank Capital Indonesia Tbk Head Office of Operations South Jakarta. The evidence confirms that training improves skills and work effectiveness, while career development strengthens motivation and long-term commitment. It is recommended that the company implement more structured and continuous training programs, ensure equal access for all employees, and enhance the quality of training materials and instructors. Additionally, designing transparent and fair career pathways will help sustain motivation and improve overall performance. These strategies are essential for building a competitive workforce capable of supporting organizational goals.

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