

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background of the Study**

The role of human resources is very important in a company, human resources is one of the factors that are directly involved in carrying out company activities and play an important role in improving the competence of the company in achieving its intended goals. Human resources are very important because if the human resources in a company are not good, the company will find it difficult to achieve the goals of the company. The development and growth of the company requires the availability of reliable human resources. Efforts to provide these resources can be obtained through improving the quality of human resources.

According to Suyonto (2018) qualified human resources are according to company needs can be obtained through employee training programs. Employee training and development are factors that encourage the achievement of employee competencies so that they can provide the best performance to the company. Companies need to identify organizational needs so that companies can implement the types of training programs that will be provided to individuals in the organization. Conformity of organizational needs and tasks with employee training programs will support the improvement of employee competencies. Adapting to the work environment, harmonizing one's ability to develop technology and the development of regulations in the business world is the target

of employee training, so that employees are competent in carrying out their duties.

Employee training for a company is an activity that is quite important to do, where this will be able to affect the level of work productivity and work performance itself and the company where the employees are working. According to Bernadian and Rusell quoted by Cardoso (1999), employee training is any attempt to improve the performance of employees in a particular work that is their responsibility or an assignment that is related to their work. To be effective training usually must include learning experiences, planned activities, and designed in response to identified needs. Ideally training should be designed to achieve company goals, while at the same time embodying the goals of individual employees, Training is often considered the most visible and common of all employment activities. Employees often like training because training frees them from their jobs or increases skills that can be used to master the positions they are currently occupying or will be occupying.

According to Tulus (2017) Training is also often seen as a reward from companies, a status symbol, or a vacation from daily work obligations. So training is useful in situations where employees lack skills and knowledge. Training is not intended to replace inadequate selection criteria, inaccurate job design, or inadequate company rewards. Training is more of a means aimed at previous active efforts, reducing negative impacts due to lack of education, limited experience, or lack of self-confidence of a particular member or group of members.

PT Charoen Pokhpand Jaya Farm Unit Medan-1 is located in Tanjung Morawa Subdistrict, Deli Serdang Regency, North Sumatra Province with the type of business in the form of Broodstock Chicken Farm and Hatchery Unit. This farm activity began operating commercially since 1993.

Based on the results of the writer's pre-observation with the company, there were still employees who did not run the Operational Procedure System properly. For example in the Biosecurity Operational Procedure System, the phenomenon that exists in this case is that there are still employees who do not wear masks, hats, special shoes or what are known as Personal Protective Equipment that have been disinfected when entering the cage and causing the life of chickens to be threatened by spreading viruses germs originating from the human body, feeding the chickens late, forgetting to check the chicken's feed and water tank, forgetting to control the right temperature in the cage, smoking in the cage, carrying cellphones and listening to music which causes the chickens to be stressed, failure of the laying process that can trigger death of the chickens. This will have a negative impact on employee performance results if done continuously. Biosecurity is a program designed to protect life. In a simple sense, for chicken breeding is to keep germs or disease agents away from the chicken's body and keep the chickens away from germs. This Biosecurity Operational Procedure System is implemented by controlling the traffic of people, such as locking doors and allowing certain people to enter after they are disinfected, washing hands after work, spray bathing, wearing special shoes, covering clothes, masks and hats that have been disinfected, carrying out vaccinations on chickens, recording history of

chicken flocks, washing chicken coops, control of feed, control of water, and control of waste. Lots of things can be a source of disease in chickens, including the chickens itself (sick chickens, disease-carrying chickens or that is usually called carrier chickens), humans (coop, guests), feed, drinking water, livestock manure, livestock waste, pests (rodents such as mice and various insects), birds and other fowl (birds that often enter farm areas such as pigeons and wild birds), and other animals (dogs, cats, etc.). There are two things that can threaten the life of chickens if they do not implement the Biosecurity Operational Procedure System, namely the entry of diseases that have never existed and existing diseases that do not disappear and tend to recur.

In this case, Biosecurity is an integral concept that affects the success of livestock production systems. If Biosecurity is implemented properly, correctly and are disciplined, the target of livestock productivity will be achieved properly. Biosecurity can be said as the front line of defense on a farm.

Phenomenon that also occurs in this case is that there is a fluctuation in the percentage of production of eggs results that shows the employee's performance has not been maximized because it has not achieve the 75% minimum target that the company has given at PT Charoen Phokpand Jaya Farm Unit Medan-1. This condition results in decreased employee performance which have an impact on the achievement of production results and company goals.

**Table 1.1 Production of Eggs PT Charoen Pokphand Jaya Farm Unit Medan-1 from January-December 2020**

Month	Number of eggs produced (Act)	Target Eggs (Std)	Percentage (%) A / S
January	1.342.623	1.755.043	76.50 %
February	1.718.938	2.176.866	78.96 %
March	2.531.424	3.011.415	84.06 %
April	2.188.180	2.579.820	84.82 %
May	2.593.480	3.109.871	83.40 %
June	1.914.499	2.381.955	80.38 %
July	2.039.390	2.591.899	78.68 %
August	2.575.848	3.183.613	80.91 %
September	2.003.879	2.461.597	81.41 %
October	2.008.125	2.543.620	78.95 %
November	2.320.330	2.902.129	79.95 %
December	1.614.210	2.212.554	72.96 %
<b>TOTAL</b>	<b>24.850.926</b>	<b>30.910.382</b>	<b>80.40 %</b>

Source: Prepared by the writer (PT Charoen Pokphand Jaya Farm Unit Medan, 2021)

From Table 1.1 the egg production above shows that there is a fluctuation in the percentage of egg production at PT Charoen Phokpand Jaya Farm Unit Medan-1 period January - December 2020. The lowest percentage was in December, namely 72.96%, the number of eggs produced was 1,614,210 eggs, while the egg production target was 2,212,554 eggs. The highest percentage was in April, namely 84.82%, with 2,188,180 eggs produced, the egg production target that must be achieved was 2,212,554 eggs. This fluctuation in the percentage of production results shows that the employee's performance has not been maximized.

This can be a result due to the lack of proper training implementation at PT Charoen Phokpand Jaya Farm Unit Medan-1 because in the training programs the company gives rules, regulation, materials, and updated information regarding the task that the employees need to do on their daily task according to the SOP of the company to maximize the ending production that is achieving or surpassing the 75% minimum target that the company gives and . Based on the background

of the problem above, the writer is interested in carrying out research on **The Effects of Training on Employee Performance at PT Charoen Pokphand Jaya Farm Unit Medan-1.**

## **1.2 Problem Formulation**

From the background of the study above, the following are some research questions to be answered through this study:

- a. How well is the training being implemented at PT Charoen Phokpand Jaya Farm Unit Medan-1?
- b. How well have the employees been performing at PT Charoen Phokpand Jaya Farm Unit Medan-1?
- c. What are the effects that training have on the employee performance at PT Charoen Pokphand Jaya Farm Unit Medan-1 ?

## **1.3 Research Focus**

The main focus for this research is to further have an understanding on what training is, how training is being implemented, and to know the actual effects and outcomes of doing training on the employee performance of PT Charoen Phokpand Jaya Farm Unit Medan-1. This research is focus on what effect does training have effect on employees performance, is training really is effective or not and what changes the employee performance have from the training that is implemented.

#### **1.4 Research Objective**

Based on the formulation of the problem above, the purpose of this study are as follows:

- a. To describe how training is being implemented at PT Charoen Phokpand Jaya Farm Unit Medan-1.
- b. To assess the performance of employees at PT Charoen Phokpand Jaya Farm Unit Medan-1.
- c. To discuss what the are the effects of trainig on the employees performance at PT Charoen Phokpand Jaya Farm Unit Medan-1.

#### **1.5 Benefit of the Research**

The results of this research are expected to provide benefits, namely:

##### **1.5.1 Theoretical Benefit**

The findings of this research is expected to contribute in the scientific field and scientific development from the researcher and the reader about the effect of training on employee performance.

### 1.5.2 Practical Benefit

- a. For the writer, the results of this research is expected to add knowledge and experience regarding the effect of training on employees performance theoretically and in real-time settings.
- b. For the company, This research is expected to be useful for the company as a material consideration in managing human resources, especially in training for employee performance.
- c. For other Researchers, this research is expected can be used as reference in conducting further research, with the same variable or with other variables. This research is expected to provide input for researchers to develop more concepts about the effects of training on employee performance

