

CHAPTER I

INTRODUCTION

1.1 Background of the Study

In general, every company in its operations requires factors that support for the achievement of good performance and high productivity. Resources human is one of the most important factors, because of the absence of the role of human resources quality activities in a company will not be implemented optimally. Each companies realize the success or failure of the tasks and functions that are implemented depending on the factors human resources (HR). Human resources, namely those that provide power, talent, creativity and efforts to the organization, company, or agency (Ikhsan, 2019). However, the sophistication of the means and infrastructure that is owned by a company without supported with the ability of employees, it is impossible the company can progress and develop

Gala Seafood Medan and located in Medan Estate. Gala Seafood Medan as a restaurant that serves seafood that is cooked with a variety of recipes that are delicious. A variety of foods and a variety of food that can be selected by the consumer. Gala Seafood Medan groups the focus of Indonesian food with emphasis on materials fish fresh seafood, shrimp, and scallops.

The principle of success behind any organization relies on its employees. They are the organization's real tangible assets, and they are indeed the ones that contribute effectively towards the success of an organization. Employee performance is mainly seen as the level of output delivered by the employee, which focuses on the quality and quantity. Employees performance who declines

resulted in complaints from consumers to the Gala Seafood Medan. Following Several complaints from consumers is:

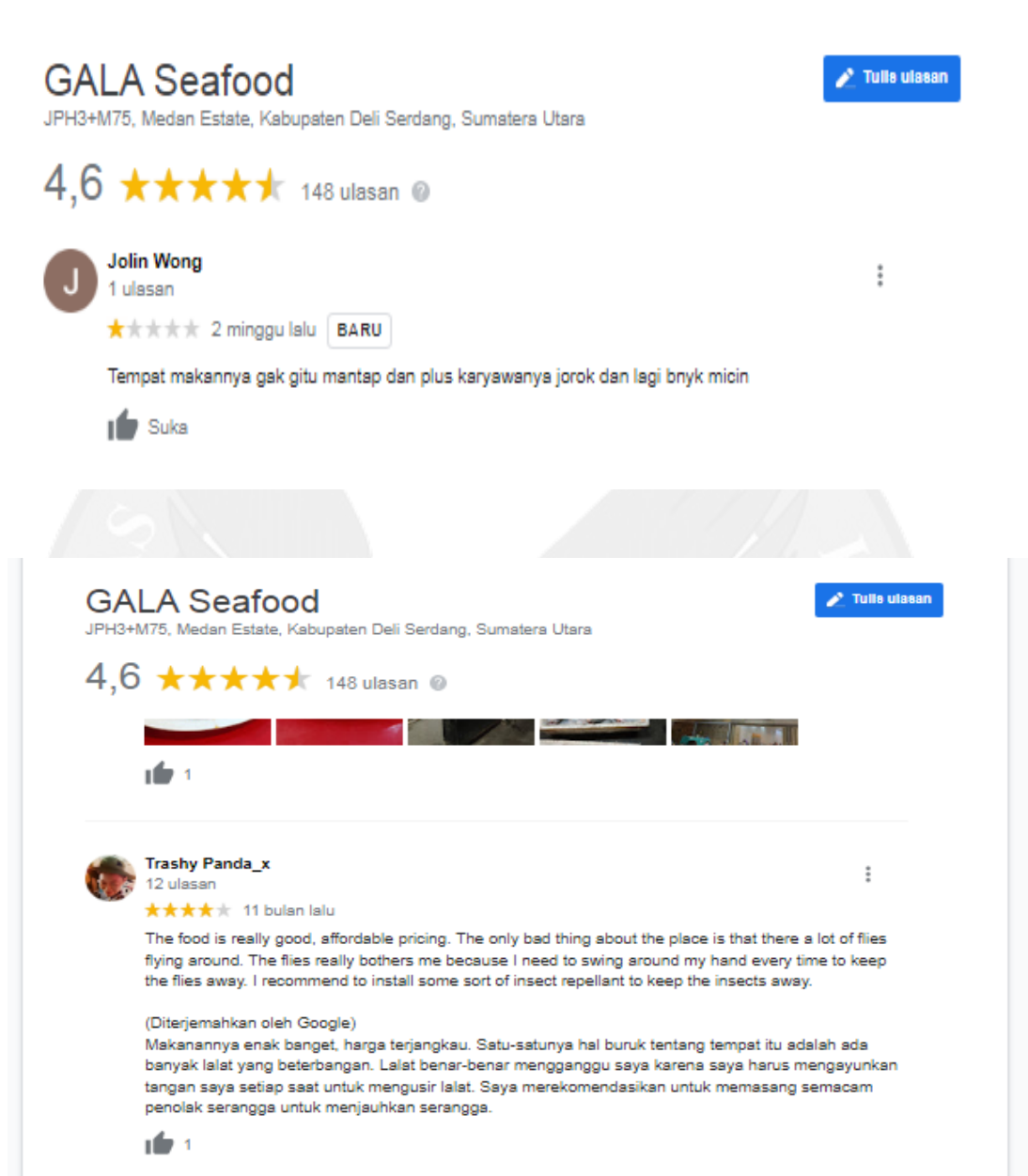


Figure 1.1 Gala Seafood Medan Review

Source: Google Review

Training is one of the important factors needed by every employee, both new employees and old employees. With training in a company or organization, it can be possible to increase employee motivation, which is also because employees

already have sufficient capital and ability to achieve company or organizational goals. Efforts to develop human resources in the company through training held by the company, so that the human resources that have been trained have optimal performance. With training activities, employees could absorb new knowledge or values, so that with this new knowledge employees can improve their performance in carrying out the tasks assigned.

Training at the Gala Seafood Medan is not given to new employees so that it causes employees to work is not optimal impact on services provided to the customer is less satisfactory. Many employees are also less understanding their duties so many mistakes. Some of the job training held by most employees who are included are not in accordance with the job description so that job training is not optimal.

In addition to training factors, there are other important factors that affect employee performance, namely motivation. Motivation is an encouragement that moves employees so they can improve their performance so that they can realize and achieve the goals set by the company. Motivation is very important for employees because with this motivation employees can complete the tasks assigned and can carry out employee responsibilities.

The study result proposed by Alfisah (2018) proved that work motivation positively and significantly influence employees' performance. To attain the desire goals and objectives from employee motivation, the organization must motivate employees by using main aspects such as achievement, recognition, challenge, responsibility, development, involvement, and opportunity.

Motivation is defined as energizing, directing, and sustaining employee efforts. It is equally important that effective leader understand how to effect people to perform specific behaviors and tasks they are likely to find mundane. A leader needs to be able to persuade employees to stay with the organization. Leader want employees to complete mundane tasks at times and always perform at a high level. A little provision of employee motivation can be seen from the provision of a few awards such as salary increases. Low motivation is also due to the provision of relatively few rewards such as bonuses that do not exist or incentives.

From the description that has been there before, it encourages researchers to discuss in the thesis under the title "**The Analysis of Employee Performance by Employee Training and Motivation at Gala Seafood Medan.**"

1.2 Problem Limitation

In terms of hospitality industry, there are many aspects that can affect the performance of a restaurant business.

This research will focus on:

1. Training, Motivation and Employee Performance.
2. Employee internal factors consist of personal data such as the set of population characteristics of respondent as male and female, aged 18-60 years, domiciled in the city of Medan, has 1 year of work experience.
3. Subjects of the research on all employees who work at Gala Seafood Medan from all parts or work units.

1.3 Problem Formulation

The problem formulation in this research are:

1. Does employee training have partial effect towards employee performance at Gala Seafood Medan?
2. Does motivation have partial effect towards employee performance at Gala Seafood Medan?
3. Do employee training and motivation have simultaneous effect towards employee performance at Gala Seafood Medan?

1.4 Objective of the Research

The main purpose of this research is to identify the relationship between food quality and service quality towards customer satisfaction. The objectives of this research are as follows:

1. To analyze whether employee training has partial effect towards employee performance at Gala Seafood Medan.
2. To analyze whether motivation has partial effect towards employee performance at Gala Seafood Medan.
3. To analyze whether employee training and motivation have simultaneous effect towards employee performance at Gala Seafood Medan.

1.5 Benefit of Research

There are some benefits in conducting this research. In this section, the benefits of the research are divided into two kinds of benefits, which are theoretical benefit and practical benefit.

1.5.1 Theoretical Benefit

The research result can be used to expand, improve and develop the relevant theories especially in the employee training and motivation and its effect on employee performance in hospitality industry.

1.5.2 Practical Benefit

1. For Author

This research is conducted in order to fulfill one of the academic requirements to obtain the degree of *Sarjana Manajemen* at Universitas Pelita Harapan Medan, as well as to help the author to get better understanding about the theories taught in the university.

2. For Gala Seafood Medan

The results of this research are expected to be useful and to provide benefits for Gala Seafood Medan as input or suggestion in improving the quality of food and the quality of service in terms of increasing the level of employee performance to reach its potential growth in the future.

3. For Future Researchers

The results of this research are expected to provide an additional source of information that can be used as a consideration and comparison material to obtain information and knowledge related to employee training and motivation towards employee performance.