

CHAPTER I

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

The innovative individuals or human resources in any levels in the company's organizational structure are the employees of the company. They are independent factors because humans have a dominant impact on other factors of production, therefore the management of company is to manage its human resource well for the performance of company's goals as well as for its development. There must be human resource management which deals with the management of the human resource in a company.

In addition to the already mentioned activities are ensuring fair treatment, appraising performance, ensuring employees' health and safety, building and maintaining good employee/labor relations; handling complains and grievances, and ensuring compliance with human rights, occupational health and safety, labor relations, and other legislation affecting the workplace. Regardless of field of expertise, from accounting to production control, learning about employees' rights, employer's responsibilities, and effective HRM practices may provide all managers with knowledge that enables them to perform more effectively.

Company environments differ significantly. Some organizations are driving employees through fierce competition while others strive to ensure a congenial, team-based atmosphere. There has been no total assurance of a method for driving performance that works consistently. Therefore, employee motivation is a delicate and purposeful challenge that requires more than an annual review or jotting a few notes in someone's personnel file. Just like getting in shape or learning a new language, bolstering the performance levels of employees cannot happen just overnight.

Job performance evaluation is a constructive process to acknowledge the performance of an employee. An employee's evaluation shall be sufficiently specific to inform and guide the employees in performing their duties. Performance evaluation is not in and of itself a disciplinary procedure; it is a key factor to develop the organization effectively and efficiently because it can make the policy or program better in for the human resources in the organization.

One of the ways to get good job performance is by providing effective job training for the employees. Kasmir (2016, p.127) explained that knowledge and skill owned by an employee who joined the training will be added. It can be seen from the work result or job performance that is achieved when he does work.

The quality of employees and their development through job training are major factors in determining long-term profitability of a small business. If a company hires and keeps good employees, it is good policy to invest in the development of their skills, so they can increase their job performance.

Job training often considered for new employees only. This is a mistake because ongoing training for current employees helps them adjust to rapidly change the job requirements. Training is essentially instructing others in information new to them and its application. It may, and often does, involve the teaching of new skills, methods and procedures. Very few people are born trainers, and most of those who wish to be trainers require training. Even those few who were born trainers benefit from training, and their effectiveness is enhanced as a result.

The writer did preliminary interview with the company operational manager and found some phenomena related to job performance. PT. Inkamex Makmur failed to achieve expected performance in their employees. Based on research, the company has experience problems in job performance where there is a decline on time attendance, work deadlines were not completed according to schedule, customer complaints regarding employee negligence when ordering products.

Based on interviews, one of the things that allegedly caused a decline in job performance in this company is job training. PT Inkamex Makmur Medan is a manufacturing company that produces household furniture such as wardrobes, dining tables, sofas, beds, etc. Employees who are accepted to work at PT. Inkamex Makmur will be trained for 3 months. If employee meets the requirements, the employee will be appointed as a permanent employee. However, after passing the training period employees did not get additional training so their performance did not improve. Lack attention of job training needs can impact the job performance in the future.

Based on this problems, a research is conducted with the title “**The impact of training towards job performance at PT. Inkamex Makmur Medan**”.

1.2 PROBLEM LIMITATION

By considering the limitation of time, knowledge, and ability that the writer has, this research report will focus on the impact of training towards job performance at PT. Inkamex Makmur Medan. In this research, the writer would like to limit the research of the training as the independent variable and job performance as dependent variable.

According to Bangun (2014, p.210) there are 4 indicators that affect training:

1. Job rotation
2. Planned assignments
3. Coaching
4. Position training

According to Sutrisno (2015, p.152), there are 6 indicators that affect job performance:

1. Job result
2. Job knowledge
3. Initiative
4. Mental quickness
5. Manner

6. Discipline and absence

1.3 PROBLEM FORMULATION

Based on the observation that is done by the writer during the research at PT. Inkamex Makmur Medan, the writer finds several problems being faced, which are:

1. Does training impact job performance at PT. Inkamex Makmur Medan?
2. What is the relationship between training and job performance?
3. What is the factor that impact job performance?

1.4 OBJECTIVE OF THE RESEARCH

Based on the problem identification proposed in previous point, the objective of this research are:

1. To analyze the impact of training towards job performance at PT. Inkamex Makmur Medan.
2. To discover what is the relationship between training and job performance.
3. To understand further what factor that impact job performance.

1.5 BENEFIT OF THE RESEARCH

The writer expects that this research can give benefits both theoretically and practically.

1. Theoretical Benefit

The theoretical significance of the research is as reference for readers and other researchers for further research about training and job performance.

2. Practical Benefit

The benefits for conducting the research in this company are as follows:

1. Company

Hopefully this research will shed lights to the company problems and provide information about the impact of employees training on job performance.

2. Writer

Hopefully this research can add and provide more understanding for the writer between theories and field.

3. Future Researcher

Hopefully this research can add reference, information, and theoretical education for other researchers and academic related to the field.

1.6 SYSTEMS OF WRITING

In writing this research report, the writer delivers it in five chapters which are:

Chapter I: Introduction

This chapter is an introduction chapter which consists of background of the study, problem identification, scope of the study, objectives of the study, and benefits of the study.

Chapter II: Literature Review and Hypothesis Development

In this chapter, the writer describes some theories that are related to the topic of the study, such as definition of entrepreneurship, family business, human resource management, indicators of training, Indicators of job performance. The writer presents previous research, develops hypothesis, makes research model and framework of thinking.

Chapter III: Research Methodology

This chapter consists of research design, research object, variables definition, data collection methods, and data analysis methods.

Chapter IV: Data Analysis and Discussion

This chapter comprises mainly of discussion regarding research object and

data analysis. In addition, this chapter will cover a comprehensive discussion on the results of data quality and hypothesis testing.

Chapter V: Conclusion

This chapter contains conclusions as the results of the whole research and the problems facing in this research. It also includes recommendations to overcome problems. Limitations in reporting the research were mentioned as well.

