

CHAPTER I

INTRODUCTION

1.1 Background of Study

In this modern era, business competition in the culinary world is getting heavier, this is marked by the number of entrepreneurs involved in the culinary world. This competition is due to the fact that the culinary business is now a very good business. An increase in population causes an increase in demand, especially for basic needs. At this time more and more office workers who spend a lot of time outside the home to work. This causes most people to not have time to be able to make their own food so they tend to prefer looking for fast food because it is considered more practical and save time. In addition to meeting their needs, they can also find a place to eat where it has a calm and comfortable atmosphere, different tastes or even a place for recreation.

The development of restaurants and cafes today has been colored by various kinds of competition in all fields. Seeing this condition, restaurant or cafe business owners are increasingly required to have the right strategy in meeting sales targets. Considering the development of increasingly sophisticated technology, owners are required to act quickly and accurately to overcome competition. To win this competition it can be done by displaying the best products at prices that are not too expensive and can meet the changing tastes of consumers, as well as with satisfying service to customers.

The current era of globalization and the upcoming competition that has taken place is global and changes in economic conditions have caused many organizations of various sizes to take steps to restructure. This has changed the way from the traditional era to the modern era. This condition must be really prepared. This preparation is mainly on the quality of human resources with appropriate qualifications. The problem of human resources is a challenge for management in one company because the success of management and the other depends on the quality of human resources. In other words, the survival of a company is determined by the performance of its employees.

The skill level is the basic material that is brought by someone to the working place, such as knowledge, abilities and interpersonal skills. The level of effort can be described as the motivation shown by someone to get the job clear. High or low performance of employees can be influenced by several factors, among others: ability and willingness to work, work facilities used, besides that it is also appropriate or not the chosen method of the company in motivating employees, with the right way in motivating employees to work, increasingly visible improvement productivity as expected by the company. Many factors affect employee performance, including training.

Ayam penyyet Ria is one of the restaurant businesses in Medan today. This restaurant was located at one of the crowded gas station in Medan, the name of the Gas Stasion was SPBU jalan Karya.

One of the ways to get good job performance is by providing effective job training for the employees. 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.

The writer conducted a short interview with the company's operational managers and found some parts related to job performance. Ayam Penyet Ria failed to achieve the expected performance on its employees. Based on interview, companies experience problems in job performance where there is a decrease in attendance time, work deadlines are not completed according to schedule, there are customer complaints regarding employee negligence when ordering the food.

Table 1.1
Attendance Data in Time Range at Ayam Penyet Ria Karya
2020

Month	Late	Absent
January	10	6
February	9	5
March	8	7
April	11	8
May	16	4
June	17	9
August	24	6
September	21	7
October	18	9
Novemner	17	10
December	21	11

Sources: Ayam Penyet Ria Karya, 2021

Kasmir (2016, p.127) explained that knowledge and skill owned by an employee who has just joined the training will be enhanced. It can be seen from the work result or employee performance that is achieved when he does work.



Muhammad Sihar Ritonga

Local Guide · 12 reviews · 8 photos



★★★★★ 2 years ago

Pelayanan pelayan sombong

(Translated by Google)

Arrogant servant service



Ayam Penyet Ria

Jl. Karya No.140, Karang Berombak, Kota Medan, Sumatera Utara

[Write a review](#)

4.3 ★★★★★ 289 reviews

Sort by: Most relevant

All

price 10

public service 9

menu 8



Andika Putra

1 review

★★★★★ a year ago

Saya sangat kecewa dengan **pelayanan** di ayam penyet ria jln.karya Medan. Saya sebagai customer tidak boleh menempati tempat duduk di lantai 2 dan harus mengisi di lantai 1 dengan alasan kapten berbaju hitam tersebut harus memenuhi lantai 1 dlu. Serasa naik bis kota harus duduk ditempat yg di tentukan dan tidak bsa memilih tempat yg saya inginkan. Tolong di peringatl karyawan untuk **pelayanan** yg lebih baik lagi.

(Translated by Google)

I was very disappointed with the service at the chicken penyet ria jln.karya Medan. I as a customer may not occupy a seat on the 2nd floor and must fill on the 1st floor with the reason that the captain in black must meet the 1st floor of the dlu. As if riding a city bus, you have to sit in a designated place and can't choose the place I want. Please warn employees for better service.

Like

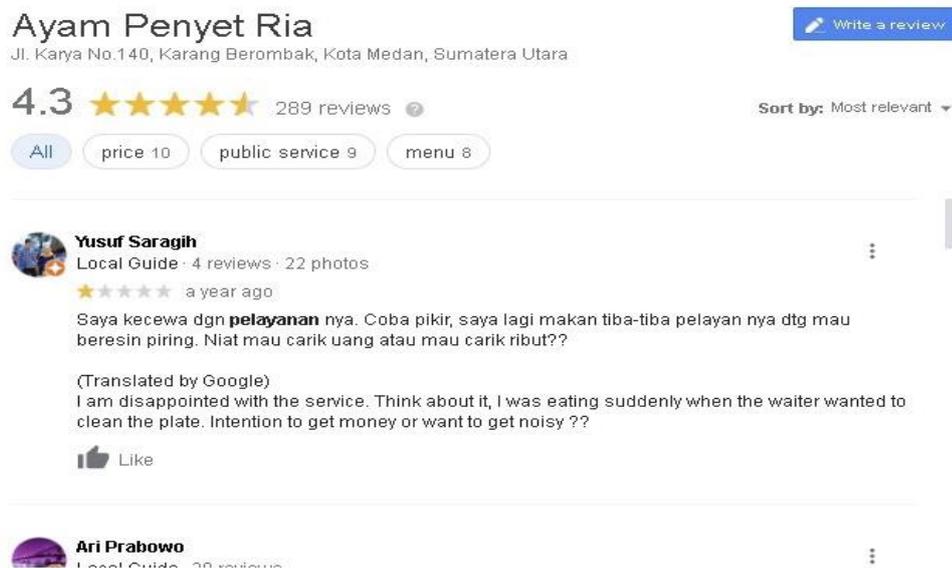


Figure 1.1 Online Review of Ayam Penyet Ria Karya

Sources: Ayam Penyet Ria Karya, 2021

Based on interviews, one of the things that is thought to cause a decrease in performance in this company is job training. Ayam Penyet Ria is a restaurant. Employees who are employed by the Ayam Penyet Ria will be trained for 3 months. If the employee meets the requirements, the employee will be appointed as a permanent employee. However, after passing the training period employees do not get additional training so that their performance does not improve. One of the factors that cause a decrease in employee performance is training that is not optimal due to limited training methods, fewer professional trainers and the time of participants who are not appropriate and willing to come on time to attend training. This condition is known from waiters who are less skilled in serving customers as seen from the way the waiters bring plates or trays when taking orders, how to speak less fluently, less smiling, less hospitality and seem to be

lazing in front of guests. The mastery of the menu that is still lacking is known when guests ask further about what menus are provided by Ayam Penyet Ria. Lack of attention to job training needs can have an impact on future job performance.

Based on this problems, a research is conducted with the title “The Influence of Training Towards Employee Performance at Ayam Penyet Ria Karya”.

1.2 Problem Limitation

Restrictions should be made to avoid discussing issues that are too broad so that they are out of the problem to be examined. Therefore, the researchers limit the scope of the problem between the training variables on employee performance at Ayam Penyet Ria Karya.

1.3 Problem Formulation

Based on the observation that is done by the writer at Ayam Penyet Ria Karya, the writer finds several questions, which are:

1. How was training at Ayam Penyet Ria Karya?
2. How was employee performance at Ayam Penyet Ria Karya?
3. Does training influence employee performance at Ayam Penyet Ria Karya?

1.4 Objective of the Research

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

1. To analyze training at Ayam Penyet Ria Karya.
2. To analyze employee performance at Ayam Penyet Ria Karya.
3. To find out the influence of training towards employee performance at Ayam Penyet Ria Karya

1.5 Benefit of the Research

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

1.5.1 Theoretical Benefit

1. The help readers understand the influence of training towards employee performance
2. To be the reference for other researchers in the future regarding topics related to training and employee performance.

1.5.2 Practical Benefit

The results of this research are expected to give recommendation to the company about how to improve employees training, so that employees' performance can be improved.