

CHAPTER I

INTRODUCTION

1.1. Background of Study

In the current era of globalization, businesspeople do not only operate domestically but have entered the global economy, changes and developments in the global economy continue to move in a very fast period of time. Companies as producers are required to be able to adapt to the current conditions. The company must have the right strategy in running the business to achieve the set goals.

The company's ability to adapt cannot be separated from the role of human resources as one of the important things that will support the performance of the company. Employees as human resources have an important role in the development and progress of the company. With employees who can work responsibly and carry out their duties correctly, the company will have good development in terms of business and business expansion carried out by the company.

Employees, as human resources, are important to the success of every organization. According to Kenton in Investopedia, human resources (HR) is the section of a business that is responsible for identifying, screening, employing, and training job candidates, as well as managing employee benefit programs (2020). Human resources are crucial in the twenty-first century, supporting firms in adjusting to a rapidly changing business environment and a growing need for excellent workers.

Employee performance refers to an employee's capacity to execute work in accordance with the obligations and responsibilities delegated to them. According to Bukit et al. (2017), when employee numbers are reduced, employee performance is also reduced. Performance is a result of effort put into completing specified duties. Every organization places a premium on performance. As a result, in order to accomplish strategic goals, an organization's ability to manage its employees' performance appropriately is required. To achieve long-term success, such management must constantly be consistent with the organization's needs.

Training is one of the things needed to help employee performance. Training is the provision of teaching to employees through certain courses or training carried out with an on-the-job training model which is taught directly by senior employees in the company. Guan and Frenkel (2018) assert that training has a high probability of improving employees' job-related knowledge and abilities. Training is critical in adapting employees' mindsets and skills to new work difficulties that comprise more demanding task assignments in response to quickly changing market needs and new technology.

Task satisfaction is a proxy for workers' expectations of the work they are currently doing. Work satisfaction refers to an employee's attitude toward or feeling of satisfaction or dissatisfaction with the results of an assessment of the work they have performed. Job satisfaction is an employee's subjective sense of contentment or dissatisfaction with their work. Kaswan (2012) in Dewi et al. (2018) say that job satisfaction is an employee's attitude toward their work and the workplace.

PT Suyanto Prestasi Mobilindo is a company engaged in the transportation of palm oil cars with address at Jalan Tapanuli No. 21. The performance of employees in the company at this time has decreased in performance. To ascertain the company's effectiveness thus far, the author examines staff attendance statistics during the epidemic. The following are the attendance statistics for employees.

Table 1.1
Employee Attendance Data in 2021

Months	Number of Employees	Working Days	Attendance Target	Lateness		Absence		Arrive on Time	
				Amount	%	Amount	%	Amount	%
January	132	26	3432	93	2.71%	40	1.17%	3299	96.12%
February	131	24	3144	92	2.93%	35	1.11%	3017	95.96%
March	132	25	3300	95	2.88%	36	1.09%	3169	96.03%
April	136	25	3400	92	2.71%	39	1.15%	3269	96.15%
May	136	20	2720	93	3.42%	38	1.40%	2589	95.18%
June	136	25	3400	120	3.53%	55	1.62%	3225	94.85%
July	133	26	3458	63	1.82%	56	1.62%	3339	96.56%
August	131	23	3013	45	1.49%	36	1.19%	2932	97.31%
September	136	26	3536	96	2.71%	32	0.90%	3408	96.38%
October	133	24	3192	45	1.41%	34	1.07%	3113	97.53%
November	130	25	3250	55	1.69%	32	0.98%	3163	97.32%
December	134	24	3216	65	2.02%	31	0.96%	3120	97.01%

Source: PT Suyanto Prestasi Mobilindo (2022)

In the employee attendance data, the total attendance of employees in 2020. The highest number of lateness occurred in June with a percentage of 3.53% and the highest number of absences in June with a percentage of 1.62%. This shows that the number of existing employees has not shown good performance in attendance at the company. The decline in employee performance at PT Suyanto Prestasi Mobilindo can also be seen from the company's revenue data which has decreased in recent years. The following is the company's revenue data at PT Suyanto Prestasi Mobilindo.

Therefore, to improve the company's performance again, it is vital to improve staff performance. In this instance, it is critical for the organization to provide training to employees so they can adjust to the current work environment. Training must be provided to ensure that staff can continue to operate in accordance with the company's existing efficiency standards. With training, personnel will once again be able to function at their peak levels. PT Suyanto Prestasi Mobilindo currently employs a variety of training methods, including:

Table 1.2
Employee Training Methods at PT Suyanto Prestasi Mobilindo

Training Type	Training Time	Held on
Service Excellence	Done as part of providing good service to customers	Conducted for new employees 2 times a month
Hospitality	Done to equip employees with knowledge about business lines in the company so that they can explain well to employees	Implemented by employees and guided by senior employees when taught on the job
Leadership	Implemented for employees who have supervisory and manager level positions	Taught by special guidance institutions
On the job training	Implemented by the leadership in assigning senior employees to teach work to new employees at work	Taught by senior employees to deal with conditions that arise at work for 3 months

Source: PT Suyanto Prestasi Mobilindo (2022)

From table 1.2, the training carried out is only given to new employees and does not conduct training for employees who have been working for a long time. Training is also only given to employees at the manager level and does not hold training for employees at the staff level so that the training carried out has not had a good impact on employee work performance.

On employee job satisfaction, currently employees who work do not have job satisfaction in accordance with their expectations. Employees have not been able to show attitudes and work loyalty and it can be seen from employees who

submit resignations because they are not comfortable doing their jobs. The following is employee resignation data.

Table 1.3
Employee Resignation Data in 2019-2021

Month	Resignation Employee			Reason for Resigning
	2019	2020	2021	
January	2	2	4	1. Many jobs 2. High working hours 3. Compensation that employees feel is still not appropriate 4. Get a new job 5. Employees have conflicts with coworkers 6. Does not match the leadership in the company 7. Lack of career development provided by the company.
February	1	1	2	
March	2	2	1	
April	0	1	1	
May	0	1	0	
June	2	2	0	
July	1	3	4	
August	2	2	4	
September	1	1	3	
October	2	2	4	
November	2	4	3	
December	2	2	-	
Total	17	23	26	

Source: PT Suyanto Prestasi Mobilindo (2022)

In the number of employees which resign every month, the largest number of resignations comes from 2021 for 26 people. The reasons for employee resignation include a lot of work, high working hours, inadequate salary, getting a new job, disagreement with co-workers, lack of professional advancement and not matching with the leadership in the organization. The reasons given by the employee for the resignation are the reasons because the employee experiences stress in carrying out the task in the organization.

The problem that became the research for the authors in this study was regarding the performance of employees who experienced a decline from employees who could not be disciplined in attending work. The training carried out by the company is currently less effective and only carries out training for new employees and manager level. Meanwhile, the employee's job satisfaction has not

been able to be achieved because they are not comfortable in carrying out their work and make employees resign from the company.

Based on this review, the writer decides to conduct research entitled **“The Effect of Training and Work Satisfaction towards Employee Performance at PT Suyanto Prestasi Mobilindo”**

1.2. Problem Limitation

The writer only focuses on the training and work satisfaction and its effect towards employee performance at PT Suyanto Prestasi Mobilindo.

The indicators of training are using the theory of Mangkunegara in Sudaryo et, al (2018) which are instructor, participants, material, method, purpose, and target. For work satisfaction will using indicator from Widodo, (2015) in Nabawi (2017) salary, the workitself, colleagues, promotion, working environment which about leadership. job competence, management policy, compensation, rewards, environmental atmosphere. Meanwhile for the indicators of work performance are using the theory of Mathis and Jackson in Sudaryo et al (2018) namely work quality, work quantity, working time, and cooperation.

1.3. Problem Formulation

To investigate the effect of training and work satisfaction towards employee performance at PT Suyanto Prestasi Mobilindo. The following discussion will comprise of things that questions the associated factor:

1. How is the training implemented at PT Suyanto Prestasi Mobilindo?

2. How is the employees' work satisfaction at PT Suyanto Prestasi Mobilindo?
3. How is the employee performance at PT Suyanto Prestasi Mobilindo?
4. Does training have effect towards employee performance at PT Suyanto Prestasi Mobilindo?
5. Does employees' work satisfaction have effect towards employee performance at PT Suyanto Prestasi Mobilindo?
6. Does the training and work satisfaction have effect towards employee performance at PT Suyanto Prestasi Mobilindo?

1.4. Objective of the Research

Based on the problem formulation which has been given above, the writer could deduce that the research purpose of this study is:

1. To evaluate the training at PT Suyanto Prestasi Mobilindo.
2. To evaluate the work satisfaction at PT Suyanto Prestasi Mobilindo.
3. To determine the employee performance at PT Suyanto Prestasi Mobilindo.
4. To find out the effect of training and work satisfaction towards employee performance at PT Suyanto Prestasi Mobilindo.
5. To analyze the effect of training towards employee performance at PT Suyanto Prestasi Mobilindo
6. To determine the effect of employees' work satisfaction towards employee performance at PT Suyanto Prestasi Mobilindo.
7. To investigate whether training and work satisfaction have effect towards employee performance at PT Suyanto Prestasi Mobilindo.

1.5. Benefit of the Research

The benefit of this research are as follows:

1.5.1. Theoretical Benefit

The outcomes of this research are expected to contribute to the existing ideas connected with training and work satisfaction and their influence on employee performance.

1.5.2. Practical Benefit

The practical benefit of this research as follows:

- a. For the writer, the result of this research is expected to contribute to the exciting theories relevant with training and work satisfaction have effect on employee performance.
- b. For PT Suyanto Prestasi Mobilindo, this research as information about whether the survey that has been made will be useful to improve the company's performance.
- c. For other researchers, to be a guide or reference in leading the researcher to do other research that is compatible with this research.