

# CHAPTER I

## INTRODUCTION

### 1.1 Background

The organizational performance has a strong line with employee performance. Performance is essentially result of work that can be achieved by a person or group of people in the organization, in accordance with the authority and responsibilities of each in order to attempt to achieve organizational goals in question legally, do not break the law and in accordance with moral and ethical (Prawirosentoso, 2008).

There are several factors that affect the performance of employees in this study, which is related to employee education, training and employee motivation. Sutrisno (2011) states that education is the totality of human interaction for full human development, and education is a process that is constantly evolving. Through education a person is prepared to have the provision to be ready to know, recognize and develop a systematic method of thinking in order to solve the problems that will be faced in later life (Sedarmayanti, 2003). In general, people with higher education will have greater insight, especially the appreciation of the importance of productivity (Mulyasa, 2009).

Training is also one factor that can affect the performance of employees. Training is a process that includes a series of acts (effort) carried out deliberately in the form of assistance to the labor performed by professional coaching in units of time which aims to improve the employability of participants in certain occupations in order to increase the effectiveness and productivity in organizations (Hamalik, 2007). Thus, education and training is an effective way to deal with some of the challenges being faced by large organizations. Andalas University has a vision into leading universities and dignified with a mission to develop the organization to improve the quality of good governance so as to anticipate and accommodate

changes in the strategic environment, and has the goal of preparing students to be members of the community who have the academic ability and professional and competitive to implement, develop and enrich the science, technology, and art.

With the vision, mission, and objectives to make it happen Andalas University should increase and maximize performance by providing the best possible public service to all stakeholders. If performance of institutions have not improved even decreasing it impossible vision, mission, and goals of the organization can be realized. It really depends the performance of human resources in providing public services.

Besides education and training, motivation is also thought to affect the performance of employees. In this case, the motivation must serve as a serious concern in Human Resources Management. Companies and non-governmental organizations and the government in question must make employees as assets, not only as a means of production. Therefore, the companies or organizations need to continually create an environment that is conducive to making employees always feel comfortable because of the fulfillment of the necessities of life. Some previous theories explain that the positive influence and significant correlation between education, training, and motivation of the employee or the employee's performance. This means that, when education, training, and motivation is enhanced or increased which means, the performance of employees will also increase or both. As research by Hamdyani (2014) suggested that the research results of education and training has a positive influence on employee performance.

According to research conducted by Mandang, et al (2017) factors that affect the performance of employees is education and training. Education is not something that is foreign to the people of Indonesia. Education is needed by everyone, it can be said that education is experienced by all people of all classes. But often, people forget about the meaning and nature of education itself. Like the other things that have become routine,

because it is true to say that everyone involved in education should always reflect on the meaning and nature of education, reflect on it in the middle of the action in a world that they do.

Education is an important matter to achieve prosperity and perfection of human life. Andrew Sikula in Hardjanto (2012) states that "Education is associated with an increase in general and understanding of the overall environment of human life and the development of knowledge, skill, mind, character, characters, and so on. According to UU RI No. 2 of 1989 on National Education System, which is referred to education isöconscious effort to prepare learners through counseling, teaching, and training for its role in the futureö.

So that the knowledge, abilities and skills of each employee can continue to evolve with the needs of the company, these employees need to acquire additional knowledge and skills with the provision of education and training. Education and training is basically aimed at improving employee attitudes and skills oriented to the interests of the company provide technical competence, managerial ability and its leadership, create efficiency, effectiveness and quality of implementation of the tasks performed. In the implementation of education and training, there are several factors that can influence it, namely teaching staff and the material presented during the training and performance expected after the employee to follow training (Annisa, 2015).

Based on the description above, researchers interested in conducting research with the title: "The Effects of Education, Training and Work Motivation On Employee Performance A Study of Rectorat Employees Universitas Andalas".

## **1.2 Formulation of the problem**

Based on the background above, there is formulation of the problems that can be studied more deeply, are :

1. Does education has an effect on employee performance of rectorat employees Universitas Andalas?
2. Does training has an effect on employee performance of rectorat employees Universitas Andalas?
3. Does work motivtion has an effect on employee performance of rectorat employees Universitas Andalas?
4. Do education, training and work motivation have effects on employee performance of rectorat employees Universitas Andalas?

### **1.3 Research Purposes**

Referring to the formulation of the problem, the purpose of this study is:

1. To analyze whether education has an effect on employee performance of rectorat employees univeritas andalas
2. To analyze whether training has an effect on employee performance of rectorat employees univeritas andalas
3. To analyze whether work motivation has an effect on employee performance of rectorat employees univeritas andalas
4. To analyze whether education, training and work motivation have effects on employee performance of rectorat employees universitas andalas.

### **1.4 Benefits of research**

The expected benefits of this research are as follows:

1. This research can enrich human resources management especially in terms of education and training, motivation and performance of employees.
2. As input and basis for decision-making considerations relating to human resource development within government agencies in general, in particular on

education personnel in higher education related to education, training, motivation and performance of employees

3. For the development of concepts and theories in the field of human resource management.
4. As a reference for subsequent research on models of human resource development related to education, training, motivation and performance of employees

### **1.5 The scope of research**

The scope of the research at the Rectorat Employees Universitas Andalas. To see the influence of education, training and work motivation on employee performance. The research included Rectorat Employees Universitas Andalas 82 people from various positions and position levels.

### **1.6 Outline of Research**

Systematics writing in the preparation of this thesis are :

#### **CHAPTER 1 INTRODUCTION**

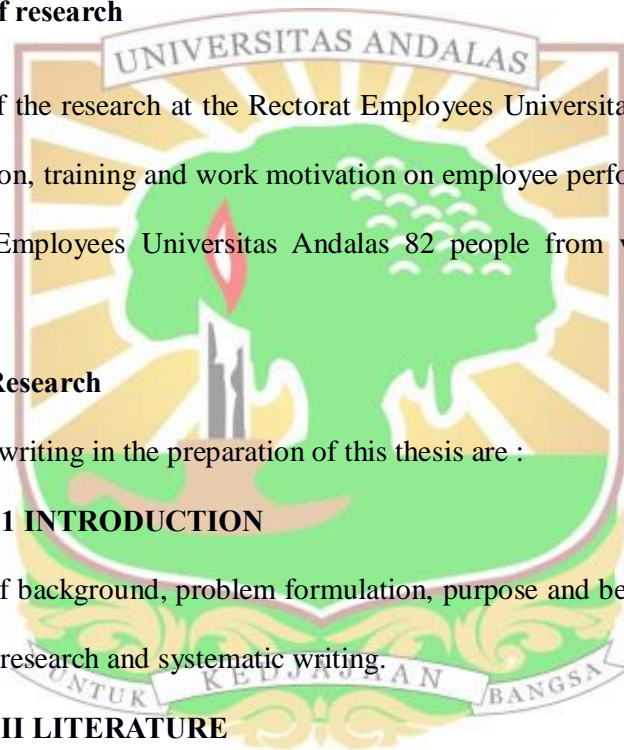
Consisting of background, problem formulation, purpose and benefits of the research, the scope of research and systematic writing.

#### **CHAPTER II LITERATURE**

Consists of a review of relevant literature in this study is the concept of performance, the concept of education and training, the concept of motivation and a review of previous studies, conceptual framework and hypotheses.

#### **CHAPTER III RESEARCH METHODOLOGY**

Consists of this kind of research, population and sample, types and sources of data, data collection technique, research and operational definitions of variables, research instruments and methods of data analysis.





## **CHAPTER IV RESULTS AND DISCUSSION**

Consists of a description of the characteristics of the respondents, the results of validity and reliability of data, an overview of the answers to the questionnaire, the results were studied and analyzed.

## **CHAPTER V CLOSING**

Consisting of conclusions and recommendations as deemed necessary suggestion and implementation.

