



## The Effect of Education and Training on Improving the Quality of Employee Work at PPA MDC Medan

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### ARTICLE INFO

**Keywords:**  
Education,  
Training,  
Improving the Quality  
Employee Work

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### ABSTRACT

Education is something that must be done by an organization or institution in developing its human resources in supporting the implementation of good training in improving work understanding for each employee. The training is a learning phase which is used to give understanding to every worker in understanding the good work system in the organization. Training is very important to develop an understanding of each HR. The quality of work is the result to be obtained from the performance results of each HR. In this case education and training are ways of developing human resources in aligning the growth of the human resources of an organization. The research objectives are to: 1) Determine the effect of education on improving the work quality of Medan MDC PPA employees, 2) Know the effect of training on improving the work quality of Medan MDC PPA employees and determine the effect of education and training on improving the work quality of Medan MDC PPA employees by sampling techniques in total sampling so the number of samples was 62 people Research conclusions are: Education has a significant effect on improving the quality of work of employees and is a dominant variable influencing the improvement of the quality of work of PPA MDC Medan employees, Training has a significant effect on improving the quality of work of PPA MDC Medan employees, education and training simultaneously have a significant effect on improving the quality of employee work PPA MDC Medan, Adjusted R Square value of 0.725 or 72.50%, meaning that the research variables in the form of Research and Training contribute or explain in improving the work quality of employees of PPA MDC Medan by 72.50% while the remaining 27.50% is influenced by other factors beyond research..

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### 1. Introduction

Training is to improve the technical, theoretical, conceptual, and moral abilities of employees according to the needs of the job / position through education and training (Mohammad Najib, 2018: 14). With education and training can develop the potential of every employee / employee in improving the quality both in terms of creative and innovative in carrying out their work. In the process of developing things that must be understood together namely the importance of education and learning in the employee's self-development stage. The quality of work is the result to be obtained from the performance results of each HR which is a company manager. In this case education and training is a way of developing human resources in aligning the growth of HR of a company (Robbin, 2013: 164). With the education and training carried out by each HR in a company will improve the quality of work of each employee both in terms of creativity, quality of data collection as well as the speed and forwards of each employee (Simamora, 2014: 47).

The research problem formulation is: 1) Is there an influence of education on improving the quality of work of PPA MDC Medan employees? 2). Is there any effect of training on improving the work quality of PPA MDC Medan employees? and 3) Are there simultaneous effects of education and training on improving the quality of work of Medan MDC PPA employees?

The research objectives are: 1) determine the effect of education on improving the quality of work of PPA MDC Medan 2 employees. Knowing the effect of training on improving the quality of work of PPA MDC Medan employees and 3) Knowing the effect of education and training simultaneously on improving the work quality of PPA MDC Medan employees.

### 2. Theory

#### 2.1. Educatin

Education is an activity carried out that aims to provide both scientific and social knowledge to human resources. Education is a tool that serves to develop the potential of every person in the form of learning and field practice. (Notoadmojo, 2008: 64).

Definition of education according to Presidential Instruction No. 15 of 1974 is all efforts to foster personality and develop the capabilities of Indonesian people physically and spiritually, which lasts a lifetime, both inside and outside the school, in the context of building the unity of Indonesia and society just and prosperous (Sedarmayanti, 2008: 32).

Education can be traveled through three channels, namely:

##### 1) Formal Education

According to Law No. 20 of 2003 formal education is defined as a structured and tiered education channel consisting of basic education, secondary education, and higher education.

##### 2) Non-Formal Education

Non-formal education can be defined as a channel of education outside of formal education that can be carried out in a structured and tiered manner (Law No 20 YEAR 2003)



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### 3) Informal Education

Education according to Law No. 20 of 2003 is a family and environmental education channel in the form of independent activities. (Suprijanto, 2005: 6-8)

### 2.2. Training

According to Robert and Jackson (2012: 5) training is a process where people achieve organizational goals through the stages of assessment, implementation and evaluation. Training according to Bernadin and Russel quoted by Gomes (2012: 5) training is an effort to improve employee performance in a particular company that is being their responsibility.

While training according to Monday (2008: 210) is an activity designed for learning, knowledge, and skills, which are needed for the current job. Understanding training is a process within an agency to improve the performance of its employees. Training is part of an investment in human resources to improve the ability and work skills because it can thus improve employee performance (Mangkunegara (2013: 30).

Training is a part of education that involves the learning process to acquire and improve skills outside the applicable education system, in a relatively short time and methods that prioritize practice rather than theory (Hasibuan, 2012: 71)

### 2.3. Employee Quality of Work

According to the term quality means quality, which is the level of good or bad things (KBBI, 2014: 128). The quality of work is meeting or exceeding customer expectations. According to Heizer and Render (2009: 171) that quality as the ability of products or services meet customer needs. According to Russell and Taylor (2011: 78) that quality as the totality of the appearance and characteristics of the product or service is trying hard with all its ability to satisfy certain needs.

While Bitner and Zeithaml (2008: 168) in Riorini, (2004: 22) states to be able to improve performance quality (work quality) there are several ways that can be done by companies, namely by providing training or training, providing incentives or bonuses and applying or applying technology that can help improve work efficiency and effectiveness.

## 3. Research Methods

This type of research is a quantitative descriptive study with a questionnaire instrument approach. conducted on employees working at the MDC Medan PPA foundation on Jalan Taufik Masjid No.130, Tegal Rejo Medan Perjuangan District, Medan City, where the population in this study was the work parameters of the MDC Medan PPA MDR service provider, amounting to 62 people, with a sampling technique by total sampling, the sample in this study the entire population of 62 employees of Medan MDC PPA.

Hypothesis tests include the t test (partial test), where the t test is carried out to determine the effect of each independent variable partially on the dependent variable. F test (Simultaneous Testing), testing conducted to determine whether all independent variables together (simultaneous) can affect the dependent variable and the coefficient of determination test (R<sup>2</sup>) in essence measures how much the ability of the independent variable (X) in explaining the variation of variables dependent (Y). The coefficient of determination is between zero (0) to one (1). A small R<sup>2</sup> value means that the ability of the independent variables in explaining the variation of the dependent variable is very limited. A value close to one means that the independent variables provide almost all the information needed to predict the dependent variation.

## 4. Research Result

The multiple linear regression equation is as follows:  $Y = 1,694 + 0,482X_1 + 0,206X_2$ , then the partial t value of the Education variable (X<sub>1</sub>) is obtained the tcount value is 5,310 and the ttable value is 1,670 where the ttest value is  $(5,310 > 1,670)$  and the value of t partially from the Education variable (X<sub>1</sub>) sig <0.05 (0,000 <0.05), so it can be concluded that education has a significant effect on improving the quality of work of Medan MDC PPA employees by 5,310. Partial t value of the Training variable (X<sub>2</sub>) obtained tcount value is 2.142 and ttable value of 1.670 where tcount > ttable  $(2.142 > 1.670)$  and sig value <0.05 (0.036 <0.05), so it can be concluded that the training significant effect on increasing the work quality of Medan MDC PPA employees by 2.142 and partial t value of the Education variable (X<sub>1</sub>) obtained tcount value is 5.310 and ttable value of 1.670 where tcount > ttable  $(5.310 > 1.670)$  and sig value <0.05 (0,000 <0.05), so it can be concluded that the dominant variable education has a significant effect on improving the work quality of PPA MDC Medan employees by 5,310.

Furthermore, the Fcount value is 37.164 with a significant level of 0.000. Meanwhile, the value of F table at the 95% significance level ( $\alpha = 0.05$ ) is 2.764 where  $(Fcount > F\ table)$  so that  $37.164 > 2.764$  and sig value <0.05 (0.000 <0.05). Thus, simultaneously there is a significant influence between Education and Training Towards the Improvement of Work Quality of PPA MDC Medan employees. Adjusted R Square value is 0.725 or 72.50%, meaning that the research variables in the form of Research and Training contribute or explain in improving the work quality of PPA MDC Medan employees by 72.50% while the remaining 27.50% is influenced by other factors outside of this research such as motivation, leadership, competence, compensation, personal factors and situation factors, government policies and the national economic situation.

## 5. Conclusion

The conclusions of the study are: 1) Education has a significant effect on improving the quality of work of PPA MDC Medan employees and is the dominant variable influencing the quality improvement of PPA MDC Medan employees. This is indicated by the significance value smaller than the significance level of 0.05. 2) Training has a significant effect on improving the work quality of PPA MDC Medan employees, this is indicated by the significance value smaller than the significance level of 0.05 and 3) Education and Training simultaneously has a significant effect on improving the work quality of PPA MDC Medan employees, this is indicated with a significance value less than the significance level of 0.05, while an Adjusted R Square value of 0.725 or 72.50%, meaning that the research variables in the form of Research and Training contribute or contribute in explaining the improvement in the work quality of PPA MDC Medan employees by 72, 50% while the remaining 27.50% is influenced by other factors outside the study.



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The research suggestions that can be given to the management of the Medan MDC PPA Foundation are: 1) The leadership of the MDPA Medan PPA Foundation further enhances the education of employees from within each employee in the form of training and education which becomes routine in annual activities to improve and understand the world of work and can apply 2) Leadership of PPA MDC Foundation Medan increased training provision for employees so that employees could improve service activities by increasing skills and skills obtained from the training provided and 3) Leaders of PPA MDC Medan Foundation paid more attention to improving the quality of employee work by providing employees skills are obtained from education and training

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