



## **The Influence of Education on Employee Performance PT. With The Work of Serving The Field Area**

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### **Abstract**

The purpose of this research is to determine and analyze the influence of education on employee performance at PT. WITH WORK SERVING THE Medan Area. Human resources have a very important influence on the realization of organizational goals. Performance in an organization is the answer to the success or failure of the organizational goals that have been set. Education has had an influence on employee performance in order to improve intellectual skills and can provide development of employee human resource potential in accordance with the targets and goals the company wants to achieve. This research aims to identify and analyze whether education influences employee performance at PT. WITH WORK SERVING THE Medan Area. The role of education in improving the quality of human resources is very important. This is very important considering that education is a way out of the problem of bottlenecks in a person's knowledge and skills in their field of work. The influence of education on employee performance has the greatest influence. The suggestion is: remember that education has a significant positive influence and makes a significant contribution to employee performance at PT. BY SERVING THE Medan Area, the company and management need to increase the performance intensity of their employees so that they work at a more significant level of performance.

### **Keywords:**

education, employee performance

### **Introduction (12pt, bold)**

According to Ambarita, 2012: 5-8 in Yohanes R. Nababan et al., (2016), Human Resources (HR) is the most expensive corporate asset compared to other assets because HR is the main driver of the company's organization which must be managed optimally. The resources owned by the company will not provide optimal results if they are not supported by human resources who have optimal performance. In addition to the company, human resources must also constantly improve their competence, along with the development of the globalization era. In order to compete in business competition, companies are required to obtain, develop, and



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maintain quality Human Resources. Therefore, it is not surprising that the running or failure of an organization is influenced by how high the quality of HR performance and the organization's ability to make maximum use of external resources. This shows how important Human Resources (HR) are in the company. For this reason, the implementation of Human Resources (HR) in company assets can be done by maintaining Human Resources to improve the quality of their competence in the development of the globalization era.

According to Nopirin 1997 in Feti Fatimah Maulyan, (2019) basically the problem of human resources is closely related to the problem of labor productivity itself. If measured by productivity, the quality of Indonesian human resources is still relatively low. Human Resources must be converted into a skill asset that is beneficial to development. Human Resources is the main element of the organization compared to other elements such as capital, technology, and money because humans themselves control the others. Talking about human resources is inseparable from other management activities or processes such as strategic planning, management development and organizational development.

According to Cut Zurnali 2010 in Samsuni., (2017) The relationship between the aspects of management is so close that it is difficult for us to avoid talking separately from one another. goals to be achieved by the company. Meanwhile, the role of human resource management is to organize and establish a staffing program that includes:

- a. The number, quality and determination of an effective workforce in accordance with company needs.
- b. Determining employee attraction, selection and placement.
- c. Establishing welfare, development, promotion and dismissal programs.
- d. Knowing the labor laws.

Employees of PT. WITH KARYA MELAYANI Medan Area are an element of a very important organization. This is because employees are the movers and executors of every company or agency, in order to achieve the goals that have been set together, however good the company will not run well if the employees as its implementation do not work well. Employee performance can be realized with the goals of the company in accordance with the times and must be supported by adequate education, because employees as a quality resource who will be the executor of the development activities of PT. WITH KARYA MELAYANI Medan Area, then education is the most important element in the development of a company.

This study aims to determine the effect of education, both partially and jointly on employee performance at PT. WITH KARYA MELAYANI Medan Area. In general, the purpose of this study is to determine how much influence education has on employee performance at PT. WITH KARYA MELAYANI Medan Area and to find out other factors that can affect the relationship between education and employee performance at PT. WITH KARYA MELAYANI Medan Area. The results of this study can help companies to understand the importance of education for their employees. Companies can use training and development programs that are relevant to the needs of their employees.

For that, improving employee performance, organizations need to pay attention to these factors. Employee performance is important for the organization, because it can affect the achievement of organizational goals. Employee performance appraisal is an important thing to do, so that the organization can find out employee performance and take steps to improve employee performance. By paying attention to these things, organizations can create a work environment that is conducive to improving employee performance. The purpose of employee performance is to measure and evaluate employee work results. Measuring



employee work can help organizations understand employee performance and take steps to improve employee performance.

In the company more precisely at PT. With Karya Melayani Education plays a very important role in increasing good employment opportunities and providing greater opportunities to get a good job and high income. And many companies and organizations are looking for individuals with good formal education because it can reflect a person's commitment and perseverance in achieving goals. Education and training is carried out so that human resources can always keep up with the development of science and technology. because the higher a person's level of education, the more abilities he has. This will be seen from the mastery of science and technology to be productive in building his career. Someone with higher education will be able to find business ideas and build self branding with soft skills. In companies (DKM) Education is one of the important factors in meeting the needs of human resources according to market needs in the current era of disruption. All education implementers must foster a growth mindset in order to adapt to technological developments, so that an innovative culture will be realized in employees. Education has a significant influence on employee performance at PT. WITH KARYA MELAYANI Medan Area. Employees who have higher levels tend to have better performance. However, the effect of education on employee performance at PT. WITH KARYA MELAYANI Medan Area is not only direct. Education can also affect employee performance indirectly through increased motivation and commitment in employees of PT. WITH KARYA MELAYANI Medan Area. Employees who have a higher level of education tend to have higher motivation and commitment, so they are more active in working and contributing to the company at PT. WITH KARYA MELAYANI Medan Area.

## **Methods**

In accordance with the problems studied, this research is descriptive analytical and exploratory research, with secondary data collection obtained from data collection institutions and literature. From the existing problems, seen from various literatures, then analyzed to draw conclusions.

## **Results**

This research concludes that PT. WITH KARYA MELAYANI Medan Area. Faced with human resource problems including relevant employee education levels which are very meaningful because they are related to readiness to face the progress of companies in the field of skin health care and opportunities that are also faced by employees at PT. WITH KARYA MELAYANI Medan Area. As for education and performance cannot be separated, because education is able to improve employee performance and is able to make employees more proficient in the products available at PT. WITH KARYA MELAYANI Medan Area and is able to be a driving force for other employees in conducting education and achieving work targets. Education can be defined as a systematic process for transferring knowledge, skills, values, and social norms from one generation to the next. It involves interactions between teachers and learners, as well as various learning methods and strategies to improve individual understanding and abilities. In a broader context, education is not only limited to formal environments such as schools or colleges, but also involves lifelong learning and the development of individual potential. Education includes cognitive (knowledge), affective (emotions and attitudes), and psychomotor (physical skills) aspects. Education has the



purpose of shaping character, preparing individuals to cope with everyday life, promoting an understanding of society's values, and improving critical thinking skills. It is also a tool to achieve social, economic and cultural development in a society. In many studies, the effect of education on employee performance often shows a positive correlation between education level and worker performance. Employees who have higher levels of education tend to have better skills and knowledge, which can support them in performing their duties more efficiently. Employee performance is the result of work achieved by an employee in carrying out their duties, responsibilities in the organization. Employee performance can be measured through the achievement of predetermined targets, work productivity, quality of work results, and quality of work in teams. In general, employee performance can be defined as follows:

A measure of the extent to which an employee succeeds in achieving the goals and standards set by the company or organization where they work. The results achieved by an employee in carrying out their duties and responsibilities in the organization. The ability, skills, and work results shown by an employee in carrying out his duties and responsibilities at work. Employee performance is important for the company because it can affect various aspects, such as:

1. Company productivity
2. Customer satisfaction
3. Company reputation
4. Company survival

Therefore, companies need to conduct periodic employee performance appraisals to determine the level of employee performance and take the necessary steps to improve employee performance. Here are some employee performance indicators that can be used to measure employee performance:

1. Target achievement
2. Work productivity
3. Quality of work
4. Quality of work in a team
5. Attendance and punctuality
6. Compliance with regulations
7. Attitude and behavior

Nonetheless, it is important to note that correlation does not necessarily imply causality. There are many other factors that can affect employee performance, such as work experience, work environment and management support.

Studies conducted in this context show a positive correlation between employees' education level and their performance in the work environment. Employees who have higher levels of education tend to perform better compared to their peers who have lower levels of education. The role of education in efforts to improve the quality of human resources is very important, considering that education is a way out of the problems faced from the congestion of one's knowledge and skills in the field of work. A person becomes aware of his work, looks for solutions to the problems faced, is able to master feelings when facing people who are angry with the people he faces, education is able to make a person become humble, willing to serve



well, aware of his responsibilities at work, willing to understand others, become mature because of awareness of his life. All that is done to become better is as a result of educational reasoning, and vice versa, what is done so that someone is considered incompetent, incapable of working, also involves the implementation factor of education. In the economics of education, it is stated that the more education that covers all aspects of life. Thus employees can provide good performance for the company. Factors that can explain this positive relationship involve aspects such as deeper skills and knowledge, good problem-solving abilities, motivation and dedication to self-development, and the ability to contribute creativity and innovation in the work environment.

It is important to remember that these findings are correlational in nature, and there are other factors that also influence employee performance, such as work experience, work environment, and management support. Therefore, these results suggest that education can be an important factor in improving employee performance, but not the only factor to consider. The integration of education with other factors can provide a more complete understanding of the complexity of the relationship between education and performance in the world of work. the effect of education on employee performance often shows a positive correlation between the level of education and worker performance. Employees who have higher levels of education tend to have better skills and knowledge, which can support them in performing their duties more efficiently.

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