

The Application of Employee Job Training at the Level of Production Quality of the Café RD Business Analyzes the Results of the Evaluation of the Productivity of Employee Performance From Year to Year in the Café RD MSME Business Lubug Begalung

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ABSTRACT

This Community Service Program (PKM) aims to identify and increase the owner's understanding and knowledge of how to train employees to support a competitive advantage in the competition in order to increase business income and can recommend the right mix of strategies or compositions. In this Community Service, there are 4 stages for the method that has been passed which consists of preparation, screening, implementation of activities and evaluation. The results of this PKM show that socialization to workers can increase competitiveness in the tempo and toge business (Blessing), and motivate employees to increase production quality. It is also hoped that this PKM activity will also have an impact on increasing the insight and understanding of business owners on how to make quality performance.

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INTRODUCTION

The business world is changing rapidly these days. The company faces high competition in the business world and continues to strive to improve its business. according to [1]. With such fierce competition, companies must be able to compete with existing competition.

Similarly, in the business world, especially the world of technology and the efforts of companies in the world that can produce various products for the food industry. Explanation [2] Human resources are an important part of business success. According to [3], [4] and [5], the quality of employee work is a major success factor

an undertaking. The success of modern technology or machinery, strong capital, and proper marketing activities are partly due to good human resource management. Improving the quality of human resources is the key to gaining competitive advantage.

The same business competition, business actors need to carry out strategies in the creative and innovative process to maintain a business life that has been built from scratch and maintain the existence of their business.

According to [8] and [9] the quality of human resources in large and small organizations or companies can be improved through education and training activities.

Job training can be done by improving the skills and knowledge of employees so that they can use their skills in various tangible ways, such as providing training courses, employee training, and others. According to [14], [15], and [16], companies should be able to choose the most effective job training system or method to achieve targets. The potential of each employee must be known to the company before holding a training program because by knowing the potential of company employees can direct career paths according to their expertise so as to create quality employees and achieve optimal productivity, this is supported by research [17] and [18] Therefore, effective job training is important in the company to achieve the quality of employee work.

Employee training methods fall into two categories: direct methods (On the job), which are carried out at work, and indirect methods (Off the job), which are carried out outside the job. On the job training is the process of improving the skills, knowledge, work habits, and attitudes of employees under the guidance of an experienced employee or supervisor. Off the job training is training when employees are not working. Some of the on-the-job training methods include: Job Instruction Training, Job Rotation, Apprenticeship, and Coaching. Off-the-job training methods include: lectures, video presentations, vestibule training, role playing, case studies, simulations, learning self-paced, programmed learning, laboratory training, according to [25], [26] and [27].

COMMUNITY SERVICE METHOD

Community Service Activities (PKM) to this business are carried out with a socialization approach to tempe berkah business owners for the application of training and improving the level of quality of their business production by using existing socialization. The implementation of activities can be described as follows:

a. Preparation

The preparatory event includes several procedures:

- a) Preparing ingredients
- b) Inspection of premises
- c) Ask permission
- d) Public Works Place Proposal and Approval Process (PKM) for Café Rd business owners

b. Screening

After making maximum preparations, the next step is to screen applicants. There are several ways to complete the task:

- a) Prepare activities to be carried out in Community Service (PKM)
- b) Ensure all tools are ready to be brought to the location
- c) Ensure all event needs such as transportation, souvenirs and banners.

c. Activity Implementation

These activities are related to the implementation of Community Service (PKM) which is scheduled within a certain time. The existing activity plan is satisfactory.:

- a) Introduction of Community Service Members (PKM) to employees on site
- b) Presentation of Material
- c) Socialization and interview for application Training and improve the level of production quality to business owners
- d) Concluding (Documentation and Administration)

The training process by lecturers who carry out community service is carried out for 180 minutes (3 hours). In this training, the service team also held a short discussion, question and answer

d. Evaluation

This activity is an important part of being an innovation and continuous improvement in the future, in connection with the achievements or limitations that still exist during the implementation of Community Service (PKM).

RESULTS AND DISCUSSION

Community service activities carried out at Kadai RD Kadai RD Jln: Jln.Andam Dewi, lubeg West Sumatra run orderly, well and smoothly. This activity is a Project Based Learning (PBL) task that must or must be carried out by every student, which in total includes:

1. Upbringing and teaching
2. Research
3. Community Service

PKM with the theme of Competency-Based Human Resource Development is considered appropriate because it provides a deeper understanding of how to manage employee productivity to work more. This activity was filled directly by the PKM team leader, Mahmuda Sitorus. In its implementation, the material is given in the form of socialization to owners and employees in the form of face-to-face or directly.



CONCLUSION

Based on the community service that has been carried out, starting from preparation, screening, and implementation of activities, it can be concluded that the training carried out at UMKM Café Rd is very helpful for MSMEs in improving the quality of work of MSME employees. When the quality of employee work increases, the quality of sales from MSME Café Rd increases every month. With the improvement of services every month, this will have a positive impact on the income of MSMEs Café Rd, so employee welfare can increase as well. In conclusion, every company or MSME must pay attention to human resources to be able to support and grow an MSME into a large company later.

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