

**THE INFLUENCE OF HUMAN RESOURCE MANAGEMENT ROLE
ON THE PERFORMANCE OF EMPLOYEES AT PT BANK SUMUT
KRAKATAU MEDAN CITY BRANCH OFFICE**

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Abstract

Roles can be defined as unique behaviors that represent the characteristics of each individual in a work group or social environment that has a major influence on events. In terms of improving the quality of performance of Krakatau North Sumatra branch office, this will be achieved through continuous improvement of the quality of human resources, who always strive to improve the level and quality of services to meet the needs and expectations of the community. The purpose of this study was to determine the influence of management on the quality of employee performance at PT Bank Sumut in Krakatau Medan City Branch Office. The sample used is a saturation sample, taking all members of the population as a sample of 13 employees. The data collection method used is interviews, the role of HR management in employee performance indicators is found through a literature study, the indicators used include work systems and structures, work quality, collaboration creativity. The results of the study indicate that (1) HR management has a significant effect on the quality of the performance of PT Bank Sumut Krakatau Medan City Branch Office; (2) work quality has a significant effect on the quality of employee performance at PT Bank Sumut Krakatau Medan City Branch Office; while (3) obstacles or constraints has simultaneously affected the quality of employee performance at PT Bank Sumut Krakatau Medan City Branch Office.

Keywords: Human Resource Management, Employee Performance, Barriers

1. INTRODUCTION

Science and technology's rapid advancement has a fairly significant impact on all aspects and levels of economic development at current moment in time. A country's economic growth will be bolstered by its human resources. Organizations need human resources because human resources are critical to the success of an organization. While an organization may have a clear vision and mission for how it wants to accomplish its work, achieving those goals will require sound leadership and management. A company's long-term performance is directly related to the caliber of its workforce. Good performance and excellent human resources are the foundations of an organization's success and effectiveness (Sudarmanto, 2009).

Human resource management is a process that begins with job analysis and planning, continues with manpower planning, recruiting and selection, training and development, career planning, and work performance review, and concludes with the provision of transparent compensation. Human resource development is critical to meeting the demands of today's responsibilities and, more importantly, to addressing future issues. Numerous

examples have demonstrated that even the adoption of a full orientation program does not guarantee that workers can perform their jobs satisfactorily immediately. This means that employees, particularly new recruits, continue to require training on a variety of areas of the tasks assigned to them. Even experienced professionals must constantly update their knowledge, skills, and talents, as there are always more efficient ways to boost work productivity. Not to mention, if an employee is assigned to a new job, it is not improbable that there may be some negative or unfavorable working habits that need to be improved (Siagian, 1994).

The quality of service of an institution is a measure of the success of an organization's management in an institutional agency, both private and government. Good service to the community shows that the performance of the employee or employee has good quality. However, the estuary of all services rests on an organizational culture that is well-organized and controlled through human resource management that has quality and quality organizational governance. Organizations have a vital role and function in building the quality of employee performance by cultivating an organizational culture that is highly committed to providing excellent service to the community. Organization is a system that regulates the governance of each element and laling affects each other, if there is inequality or one of the subsystems that does not run, it will affect the other subsystems (al Fatta, 2007; Dahlan et al., 2017a).

The advancement of worker / employee professionalism, as the quality of human resources (HR) plays a critical role in a government organization's provision of services to the community / public (Baedhowi, 2007; Yullyanti, 2009). Employees serve as the driving force behind the management of other resources, ensuring that they are used appropriately and correctly after being effective and efficient in accordance with the role and function of the organization's rill (Yullyanti, 2009). To further enhance the function of human resources, the government apparatus must be developed to improve its quality, making it more knowledgeable, and highly dedicated to service, in order to give best services to the community in accordance with the demands of the times as yet (Husain et al., 2011)

The objective of this article is to increase the author's knowledge about conducting university internship activities as a means of providing service to the nation and state. Besides that, the objective is to reveal the findings of research conducted at PT Bank Sumut Kraktau Medan City Branch Office.

The purpose of this study was to determine whether there is an influence of human resource management role on the quality of performance of the employees of PT Bank Sumut's Kraktau Medan City Branch Office. Furthermore, the essence of this research is to maintain and improve the performance quality of employees as a form to always have a commitment to maintain quality performance in an effort to provide excellent service to the community/public.

2. THEORETICAL REVIEW

One of the nation's current challenges is the management of low-quality human resources. When human resources are utilized efficiently, they can assist sustain the pace of a country's sustainable growth (Koesmono, 2005). The term "human resources" refers to the process of planning and developing human resources in order to accomplish personal and

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organizational objectives (Lolowang et al., 2016). Human resource planning seeks to ensure that an organization's needs are addressed while also meeting the demands of its employees. Competency-based human resource management is a management concept that associates an organization's human resource activities with fundamental competencies that must be surpassed (Noer et al., 2017).

Barriers or obstacles are characteristics or goals aimed at impeding organizational values, habits, and so on that have been developed over time by founders, leaders, and members of the organization and are socialized and taught to new members and applied in organizational activities in such a way that they affect organizational members' mindsets, attitudes, and behavior when producing products, serving consumers, and achieving organizational goals (Wirawan, 2007). In public sector organizations, the inner tie between employees and the organization might be based on the organization's shared mission, vision, and goals, rather than on a work relationship. Their commitment to work in government agencies is not based on monetary compensation, but on an inner bond, such as a desire to serve the state and be a public servant, social standing, and so forth (Hakim, 2015).

Performance refers to an employee's level of achievement in the duties that comprise his or her employment. Performance measures an employee's ability to meet job criteria. Frequently confused with effort, which reflects the amount of energy exerted, performance is determined by results (Parmitasari et al., 2017).

This research was undertaken by numerous researchers who had previously conducted research on human resources, organizational barriers or limitations, and performance quality. According to (Dahlan et al., 2017b), leadership style has a significant influence on employee performance through job satisfaction. Leadership style is one indicator of human resource management that contributes significantly to employee job satisfaction (service).

PT Bank Sumut Kraktau Medan City Branch Office efforts to improve service quality are driven by human resource management, which is always focused on providing high-quality services in order to satisfy the needs and expectations of the community. According to research findings (Widodo, 2015), there is a strong correlation between human resources and work ability. This research established that human resources have an effect on work competence at the Regional Secretariat of East Lampung Regency. The research findings by Oktarina & Mustam (2018) indicate that the management of State Civil Apparatus (also referred to as ASN) resources within the framework of bureaucratic reform at Pekalongan City's Regional Education and Training Personnel Agency (also referred to as BKPPD) complies with the eight regulations-mandated aspects, which include recruitment, position analysis, job evaluation, preparation of managerial competency standards, competency-based individual assessment, and performance assessment. The following research results Satriani & Sary (2015) found that the organization has a positive effect on employee performance; which means that if the organization at a firm or institution is strong, employee performance will be high. Cooperation between employees will develop into something positive and solid. However, other aspects need to be addressed and improved, including employees who are too comfortable at work, employees who are too focused on the end result rather than the process, and others.

These factors can be improved if superiors can be firm and supervise the work of employees within a certain period so that the work done by the employee is in line with the goals of the company or institution. Likewise, Abdussamad (2015) shows the results of

research measuring the level of organizational quality from four dimensions, the Attention to Detail dimension is the dimension with the highest level of organizational work quality compared to other dimensions. Even though the organization's work quality on the people-oriented dimension is the lowest, the level is still sufficient. The project "encouraging employees to work innovatively" is a project with the highest level of organizational culture quality compared to other projects. The project "organizational attention to a form of social security for outstanding employees" has the lowest level of organizational culture quality, even though it has the lowest level of organizational culture quality.

3. RESEARCH METHOD

This research is a type of quantitative descriptive research that systematically, correctly and accurately describes the causal relationship of a treatment in a particular field based on observations of the existing effects, then predicts the causal factors through quantitative methods (Joseph, 2016). The nature of this research is validation, which is to test the relationship between the independent variable and the dependent variable (dependent variable) in the study.

Data Collection Techniques in this research was carried out by: 1) Interviews, namely obtaining information by asking directly to respondents, in this case data was obtained by conducting interviews with several employees to obtain information desired by human resource management on service quality, 2) Observation, namely making direct observations of daily activities, the environment and work facilities related to the writing of this article, and 3) Documentation based on Arikunto (2006) that "the documentation method is looking for data in the form of notes, transcripts, books, newspapers, magazines, inscriptions, meeting minutes, leggers, agendas and so on". The documentation technique in this study was used to obtain data about the profile.

4. RESULT AND DISCUSSION

4.1. The Influence of HR Management on Employee Performance

The results of the study indicate that HR management has a significant effect on employee performance. That is, if the support for HR management is increased, then the performance of employees at the PT Bank Sumut Kraktau Medan City Branch Office.

4.2. The Influence of Barriers or Obstacles on Employee Performance

The results showed that barriers or obstacles had a significant effect on employee performance. That is, if support for organizational performance is increased, then the performance of employees at the PT Bank Sumut Kraktau Medan City Branch Office will also increase.

4.3. The Influence of HR Management and Barriers or Obstacles on Employee Performance

The results of the study indicate that HR management and barriers or obstacles affect employee performance simultaneously have a significant effect. That is, if support for HR management and organizational performance is improved together, it will also have an

impact on increasing the employee performance of the PT Bank Sumut Kraktau Medan City Branch Office as well. However, the results of this study also reveal that employee performance is influenced by variations of both HR management and organizational performance. While the rest is influenced by other things that are not studied.

5. CONCLUSION

Human resource management and organizational constraints or obstacles together have a significant effect on employee performance. This is due to the relatively new development of systematic structured HR management values and organizational performance promotion that is organized, structured, and applied disciplinedly to the employees of PT Bank Sumut Kraktau Medan City Branch Office.

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