

**EFFECTIVENESS OF TRAINING AND DEVELOPMENT FOR
EMPLOYEES IN INCREASING EMPLOYEE PERFORMANCE
AT PT BANK SYARIAH INDONESIA TBK IN MEDAN ADAM
MALIK BRANCH OFFICE**

Radha Amalita^{1*}, M Ihsan Harahap²

¹ Program Studi Manajemen, Universitas Islam Negeri Sumatera Utara, Medan, Sumatera Utara, Indonesia.

² Dosen Program Studi Manajemen, Universitas Islam Negeri Sumatera Utara, Medan, Sumatera Utara, Indonesia.

E-mail: ¹⁾ Amaliaradha456@gmail.com, ²⁾ m.ihsan.harahap@uinsu.ac.id

Abstract

The irrefutable advancement of time expects HR to stay aware of the development, knowing and progressing is an activity that intends to improve and develop the perspectives, conduct, capacities, and data of laborers as per the desires of the association. Process arrangement and improvement for new and existing specialists. The assessment procedure involved is an abstract investigation method for importance. This study utilizes an emotional examination insightful procedure with data acquired from interviews. This study intends to decide the assessed readiness and expansion in the labor force at PT Bank Syariah Indonesia Tbk in Medan Adam Malik Branch Office for the execution of in growing further delegates. As an outcome of the audit, this readiness fundamentally affected the delegate presentation of PT Bank Syariah Indonesia Tbk in Medan Adam Malik Branch Office. Progress has on a very basic level impacted the representative display of PT Bank Syariah Indonesia Tbk Medan Adam Malik Branch Office.

Keywords: *Effectiveness, Training, Development*

1. INTRODUCTION

In today's globalized world, diverse business entities face numerous obstacles in order to remain competitive. Human resources must continue to evolve and innovate, as they are critical to a company's success. Bangun (2012) believes that a company cannot succeed without qualified people. To be successful, companies must educate their employees so that they understand their duties and responsibilities (Firmandari, 2014). As a consequence, the company has developed a training and development plan for each employee. According to Simamora (2004), "preparation is a systematic process for modifying how representatives behave in order to accomplish authoritative aims". Preparation provides an environment conducive to representatives acquiring or learning explicit job perspectives, abilities, information, as well as methods of behaving (Haryanto et al., 2000). Preparation is typically focused on providing workers with defined capabilities or assisting them in correcting performance inadequacies. Therefore, preparing is a brief instructional cycle in which representatives of activities learn functionally relevant abilities in a methodical manner.

Progress is a protracted instructional engagement in which administrative personnel acquire systematic authority through the use of novel and speculative concepts. The organization frequently advances by performing a training program that is directly related to the most prevalent work practices in current or future job training in terms of talents,

qualities, and behaviors (Kaswan, 2011). Improvements were developed to provide more information and skills to ensure representatives' professional success (Muardi et al., 2022). Progress may also be defined as understanding how to support representatives in developing, further developing the implementation of workers' responsibilities in order to advance the position or positions of employees in the future. At this time, it is envisaged that companies will be able to put plans in place to attract and retain top-tier human resources. Administration of the organization can improve in this case by improving human assets as an example.

According to Mangkunegara, implementation refers to work that produces both quality and quantity that can be fulfilled by a representative in carrying out his given responsibilities. A pioneer is critical in an association or organization, as the initiative variable can have an effect on the representation of representatives in the association or organization they head. Additionally, Uno & Lematenggo (2014) demonstrated that the presentation plays a key role in administration and association. Because development in company management is not totally dependent on execution (Kaswan, 2011). This means that if a person works for an organization, his presentation is the creation of a manner of doing and practicing that is entirely consistent with the organisation's ideas or goals.

According to Law No. 14 of 1967, a monetary foundation is defined as a service that performs training in the monetary sector, with the purpose of withdrawing cash from the general public and distributing it back to the regions. Regular banking and Islamic banking are used as frameworks. Islamic banks are financial institutions that conduct their operations in accordance with sharia and Islamic principles. Islamic finance operates in accordance with Islamic laws, most notably the Qur'an and Hadith. Particularly the philosophical foundation and reflection involved in developing and discovering Islamic finance concepts. Because adhering to Qur'anic norms ensures the bank's required equity and balance and keeps the business functioning smoothly.

Preparation and improvement begin when an individual joins an association or organization and remains a member for the duration of his or her career with that association or organization (Leatemala, 2018). Both new and existing staff receive training. In Bank Syariah Indonesia in Medan Adam Malik branch office, new workers undergo one year of training before receiving an employee certificate, referred to as trainee employees. Trainees are educated in a variety of fields, not just one. To ensure proficient and robust asset usage, preparatory and progress programs must adapt to job changes and coordinate long-term plans using hierarchical strategies. Preparation and progress are vital components of the association's commitment since they can act as a problem solver for members (Ardhansyah & Dwi, 2020). Improvement and preparation can serve as a means or tool for mobilizing or integrating critical hierarchical attributes, establishing an authoritative culture, and endowing individuals or groups with authoritative central capacities. According to experts, adequacy means the following:

- a. According to Hidayat, adequacy is an action that indicates the extent to which objectives (quantity, quality, and time) have been met. The more visible the level of achievement, the greater the viability.
- b. According to Prasetyo Budi Saksono, viability is a way to achieve a large degree of relationship between results and normal results from various data sources (Effendy, 1993).

As a result of the foregoing understanding, it can be concluded that a sign of feasibility in the sense of attaining a specified objective or goal is an estimate of the point at which a goal has been reached in line with what has been intended

Standards of preparation and improvement. Every time an incompetent representative gains expertise it is clear he is facing a complicated learning process (Tulus, 1996). The different rules that are useful as a rule during the time spent developing abilities, information and mentality are as follows:

1. Inspiration

The higher a person's inspiration, the faster and more sincerely he will master other skills or information. Preparation must have something to do with the goals to be achieved (cash prizes, positions, recognition, advancements, and so on)

2. Progress report

There is a relationship between specificity and how much progress is made with the speed and continuity of learning. However, care must be taken not to provide data that can be confusing.

3. Statement

At the time of choice has asked for rewards by giving rewards and discipline. Progress, raises, and praise are positive statements.

4. Exercise

To have the choice to completely dominate an ability, information or disposition, one's dynamic interest is fundamental. The time span between preparation periods that is carefully and firmly controlled is highly conducive to continuous learning.

5. Whole versus piece by piece

The longer and more complex a work is, the more suitable it is to display it section by section. Thus, inspiring students is generally important for a mentor.

6. Individual contrast

Preparing is often wiser, but the facts do confirm that individuals differ in knowledge and abilities. Therefore, the best preparation is one that matches the speed and complexity to the single capacity of the members.

2. RESEARCH METHOD

This study uses a subjective exploration strategy for significance, the type of information involved by experts in this study is a significant type of subjective information. Subjective means one type of information that makes sense for the researcher to lead this exploration. This study uses a subjective information investigation procedure with information obtained from interviews. According to Slamet, the idea (Interview) is a technique used to obtain data through social interaction activities between the analysts being studied. The meeting guidelines used are as diagrams of possible problems. Interviews were conducted with employees of Bank Syariah Indonesia of Medan Adam Malik branch office.

Concentrated writing on the study of Literature is a logical article that contains judgments from various experts on a problem, which is then dissected, analyzed, and made

a decision. The sorting of information is completed by using books, writings or library materials, then taking notes or quoting the judgments of the experts in the book.

Analysts select only certain individuals or sources that scientists think can provide the data specialists need. The creator directed organized interviews with representatives regarding preparations and progress in further development of executions at PT Bank Syariah Indonesia of Medan Adam Malik branch office.

3. RESULT AND DISCUSSION

The results of the examination of information, then discussed with supporting hypotheses, clarified that preparation and improvement at Bank Syariah Indonesia in Medan Adam Malik branch office is very important for both new employees and old representatives.

In general, the training and development at Bank Syariah Indonesia in Medan Adam Malik branch office has been carried out in accordance with the established guidelines. The process of increasing workers actually needs to be improved by taking into account the preparation and stages of vocational improvement. Therefore, along with the preparations led at Bank Syariah Indonesia in Medan, Adam Malik branch office has highly respected the increase in worker vocational skills, so that representatives can determine the direction of progress of their respective professions.

4. CONCLUSION

Based on the test results using the qualitative method of meaning, it can be concluded from the following things:

1. Training has a positive and significant effect on the performance of employees of PT Bank Syariah Indonesia Tbk of Medan Adam Malik Branch Office
2. Development has a positive and significant impact on the performance of employees of PT Bank Syariah Indonesia Tbk of Medan Adam Malik Branch Office

Besides that, the results based on examination and conversation, the ideas that the experts can give are:

1. For PT Bank Syariah Indonesia Tbk of Medan Adam Malik Branch Office, in particular to further refine the techniques of preparation and improvement of work so that the quality and number of human resources can compete with other organizations and can achieve organizational goals.
2. For further examination, it is better to analyze more sources or references related to the feasibility and progress in implementing further development so that exploration results can be better and more complete

REFERENCES

- Ardhansyah, P. H., & Dwi, S. (2020). *Bank Dan Lembaga Keuangan Lainnya. Cetakan-1. Surabaya: CV. Jakad Media Publishing.*
- Bangun, W. (2012). *Manajemen Sumber Daya Manusia: Penilaian Kinerja Karyawan. Cetakan Pertama. Erlangga. Bandung.*
- Effendy, R. A. F. (1993). *Pengaruh Program Pelatihan Dan Pengembangan Terhadap Tingkat Keterampilan Dan Efektivitas Kerja Karyawan PT. Samudera Indonesia Group.*
- Firmandari, N. (2014). Pengaruh Kompensasi Terhadap Kinerja Karyawan Dengan Motivasi Kerja Sebagai Variabel Moderasi (Studi Pada Bank Syariah Mandiri Kantor Cabang Yogyakarta). *Ekbisi*, 9(1).
- Haryanto, A. G., Ruslijanto, H., & Mulyono, D. (2000). *Metode Penulisan dan Penyajian Karya Ilmiah: Buku Ajar Untuk Mahasiswa. Penerbit Buku Kedokteran EGC: Jakarta.*
- Kaswan, M. M. (2011). *Pelatihan dan Pengembangan untuk meningkatkan kinerja SDM. Bandung: CV Alfabeta.*
- Leatemia, S. Y. (2018). Pengaruh Pelatihan dan Pengalaman Kerja terhadap Kinerja Pegawai (Studi pada Kantor Badan Pusat Statistik di Maluku). *Manis: Jurnal Manajemen Dan Bisnis*, 2(1), 1–10.
- Muardi, J., Rohmawan, K., & Nurminingsih. (2022). The Effect of Discipline and Training On Performance Of Employees At The Fire And Rescue Service In City Administration Of Central Jakarta. *MARGINAL: Journal of Management, Accounting, General Finance and International Economic Issues*, 1(2), 83–92. <https://doi.org/https://doi.org/10.55047/marginal.v1i2.137>
- Simamora, H. (2004). *Manajemen sumber daya manusia.*
- Tulus, M. A. (1996). *Manajemen Sumber Daya Manusia.* Jakarta: PT Gramedia Pustaka Utama.
- Uno, H. B., & Lamatenggo, N. (2014). *Teori Kinerja & Pengukurannya.* Bumi Aksara.

