ANALYSIS OF HUMAN RESOURCES MANAGEMENT IN REGIONAL OFFICE VI BKN MEDAN

Mega Safitri[1*], Nuri Aslami[2]

[1,2] Prodi Manajemen, Universitas Islam Negeri Sumatera Utara, Medan
E-mail: [1] safitrimega994@gmail.com, [2] nuriaslami@uinsu.ac.id

Abstract

The purpose of this study is to describe and analyze human resource management using IPASN (Professional Index of State Civil Apparatus) indicators, which include educational qualifications, competencies, performance, and discipline for ASN (State Civil Apparatus) personnel at Regional Office VI BKN Medan. The research is being conducted on Regional Office VI BKN Medan. The qualitative descriptive methodology was employed in this investigation. Regional Office VI BKN Medan has performed admirably in terms of human resource management. Human resource management strategy development, as well as vision and mission statements, are carried out in accordance with business requirements. Control utilizing multiple media and stage selection to achieve human resources certified to the ISO 9001 standard in 2015. At Regional Office VI BKN Medan, human resource management is carried out by performing management functions such as planning, organizing, mobilizing, and supervising, although not all of them can be implemented. One of them is budget planning, which is not is not accommodated every year.

Keywords: *Management, Human Resources, State Civil Apparatus (ASN)*

1. INTRODUCTION

Each organization undoubtedly has a variety of objectives to accomplish. This objective is accomplished through the prudent use of available resources. While it is critical for the organization to share existing resources (Pardede & Mustam, 2017). The only factor that indicates a potential competitive advantage is human resources and how it is managed. Production technology, funding, and services are all easily replicable. Although the fundamentals of human resource management can be replicated, the most effective organizations look for novel ways to recruit, retain, and motivate human resource employees (Keban, 2004).

Human resources are critical to an organization's success in accomplishing its objectives (Hanafi, 2020), since they are a strategic factor in the implementation of all of an institution's or organization's operations. Similarly, human resources are necessary to determine the success and quality of education. IP-ASN is a statistical evaluation of the quality of ASN education, competency, performance, and ASN disciplines. IP-ASN workers is a statistical metric that quantifies the educational credentials, abilities, performance, and discipline of ASN personnel or State Civil Apparatus (hereinafter referred to as ASN) (Komarudin & Dewi, 2012). Human resource management is necessary for the planning, organization, mobilization, and supervision of present employees.

IP-ASN is a statistical measure of ASN quality that is based on the educational qualifications, abilities, performance, and discipline of ASN personnel, as well as their ability to complete assigned job. As the organizer and administrator of ASN management,

the State Civil Service Agency (hereinafter referred to as BKN) determines the criteria and process for assessing IP-ASN (Hasibuan, 2003; Simamora, 1997). The IP-ASN guidelines are intended for use by government agencies in analyzing, measuring, and evaluating the level of ASN professionalism among civil employees at the regional and central levels. This is consistent with Haryomo Dwi Putranto's statement on the website bkn.go.id, that each agency is expected to create IP-ASN, which serves as the basis for reporting and accountability to the President of the REPUBLIC of INDONESIA regarding the ASN's professional performance.

Additionally, there are phases involved in evaluating IP-ASN in general, such as planning, installation, processing, reporting, and paying. The Medan State Personnel Agency's Regional Office VI is one of the agencies that not only records civil personnel administratively, but also enhances their competence to support development work, government administration, and public services more effectively. Then at the moment, Regional Office VI BKN Medan is responsible for approximately 400 thousand personnel. When employees are well-fed, they can focus more comfortably on their jobs. This is contingent upon the success of Regional Office VI BKN Medan. Consequently, as a staffing agency, it is accountable for producing genuine tasks that are compatible with the Regional Office VI Medan's capacity.

To achieve the above objectives, a reconstructive synergy between BKN and BKD/BKPP is required. To assess their success in carrying out their duties and obligations, Regional Office VI BKN Medan conducts at least 5 (five) different forms of competence evaluations. To begin, it must be capable of carrying out its vision, mission, fundamental tasks, functions, and authorities as effectively as feasible. Second, it is perpetually capable of improving performance and public services. Thirdly, the capacity to enhance financial management, equipment acquisition, work completion, and other strengths. Fourth, effectively cultivate a culture of shame and cleanliness in the workplace to avert corruption. Fifth, with increased individual competitiveness in a globalized world, capable of developing a competitive culture characterized by ingenuity, excellent performance, and mature professionalism.

The strategic function of HRM in an organization. The roles carried out include policies on recruitment, placement, salary/remuneration, and competency-based career development. The main HRM functions are administrative in nature such as recruitment, incentive schemes and promotions. HRM must also be able to create superior human resources to achieve company goals (Hasan, 2019).

Rapid economic changes, lack of skills, new technologies greatly affect the way organizations find quality employees (Zeuch, 2016). HR competencies that need to be mastered are competencies related to information technology and the internet (Mardiyah & Purba, 2019). Graphic design is a skill needed in today's modern offices, especially for media for delivering information to make it more attractive (Wijayanti & Sulistyaningsih, 2019).

Thus, HRM is required by every organization, including those in the public sector. For this institution, there is competition from other institutions not only for ownership of buildings and infrastructure, but also for human resources (Winarti, 2018). Human resource management can make education and training function more smoothly.

Because human resources are an irreplaceable organizational asset, the quality of human resources determines the type and amount (quantity) of human resources required by an

organization. The success of the job search establishes the basis for the quality of the organization's performance. Human resource management in government and non-government organizations has similarities in increasing work efficiency and effectiveness. The difference lies in the source of management funds, specific HR management, such as promotions, termination of employment, and organizational structure. HRM is very important in an organization and must be run properly. So that researchers are very interested in studying "How Human Resource Management in Regional Office VI BKN Medan".

2. RESEARCH METHOD

The qualitative descriptive research methodology was used in this study. Regional Office VI BKN Medan will be the object of this qualitative descriptive study. McMillan highlights the phenomenological paradigm (Putra, 2013) which views reality as neither solitary nor multiple but anchored in the experience of the subject. The emphasis is on understanding and meaning, not statistics. That is, the understanding and meaning under study are based on the subject's vision or intended (emic), not on the researcher's point of view (ethics). Consequently, the basis is the subject's verbal expressions as collected through interviews and observations.

The data collection strategy used in this study was interviews. Data analysis and interpretation according to the research methodology, the data analysis methodology used in this study is qualitative. The triangulation approach was used to determine the quality of the data in this study. Triangulation is a data evaluation technique that determines whether the researcher's understanding of the procedure and the findings obtained are consistent with what was given by the informants.

3. RESULTS AND DISCUSSION

Based on the results of direct interviews conducted, the data obtained from the Analysis of Human Resource Management at Regional Office VI BKN Medan as shown in the following table.

Table 1 Interview Results

No.	Component	Results
1	Analysis of IPASN (ASN Professionalism Index) which consists of educational qualifications, competence, behavior or performance, and discipline of ASN employees.	Behavior or performance is basically SKP (employee performance targets). Then later, it will be discovered that the professionalism of its performance is classified as very good, good, low and very low. The way to find out is that employees who work in the administrative division have a program every year for other employees at least to reach the target of 20 JP/employee. The 20 JP are included in the workshop, training, socialization, and so on. If the target goes well, the minimum IPASN will increase. While the target for the year reached 80 in the good category. Then an annual matrix (2022) was made as many as 89 employees who wanted to be educated. This SKP runs for a year (January-December) and then you can find out that the employee's performance is very good, good, adequate, or lacking. Regional Office VI BKN Medan has a civil service employee development center located in the center of Jakarta, this development center (*Pusbang*) also has a training calendar and offers employees to take part in the training. For example, through live in the implementation of the training. If the employee has a big desire, he will definitely get a certificate
2.	Human resource management strategy formulation at Regional Office VI BKN Medan	Regarding the educational qualifications, if the employee has a high school diploma/equivalent, he will be encouraged to improve his education with study permits, study assignments. Education and training Employee performance of this formulation works very well.
3.	The purpose of the vision and mission of human resource management at the Regional Office VI BKN	The vision and mission of human resource management at the Regional Office VI of BKN is going very well, because BKN has a work agreement target, the target for the work agreement last year was 77,00 while the realization in 2021 reached 77,03. This figure is the office achievement target that must be fulfilled.
4	Management Control of human resources at Regional Office VI BKN Medan	One of the human resource management controls at Regional Office VI BKN Medan is by using ISO 9001 2015 Certification, which is an international standard for Quality Management System Certification, or it can also be referred to as Quality Management System Certification. ISO 9001 2015 is what annually carries out an external audit, both in terms of SOPs,

		procurement of infrastructure, services, etc. HRM control at BKN is fairly good. Yet, the infrastructure that is owned is inadequate.
5	Human Resource Management Control issues at Regional Office VI BKN Medan	The problem is like in budgeting, because the infrastructure facilities at Regional Office VI BKN are supported by the budget. However, the budget does not accommodate every year. The solution provided by Regional Office VI BKN Medan is to maintain existing facilities and infrastructure. At the same time, every year the Regional Office VI of BKN Medan proposes to replace the facilities and infrastructure that are worn out and damaged. Meanwhile, damaged facilities and infrastructure will be auctioned through the general directorate of state auction assets. Then there is the shortage of people, which means that certain areas still need manpower to support staffing tasks in order to work optimally. As a result, a competent and qualified workforce is needed to assist in the implementation of this staffing activity.

4. CONCLUSION

Based on the results of the study, it was concluded that the Regional Office VI of the BKN Medan attempted to manage the human resources of civil servants in the framework of the analysis of the IPASN (ASN Professionalism Index) analysis which consisted of educational qualifications, competencies, behavior or performance, and ASN employee discipline. Behavior or performance is basically SKP (employee performance targets). Then later, it will be discovered that the professionalism of its performance is classified as very good, good, low and very low. The way to find out is that employees who work in the administrative division have a program every year for other employees at least to reach the target of 20 JP/employee. The 20 JP are included in the workshop, training, socialization, and so on. If the target goes well, the minimum IPASN will increase. While the target for the year reached 80 in the good category. Then an annual matrix (2022) was made as many as 89 employees who wanted to be educated. This SKP runs for a year (January-December) and then you can find out that the employee's performance is very good, good, adequate, or lacking. If the employee does not meet the requirements or in other words cannot be trained, mentoring will be carried out to superiors or subordinates.

ISO 9001 2015 Certification, also known as Quality Management System Certification, is one of the Human Resources Management Controls at Regional Office VI BKN Medan. ISO 9001 2015 Certification, also known as Quality Management System Certification, is an international standard for quality management system certification. ISO 9001 2015 is what conducts an annual external audit, both in terms of standard operating procedures and procurement of infrastructure and services. BKN maintains a reasonable level of HRM control. It is indeed simply that the infrastructure that is currently owned is insufficient. The budget does not always accommodate this budget. Regional Office VI BKN Medan's solution is to maintain existing facilities and infrastructure. Simultaneously, each year, BKN

Medan's Regional Office VI proposes to replace worn-out and damaged buildings and infrastructure. Meanwhile, damaged facilities and infrastructure will be auctioned off through the state auction wealth directorate's general auction.

Then there is the personnel shortage, which means that certain regions continue to require workers to support staffing activities. As a result, a competent and experienced workforce is required to aid in the staffing effort's implementation.

In this research, the author suggests several things, including the following:

1. Regional Office VI BKN Medan can conduct regular training and socialization about the mechanism of the staffing system and job training so that the employees of Regional Office VI BKN Medan can operate more efficiently and effectively for the purpose of improving performance.
2. In addition, a qualified and qualified workforce is needed to assist the implementation of this staffing activity, because the Regional Office VI BKN Medan currently lacks manpower in various disciplines, and therefore requires personnel to support staffing operations in order to operate optimally.

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