



The Influence Of Human Resource Development On Employee Performance In The Business Support Section Of PT Sucofindo Medan Branch

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Abstract .In life in the world of work there are bound to be things that contradict employees' performance of their work. Of course, there are still odd things found while working that do not immediately support the values of a job, with this, human resources have a very important role and need to be given serious attention. Employees or employees are human resources who are very vital in improving the performance or even progress of an organization. This research was conducted with the aim of finding out the extent of the influence of human resource development on employee performance in the business support section of PT Sucofindo Medan Branch. The results of research carried out in the business support section of PT Sucofindo Medan Branch, which used an interview method with office employees, the researchers obtained results, which turned out to be by all means and development of human resources in this office such as training, evaluating and improving performance makes human resources in this office better. By using qualitative methods through interview techniques with employees in the business support section of PT Sucofindo Medan Branch, it is hoped that the data received will be data that can be trusted and has good value. Apart from that, the researcher also refined it by looking for several references from previous studies so that the content of the results produced would be even better.

Keywords: Human Resources Development, Employee Performance

INTRODUCTION

PT SUCOFINDO is the provider services Inspection, Supervision, assessment, And Testing (ISPP) is not limited only to the agribusiness sector or trade, however Also add to sectors other like industry, petroleum And gas earth,mining, forestry and maritime affairs, from the pre-investment stage, up to the investment stage production and distribution. Customers of this service consist of business people at the national and national levels international, government Indonesia, government countries friend, And institution- institution donor international. In giving services, PT SUCOFINDO is supported by 2994 employees professionals in their fields spread across 48 service locations and 26 laboratories in cities strategic cities throughout Indonesia , including Medan . INCO SBU employees throughout Indonesia number 374person, which consist from 33 person in office center And 341 person who is in area, representative office, And liaison office in all over Indonesia. PT SUCOFINDO Also developing work networks at the international level by establishing

strategic partnerships with company inspection global. In side That PT SUCOFINDO Also is member from institution professional And business association level national and international.

In every organization, it can be said that one of the most valuable assets is the people who act as employees, workers and employees. However, with the increasing development of technology that is able to replace a number of human jobs, of course there are still many activities that really require human interaction, this is because some tasks cannot be done by robots or even machines. Because of this, human resources are considered a very valuable asset in an organization, because only humans have the capacity to think logically and rationally (In et al: 1957). With the role of human resources, it can provide very high quality results for an organization. Organizations that have quality human resources will of course be able to more quickly achieve optimal performance as desired by the organization, both by individual employees or even groups in an organization. Therefore, in facing the very rapid changes occurring in an organization, it is hoped that human resources have the quality and capacity to recognize changes, analyze the impact on the organization and formulate a strategy to respond to these changes. The role of human resource management in an organization is not only as managing the administrative system, but also focuses on developing individual potential so that they are able to show creativity and innovation in carrying out their duties.

Performance refers to several series and actions carried out or not carried out by teams in an organization. Several potentials have to influence the team's contribution to the organization, including the quality of the services provided. Improving employee performance is a very important strategy for organizations that aspire to develop the quality of employees to achieve the desired goals. To achieve success with a strategy to improve employee performance, organizations need to understand and set more specific employee performance goals, so they are able to compete with competitors in the same organization. Organizations really need to be competitive and difficult to join. This kind of excellence can only be created by employees who have a spirit of high productivity, innovation, agility, creativity, enthusiasm and loyalty. This can only be achieved by increasing human resources by paying attention to a suitable work environment. Organizations can certainly improve employee performance by always paying attention to several factors, including knowledge, individual capacity, skills, organizational support and dedication provided. Employee performance, which is formed through a process of mental strengthening and dedication given to the tasks they have carried out, produces something tangible that can be seen and measured

in certain quantities. However, in some situations, the results of this mental process cannot be measured or even observed with the naked eye. For example, there are several ideas that lead to problem solving and innovative concepts for new services or even the discovery of highly efficient ways of working.

The business support sector at PT Sucofindo Medan Branch is one of the areas that discusses and manages all general Sucofindo functions. PT Sucofindo Medan branch is a state-owned company engaged in inspection, testing, certification, consultation and training. In order to improve the results of employee performance, the business support section of PT Sucofindo Medan Branch needs to improve employee performance in order to continue employee activities more effectively and efficiently. The factor that has the biggest impact is human power itself. To meet the need for skilled, competent and knowledgeable workers in their fields, the business support department of PT Sucofindo Medan Branch needs to carry out a program to improve the quality of human resources. With the implementation of this program, it is hoped that employees can improve, which will ultimately result in better service to the public as consumers. Providing maximum service to consumers will certainly bring great benefits to the business support department of PT Sucofindo Medan Branch, not only focused on economic matters but in building consumer confidence in the services provided by the business support department of PT Sucofindo Medan Branch.

From the results of observations made by researchers at PT Sucofindo Medan Branch, there are still many employees whose performance quality needs to be improved. Therefore, based on the description above, researchers are interested in conducting research entitled **"The Influence of Human Resource Development on Employee Performance in the Business Support Section of PT Sucofindo Medan Branch"**

RESEARCH METHODS

This research applies a qualitative approach through interviews with several employees in the business support section of PT Sucofindo Medan Branch. It is hoped that the data received will be data that can be trusted and has good benefits and value. Meanwhile, according to Denzin & Lincoln (1994), qualitative research is research that uses a natural setting with the aim of interpreting a phenomenon that occurs and is carried out by involving various existing methods. Qualitative research seeks to discover and describe narratively the activities carried out and the impact of the actions carried out on their lives. Meanwhile, qualitative research is a research process to understand human or social phenomena by creating a comprehensive and complex picture that can be presented in words, reporting

detailed views obtained from informant sources, and carried out in a natural setting (Walidin, Saifullah & Tabrani, 2015: 77). In addition, according to Imam Gunawan, the meaning of qualitative research starts from direct observation in the field, based on natural situations rather than starting. In addition, according to Imam Gunawan, the meaning of qualitative research starts from direct observation in the field, based on natural situations, not based on theories that have been prepared in advance (Rachmawati, 2007).

The knowledge to be able to explore descriptions and interpretations thoroughly is a major advantage of qualitative research. This research also has a theoretical basis that is very consistent with the data, subjective and very efficient in gaining the audience's views when interacting directly. The analysis process requires unique knowledge. The author ensures that the information received from sources is taken carefully. This research is also circular, the boundaries between facts and policies are blurred and the scope of the research is limited and not suitable for more specific purposes (Albanjari & Tanjung, 2019).

In preparing this article, several methods were applied by researchers, including:

- 1) Observation, which is an action that doubles the analysis process to summarize or collect relevant information.
- 2) Interview approach, namely a primary data collection technique so that researchers can obtain in-depth and structured explanations.
- 3) Referring to literature obtained from various sources, including reports, regulations, laws, archives and other supporting materials which describe the views of several experts related to research and documentation carried out to obtain secondary data (Aryanti, 2020).

Interviews are a qualitative data collection technique that is often used for research. The characteristics of an interview technique are in-depth exploration and thorough observation of a phenomenon that is used as research material. Interviews were conducted involving two people with one as interviewer and the other as resource person (Hofisi et al, 2014). However, this does not rule out the possibility that interviews can be conducted by more than two people, which is called a group interview. The data obtained is generally qualitative in nature, namely from the attitudes, behavior and opinions of the sources regarding a research phenomenon (Galvin, 2015). The general principle in interview techniques using qualitative methods is not to impose agendas and frameworks on participants, but to follow the direction desired by participants. This approach is used to reflect the participant's point of view to suit the research (Hirawati & Andayani, 2021).

Apart from the interview method, this research also uses literature study which is a method of collecting data by understanding and studying theories from various types of

literature related to this research. This data collection uses methods by searching for information from various sources, for example academic books, journals, research reports, scientific writings, regulations, encyclopedias and also research that has been carried out in print or electronic media.

LITERATURE REVIEW

Human resource management is a process for acquiring, training, assessing, and compensating employees and paying attention to their performance relationships, health, security, and justice issues (Gerry Dessler, 2015:31)

Human resource management is utilizing a group of individuals to achieve organizational targets. As a result, leaders at every level need to be involved in managing their human resources. In essence, all leaders complete their tasks using other approaches that require the use of human resources effectively and efficiently (Ismail, 2016).

Human resource management involves the preparation and implementation of an integrated plan that aims to maximize the utilization of human resources so that organizational goals can be achieved effectively and efficiently. The human resource management approach describes a strategy and the application of management patterns such as planning, organizing, leadership and supervision in all operational aspects related to human resources. The steps in human resource management involve the stages of recruitment, selection, training, development, placement, including promotion, demotion, transfer, performance evaluation, gift giving, aspects of industrial relations and termination of employee employment contracts. The main goal is to optimize the productive participation of human resources within the organization in order to achieve company goals more effectively (Findarti, 2018).

Development is the second operational function of resource management Power man. Employee development (long And new) must be planned and sustainable. So that every development can go well, then moreover must first be included in the employee development program. Developing potential resources related to the availability of opportunities and development of learning, creating training programs that include the planning, implementation and assessment stages of these programs. Development is an action that supports planning and increasing a person's growth optimally (Widjaja & Supriyatna, 2020)

Human resource development is the process of preparing individuals to take on different or higher responsibilities in an organization, this development is usually associated with increasing the intellectual and emotional skills needed to work better (Priansa, 2015:

146). Human resource development is an effort to develop the quality and capabilities of human resources through a process of education planning, training and management of the workforce (employees) to achieve optimal results .

An organization requires the implementation of human resource development so that employee skills, expertise and capacity are in line with job needs within an organization. Meanwhile, according to the view (Dessler, 2003: 305) emphasizes that the development of human resources is taken from a special approach in changing organizational structures, where employees are responsible for designing and implementing changes through the support of professional consultants. Increasing employee abilities can be achieved by expanding their careers through education and training.

(Moeheriono , 2014 : 95) believes that performance is a description of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision and mission of an organization , as outlined through an organization's strategic planning. Performance can be known and measured if an individual or group of employees has criteria or benchmark success standards set by an organization. Therefore, without goals or targets set in measurement, it is impossible to know a person's performance or organizational performance if there is no benchmark for its success. Meanwhile, according to (SP Hasibuan , 2014: 34), performance (work performance) is a work result achieved by a person in carrying out the tasks assigned to him , based on skill, experience and sincerity as well as time. Performance appraisal is a formal system for reviewing and evaluating the performance of individuals or teams in carrying out their duties optimally .

The link between human resource development and performance has been proven in various studies, one of which was conducted by (Dharma , 2013: 80). Development goals are personal goals related to what a person needs to do and learn in order to improve performance by expanding knowledge and skills. Therefore, the ultimate goal of human resource development is to create higher performing employees by improving their performance in accordance with their responsibilities as employees.

Alya Syafiqah in her research entitled: *The Effect of Human Resource Development on Employee Performance at the Environmental and Forestry Training Center in Makassar City*, shows that based on the results of the regression coefficient analysis , the education possessed by each employee and the training attended by each employee is actually able to improve employee performance. Apart from that, it can be concluded that the human resource development variable that has the most dominant influence on employee performance at the Makassar City Environment and Forestry Training Center is education, this is because it has

a regression coefficient value of 0.722, which is the largest when compared to the training variable, which is 0.370 .

Afifah Husnul Khotimah and Aditya Wardhana in their research entitled: *The Influence of Human Resource Development on Employee Performance at the Regional Disaster Management Agency (BPBD) of West Java Province*, showed the conclusion that human resource development had a significant effect on the performance of Regional Disaster Management Agency employees by 76.8% and the remaining 23.2% is influenced by other factors not researched. With a quantitative method using descriptive analysis.

Muhammad Syukron et al in their research entitled: *The Influence of Human Resource Development and Work Discipline on Employee Performance Through Work Motivation as an Intervening Variable at the Riau Province Tourism Office*, showed a sampling method using questionnaires or questionnaires with hypothesis testing carried out using linear regression analysis to hypotheses 1, 2, 3, 4 and 5, as well as path analysis for hypotheses 6 and 7 using the SPSS program. The results of this research show that: (1) Human Resource Development has a positive and significant effect on work motivation. (2) Work Discipline has a positive and significant effect on Work Motivation. (3) Human Resource Development has a positive and significant effect on employee performance. (4) Work Discipline has a positive and significant effect on Employee Performance. (5) Work motivation has a positive and significant effect on employee performance. (6) Human Resource Development has a positive and significant effect on Employee Performance through Work Motivation as an Intervening Variable. (7) Work Discipline has a positive and significant effect on Employee Performance through Work Motivation as an Intervening variable.

Andi Supriadi in his research entitled: *The Effect of Human Resource Development on Performance at the Wajo Regency Fire and Rescue Service Office*, shows the results of research using descriptive statistical analysis and simple correlation analysis which is used to determine the relationship between human resource development and the performance of service employees. firefighting and rescue. From the results of the analysis it can be seen that there is a positive and significant influence between the human resource development variable and employee performance in the Wajo Regency fire and rescue service and is in the good category. From the overall results it can be concluded that both variables have a positive and significant influence .

Apriyati et al in their research entitled: *The Influence of Transformational Leadership Style Work Environment and Human Resource Development on Employee Performance at the General Bureau of the Regional Secretariat of Central Kalimantan Province*, showed that

the results of the research concluded that leadership style, work environment and human resource development has a significant effect on the performance of employees at the General Bureau of the Regional Secretariat of Central Kalimantan Province. The work environment variable is the variable that has the greatest influence on employee performance. The research implications provide information for policy makers, stakeholders and management to pay attention to the work environment and development of good and well-articulated human resources in organizations . The method used in this research is explanation (explanatory research).

RESULTS AND DISCUSSION

In research that was carried out in the business support section of PT Sucofindo Medan Branch, which used the interview method with office employees, the researcher obtained results from the research that had been carried out. It turns out that all means and development of human resources in this office, such as evaluation, training and performance improvement, have made this office better. As before, there were several shortcomings and irregularities, such as employees still being present after the appointed hours. There are also those who are during break time, but when the rest time has passed and many are still past the agreed office hours, they seem to be late to enter the office after the break.

However, when researchers discussed this incident during interviews with employees, they said that this was a normal thing and was done very often, even though this habit was not a good thing to do, especially if it became an employee's routine. But on the other hand, they said it was not something that was done intentionally, but because there were causes and consequences. At the beginning, they said that this was caused by not having finished their morning activities at their respective homes. This reveals that performance is also influenced by the situation at home, family and even kinship. The second said that this happened because on the way to the camp there was traffic jam or even vehicle damage which caused delays while working. But things like that should be anticipated by yourself so that you don't be late when you go to work, because if you don't want to be late there are many ways to do it so that it comes back to you as a quality employee and the total list of things you can do at work. .

Furthermore, another behavior is being late when returning to the office after the break. When conducting interviews, it was found that they still felt very tired at work, therefore they continued their rest and returned a little later than the appointed time. Even though the work carried out was not that heavy, on the other hand, the researchers received statements from other sources which concluded that, if the work looked ordinary, it turned out that he said this

work was hard because it contained responsibilities, therefore they felt burdened with the burden of their thoughts and feelings. responsibility for the work to be done. And there are also some who say that break time is used as an opportunity to rest and sometimes there are those who sleep late, and usually those who fall asleep are the ones who are late to return to the office. But on the other hand, they also have to understand the time and responsibility for their tasks and comply with the rules or schedules that have been made and apply in the office where they work. For deeper and more detailed performance, and whether it is good or not to comply is the responsibility of the leadership or personnel department in the business support department. Because it has become one of his duties and responsibilities. And this statement is only given in general terms as research material.

Because everything has been felt, human resource development is carried out through an approach to all working employees. By embracing all employees and trying to take an approach that can help with what they are feeling and get to the heart of the problem and help to solve it, even though they cannot solve everything, if they reduce their burden on the problem, it is hoped that performance will be more optimal and improve again. Some say there is a certain section that takes care of this, it could be said that there are problems that are not disclosed, but by taking a direct approach it is hoped that it can reduce or even help with the problems that are being experienced. Furthermore, for those who frequently suffer from traffic jams or even damage to their vehicles and the location of the employee's residence to the office is very far away, an effort will be made to find or move to a place of residence that is closer to the office. The choice could be a rented house or something else, but still supported by the parties involved. authorities in the office. Furthermore, for those who feel that their work is too hard, it is highly recommended that they continue to rest when they are tired, even if it is not break time, but with the condition that they remain indoors and make this work comfortable to enjoy and continue to carry out. With the incentives that will be increased, this can also encourage employee performance to be even better than before.

The next step is to carry out further training for all employees in order to create employees who do not get bored easily and get tired quickly. Because the training provides guidance or tips to become a successful employee with an advanced connotation. Apart from that, there needs to be an evaluation, namely by holding a meeting or morning call as was done at PT Sucofindo Medan Branch which was carried out by the leadership for its employees. With the aim of being able to identify errors and deficiencies in employee performance and can be corrected for the future. With all these facts, employees are required to change and re-evaluate their performance. And in the end choose to remain obedient to the

regulations and become an employee who is productive in his work.

CONCLUSION

The conclusion of this research is that human resource development has an effect on employee performance. This has changes and of course can be felt by everyone, because everything is in accordance with the rules and paths and regulations as well as orders from superiors, of course with good orders. These things are very useful to do in a company or organization. Because by knowing someone's problem and trying to help, it is very beneficial for the person themselves and also other people. Training is also very well implemented so that employee skills and performance remain good and do not decline. The evaluation stage is also no less important because with evaluation we can find out where an employee's faults and shortcomings are, and make improvements to make it more optimal as well as others.

So that all companies can develop human resources for the sake of the company's own progress and can compete and always remain within the desired goals. Because research like this is very good, the researcher hopes that in the future there will be other researchers like this, so that they can take some of the material for reference purposes in their research. In this case, the researcher is very grateful to all parties involved in the research and apologizes if there are still many shortcomings in this research.

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