

The Influence of Human Resource Development on Employee Performance

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ABSTRACT

In the world of work, things can certainly be found that are contrary to the performance of workers towards their work. And there are still strange things found at work that do not support the values of work discipline. Human resources have a very vital role and need serious attention. Workers or employees as human resources are very important in improving the performance or progress of a company, this study was conducted with the aim of determining the extent to which human resource development influences employee performance in the Asset and Investment Section of the Medan Mayor's Office. The results of the study conducted in the asset and investment section of the Medan Mayor's Office using the interview method with office employees, resulted in researchers getting results. It turns out that by using all means and developing human resources in this office such as training, evaluation and improving performance, human resources in this office become better. Through an approach with training specifically designed to improve employee competence, it is hoped that the data obtained is data that is reliable and of high value. In addition, researchers also perfected it by looking for references from previous studies so that the contents of the results produced were even better.

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1. INTRODUCTION

In every organization, it is revealed that one of the most valuable assets is the human being who plays the role of an employee, worker, or employee. Although technology is increasingly advanced and able to replace a number of human jobs, there are still many activities that require direct human interaction, because some tasks cannot be done by automatic equipment or machines. For this reason, human resources are considered a valuable asset in an organization, because only human beings with dignity need to be appreciated and maintained. More than that, humans also have the capacity to think

logically and rationally (In et al., 1957) . The quality of the individuals who work within the organizational structure also has an impact on the success of the organization itself. In the face of rapid changes in the environment, team members are expected to have the capacity to recognize the changes, analyze their impact on the organization, and formulate strategies to respond to the situation. Therefore, the role of human resource management in an organization is not only to take care of administrative aspects, but also to focus on developing individual potential so that they are able to show creativity and innovation in carrying out their duties.

Performance refers to a series of actions taken or not performed by team members in an organization, which has the potential to influence their contribution to the company, including the quality of services provided. Improving performance is a very important strategy for companies that aspire to develop employee performance to achieve company goals. To achieve success with a performance strategy, companies need to understand and set specific performance goals. In order to compete with competitors in the same industry, companies need to have a competitive advantage that is difficult to replicate. This kind of excellence can only be created by employees who have high productivity, innovative spirit, creativity, enthusiasm, and loyalty. This can only be achieved through the improvement of human resources by paying attention to a suitable work environment. Companies can improve employee performance by paying attention to factors such as knowledge, skills, individual capabilities, organizational support, and dedication provided. Employee performance, which is formed through the mental process and dedication of team members to their tasks, results in tangible products that are visible and measurable in a certain amount. However, in many situations, the results of these mental processes cannot be measured or observed directly. Examples are ideas that lead to problem-solving, innovative concepts for new products or services, or even inventions about more efficient ways of working.

The Asset and Investment Section of the Medan Mayor's Office is a field in the Medan Mayor's office that discusses, manages, all assets and investments from the city of Medan. The city of Medan is the center of the government of North Sumatra (North Sumatra), an area within the Unitary State of the Republic of Indonesia. It is the third largest city after Jakarta and Surabaya and is recognized as a metropolitan city. In order to improve the results of employee performance, the Asset and Investment Section of the Medan Mayor's Office needs to improve the performance of employees in order to continue to increase the level of employee activity. Factors that have a big impact are human power itself. In order to meet the need for a skilled, competent, and knowledgeable workforce in their fields, the Asset and Investment Section of the Medan Mayor's Office needs to run a program to improve the quality of human resources. By implementing the program, it is hoped that the performance of employees can be improved, which in turn will have an impact on better service to the community. Providing optimal services to the community will bring positive benefits to the Assets and Investment Section of the Medan Mayor's Office, not only in terms of the economy but also in building public trust in the services provided by the Assets and Investment Section of the Medan Mayor's Office.

Literature Review

HR management is a series of steps to plan, prepare structures, guide, and supervise various aspects such as recruitment, coaching, remuneration, integration, maintenance, and termination of employment with the aim of meeting the goals of individuals, organizational entities, and society. (Dipang, 2013)

HR management is using a group of individuals to achieve organizational targets. As a result, managers at every level need to be involved in human resource management. In essence, all managers

complete their tasks through other approaches, and this requires efficient use of human resources . (Ismail, 2016)

The definition of work performance (performance) is the result produced by an employee in carrying out his or her responsibilities, which involves the quality and quantity of work. Job performance involves the outcome or level of achievement of an individual over a certain period of time in carrying out his or her responsibilities, compared to various factors such as pre-established and agreed upon job standards, goals, or criteria. (Reni Juwita, 2019)

HR management involves the preparation and implementation of an integrated plan that aims to maximize the use of existing human resources so that organizational goals can be achieved effectively. The S DM management approach describes a strategy and the implementation of management functions such as planning, organizing, leadership, and control in all operational aspects related to human resources. Steps in human resource management involve the stages of recruitment, selection, training and development, placement including promotion, demotion, and transfer, performance evaluation, remuneration, industrial relations aspects, to the termination of employment contracts. The main goal is to maximize the productive participation of HR within the organization to achieve the company's goals more efficiently and effectively . (Finarti, 2018)

Increasing the potential of human resources is related to the availability of learning opportunities and development, creating training programs that include the planning, implementation, and assessment stages of these programs. Development is a supportive action in planning activities to increase personal growth as optimally as possible. (Widjaja & Supriyatna, 2020)

Zaydam in Ismail (2013:3) argues that organizations need to implement human resource development so that the expertise, capabilities, and skills of employees are in line with the needs of the job. In contrast, Dessler's view (2003:305) emphasizes that human resource development takes a specific approach in changing organizational structures, where employees themselves are responsible for designing and implementing these changes, often with the support of professional consultants. Furthermore, Sedarmayanti (2001:29) revealed that increasing the capacity of human resources in general has a crucial role in achieving development goals with efficiency. (Panjaitan, 2017)

Improving the capabilities of employees can be achieved through career expansion and through the education and training process. Suwanto and Priansa (2011:105) argue that human resource development involves efforts to maintain and improve employee competencies in order to obtain effectiveness in the organization. Employee development involves development in education, training, and mentorship. Meanwhile, as conveyed by Sinay (2009), human resource development efforts include planning, development, and management of human resources and their relationship with training planning, coaching, and training to produce responsive, creative, innovative, and intelligent high performance employees. (Kalangi, 2015)

Ladfia Dipang in a study entitled: Human Resource Development in Improving Employee Performance at PT. Hasjrat Abadi Manado pointed out that the company PT. Hasjrat Abadi Manado has carried out various steps in improving the performance of its staff. These efforts include initial assessments during the hiring process, bonus awards to outstanding employees, and final assessments for promotions for individuals who have successfully improved their work performance. This study shows the results that the improvement of employee performance at PT. Hasjrat Abadi Manado is significantly influenced by human resource development. The analysis method used is simple linear regression.

Melvin Grady Lolowang et al., have conducted a study which is entitled: The Effect of Human Resource Training and Development on Employee Performance at Pt. Berlian Kharisma Pasifik Manado, the results were found by technical analysis using multiple linear regression indicating that human resource training and development collectively has a significant impact on employee

performance at PT. Manado Kharisma Diamond. Separately, HR training itself also has a positive and significant influence on employee performance in the company. In addition, HR training plays a role in improving employee performance, and HR development also partly has a positive and significant effect on employee performance in the company. Therefore, company management is advised to pay more attention to human resource development to improve employee performance in the future.

Iriani Ismail in the research that he has conducted, the title is: Human Resource Development Factors on Employee Performance (Case Study on Cv. Bhumikam Shamitra Daun Moringa Batangbatang Village, Sumenep), using a quantitative approach, with all CV staff. Bhumikam Shamitra Daun Moringa of Batang-Batang Village as a population, statistical analysis resulted in the finding that education has a meaningful impact on employee performance. Training and coaching also, individually, have an important impact on the performance of employees. The findings from the t-analysis show that in terms of education, the calculated t-value (2.135) exceeds the critical value (1.994) at a significance level of 0.036 which is lower than 0.05. In the case of training, the calculated t-value (2.642) exceeded the critical value (1.994) at a significance level of 0.010 which was higher than 0.05. On the other hand, for coaching, the calculated t-value (3.057) exceeded the critical value (1.994) at a significance level of 0.003 which was also higher than 0.05.

Reni Juwita, the Central Statistics Agency of Ogan Ilir Regency, conducted an analysis entitled Analysis of the Influence of Training and Human Resources Development on Performance in BPS Employees of Ogan Ilir Regency. The method applied in this study uses multiple linear regression analysis. The results of the study concluded that the training did not have a significant impact on employee performance at BPS Ogan Ilir Regency. On the other hand, it can be seen that human resource development has a significant impact on employee performance at BPS Ogan Ilir Regency. In addition, both, namely training and human resource development, together affect the performance of employees at BPS Ogan Ilir Regency. Keywords: Training, Human Resource Development, Performance, Multiple Linear Regression Analysis.

Rita Widjaja and Eddy Supriyatna MZ in their research entitled The Influence of Human Resource Development Strategies on Employee Performance, The research method utilizes multiple linear regression analysis and data processing is carried out with the help of SPSS software version 22. The findings of this study show that when evaluated separately, organizational training and communication have a positive and meaningful influence on employee performance. However, when the elements of work discipline are analyzed in isolation, their effect on employee performance is not significantly noticeable. However, when all of these factors are linked as a whole, namely training, work discipline, and organizational communication, they together have a significant impact on employee performance

2. METHOD

In this study, a training approach was applied to evaluate the effect of human resource development on employee performance in the Asset and Investment Section of the Medan Mayor's Office. This approach focuses on providing training specifically designed to improve employee skills and competencies, and assessing the impact of the training on individual and team performance.

The training was carried out in several stages. First, a training needs analysis was conducted to identify skills and competencies that are needed to be improved. Second, the training was designed with relevant materials according to the results of the needs analysis. Third, the training was carried out using an interactive method that allowed employees to practice new skills directly.

During the training process, observations were made to evaluate employee active participation and understanding of the material presented. In addition, interviews were also conducted after the training to obtain feedback on the effectiveness of the training and its impact on work performance.

According to Imran and Tanjung (2020), the training approach in community service research is effective in improving employee competency because it allows direct adjustment to the specific needs of the organization. Well-designed and effectively implemented training can have a significant positive impact on improving employee performance and organizational productivity.

Data obtained from observations, interviews, and training evaluation results will be analyzed to identify changes in employee performance after participating in the training. This analysis is expected to provide in-depth insights into how human resource development through training can affect overall employee performance

3. RESULTS AND DISCUSSION

From the research conducted on the assets and investment section of the mayor's office of Medan, which was by interview method with the office employees, the researcher got a result. Which turns out that with all the ways and development of human resources in this office such as training, evaluation, and performance improvement, human resources in this office will be better. As before, there are several deficiencies and irregularities, such as the presence of employees who are still present past the predetermined hours. There are also those who take a break, but when the clock is up, there are still many who pass the clock, so that they are late to enter the office after the break.

However, when it was discussed by researchers during interviews with their employees, they said that it was a common thing, and it has happened very often even though this habit is not good to do, let alone become a habit. But more than that, they say it is not intentional, but because there is cause and effect. The first said that this was caused by the unpreparedness of morning activities at their respective homes. This reveals that performance is also influenced by how things are at home, family, and family. For the second, he said this happened because when he was on the way he was stuck in traffic so he was late. But things like this should have been anticipated from yourself so that you don't go to work late, because if you really want not to be late, there are many ways, just go back to yourself how to manage it.

Furthermore, for other behaviors, namely being late when returning to the office when finishing a break. Taken from the interview, it was found that they still felt very tired at work, therefore, they took a break and came back with a slightly longer time than the scheduled hour. Even though the work carried out does not seem to be so heavy, but here the researcher received a statement from another source, who when concluding that, if the work looks ordinary but it turns out that he said that this work is heavy because of the content is a responsibility, then they are burdened with the burden of thoughts and responsibilities for the work that must be done. And some say that the rest time is used as an opportunity to rest and sometimes some continue to sleep, and usually those who fall asleep are late to come back in. But they should also know the time and be accountable for their duties and comply with the rules or schedules that have been made and applied in that place. For deeper and more detailed performance, to find out whether it is good or not it is the responsibility of the superior or personnel in that part, because it has become his duty and responsibility, and he only provides general ones as research material.

Because of what has been felt, the development of Human Resources is carried out by approaching all employees who work there. By embracing employees and trying an approach that can help with what they are feeling and take the core of the problem and help to solve it, for example, it cannot help solve everything, but by reducing their burden on the problem, it is hoped that performance will remain optimal and return to a good state. They say that there is a section that takes care of itju matters, the term is that there are some problems that cannot be said, but with a 4-eyed approach it is hoped that it can help the problems that are being experienced. Furthermore, for those who are often

affected by traffic jams and the employee's residence with a remote office, it is tried to find a place to live closer to the office, the option can be with a rented house or with others, but still be assisted by the authorities in that regard. Furthermore, for those who feel that their work feels heavy, it is recommended to keep resting when tired, even though it is not yet time to rest, but with the provision of staying indoors and making this work comfortable and enjoyable to continue to be carried out. With the incentives that will be increased, this can spur employee performance as well.

Furthermore, by conducting retraining for all employees so that employees do not get bored and get tired quickly. Because the training was given guidance on tips to become a successful employee with the connotation of progress. In addition, the need for evaluation is the implementation of work meetings carried out by superiors and employees. The goal is to find out the mistakes and shortcomings of a person's performance and can be corrected. With all this, in fact, some employees have changed and improved their performance again. And again to remain compliant with the rules and become a pro employee to his work.

4. CONCLUSION

The conclusion of this study is that it turns out that this human resource development has an effect on employee performance. This changed and this change was felt by everyone, because everything was on the rules and roads in accordance with the rules and orders of the superiors, of course with good orders as well. Such things are very useful to do in companies and organizations. Because by knowing someone's problem and trying to help them, it's very beneficial for the person themselves and others. Training is also good to be carried out so that employee performance and skills remain good and do not decline. And evaluation is also important because with evaluation we know where is wrong and what is lacking in an employee, worker, and it is done for improvement so that it remains optimal, as well as everything.

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