



Original Article

Implementation of Human Resources in Efforts Improving the Quality of Work at PT

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Abstract:

Human Resources (HR) is the company's main milestone in developing and maintaining its existence. Good and quality human resources will also produce high value for the company. In this research, the fact was found that a company can be said to be successful if its support, in this case Human Resources, is also met. Researchers discovered the fact that PT. X as a sample company has experienced downfalls and triumphs due to Human Resources (HR) factors. PT. X is a company that specializes in the field of packaging materials with decades of experience. This company is consistent, professional as a distributor and has a high commitment to providing service to its customers. This company provides services in the field of providing packaging materials such as aluminum foil, polyester and plastic pellets which are commonly used by other companies for produce packaging for their products.



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Introduction

Human resources in a company are considered an investment long term and an important factor in the fate and success of an organization. Most prevailing HRM models place great emphasis on well-being strategic and structural with organizational goals and focused on rationality and control purposes. Human resources in an organization are tools an internal company driver who utilizes all facilities within the company to achieve a goal. Several matters related to management activities, Malayu S.P Hasibuan (2003:21), explains that management functions include Planning, which includes the activity of planning the workforce effectively and efficient to suit the company's needs, then there is Organizing, namely structuring an organization by designing the structure and relationships of tasks that must be carried out then there is Direction, namely

directing all employees to want to work together and and work effectively and efficiently to help achieve goals company, then there is Control where the control of this activity is aimed at ensuring that employees comply with company regulations, then there is development where namely the most common way of working on the specialized and reasonable abilities and resolve of representatives and The last one is pay which is offered as a trade off as cash or products to workers. [Syamsuddinnor \(2014\)](#) says that human resources are a type of capital that play a big role in an organization because they can help the strategy for achieving goals. One illustration of the significance of commitment HR should be visible from great HR. So when this organization has solid monetary, unrefined components and innovation satisfactory however there are no decent HR in it the organization won't run as expected. And with the development of increasingly sophisticated technology creating increasingly fierce competition between individuals and groups. This matter causes organizations or companies to strive to improve the quality of human resources which are owned. Sometimes the problem that arises is that employees don't provide maximum results in work, and to achieve these goals a driving element is needed which is human resources competent and have high competitiveness in managing the resources they have. When an employee has expertise according to his field, performance will increase The results will be maximized, this is also based on resource management good human beings, but not only good human resources However, institutions or companies should provide assessments to their employees. An important role in creating a competitive organization in the era of globalization This will continue along with advances in science. The organization will progress if it contains In this case, management must. Maximize so that human resources are also able and willing to work efficiently optimally in order to achieve organizational goals, by recruiting candidates employees are even better, this needs to be done because people will be willing and able to work well, if he is placed in the appropriate position and position with his interests and abilities and he can fulfill his needs with do that job. Human resource management has a role important in shaping the quality of employee work, therefore institutions must have career development based on competency. Job placement too carried out after the manager evaluates performance based on competence, competence itself is the basic reference for managing resources human resources, retaining, evaluating and placing resources humans who can compete with the advancement of civilization.

This company has competent human resources and professional in its field, has almost ± 30 employees divided into various divisions, this company is able to survive and compete with competitors other. Initially this company started from a house in the Surabaya area by only employing a few people but as time goes by This company became bigger so it had offices and material warehouses itself which is quite large in some locations. Currently the company too importing film materials from various countries to meet needs customers who have been recognized by the customers themselves. In order to meet satisfaction customers, this company has human resources who are experts in their fields, apart from product consistency, employee skills must also be maintained and improved regularly this continues to be the main reason why company management implements it human capital strategy in the company. And leadership within this company is also very necessary because we are required to be able to provide solutions when they exist problems that occur, although we will help with the management team, we can provide an initial solution. This is intended to awaken the soul leadership within employees.

The application of this strategy is to increase skill competency and insight

employees, the company's consistency and standards increase and employees can know exactly what needs to be done to be able to complete it his job. In terms of employee recruitment, PT X always tries to recruit experts who master their fields, the recruitment system is one way in order to get employees with high competence, this recruitment is usually done through online media and asking intermediaries or third parties to do so recruiting new employees. This evaluation test is divided into several stages, from initial interview then computer program test then continued with potential test academic and ends with a final interview directly with the owner the company.

Methods

The aim of this research is explanatory where this research is basic in nature and aims to obtain information, information, data regarding things it is not yet known regarding this matter and the research is in the nature of basic research this research is intended for the development of science as well directed at developing existing theories. In an effort to conduct research towards human resource management to improve the quality of performance employee at PT X. In an effort to conduct research on quality improvement performance, efforts are made for the benefits of writing aimed at all parties whose intended purpose is to find out how the efforts will be carried out to improve performance.

Based on the background of the problem and identification of the problem being studied, then this research is limited to the implementation of human resource management has not yet been implemented at PT X, this research is focused on developing it implementation of human resource management so that it can run in accordance with company goals. The approach used in this study is a qualitative approach. A qualitative approach was used because the data for this research were only words obtained from observations in the field. These reasons are in accordance with the opinion Bog dan and Taylor ([in Moleong, 1993:3](#)) state that approach qualitative is a research procedure that processes data descriptively in the form people's written or spoken words and observed behavior.

In collecting this data, researchers conducted interviews with several people divisions within the company, especially the Export - Import Manager correspondent, Manager Marketing to get correct information about human resources and quality of work so that it can answer the problem formulation. This interview itself carried out in a semi-structured and unstructured way so that researchers themselves can dig deeper information about the science of Sufism so you can answer the problem and researchers are able to interpret the theories human resource management by analogy in the business world, and can associated with the implementation itself. In collecting this data the researcher made observations to obtain deeper understanding related to human resource management. This observation was carried out by visiting the place where the company was in order to answer the problem formulation.

Results

Sub 1 Aceh Humanity Problem

PT. X is a company that specializes in the field of packaging materials with decades of experience. This company is consistent, professional as a distributor and has a high commitment to providing service to its customers. This company provides services in the field of providing packaging materials such as aluminum foil, polyester and plastic pellets

which are commonly used by other companies for produce packaging for their products. This company has competent human resources and professional in their field, has almost ± 30 employees divided into various divisions, this company is able to survive and compete with competitors other. Initially this company started from a house in the Surabaya area by only employing a few people but as time goes by This company became bigger so it had offices and material warehouses itself which is quite large in size. Currently the company also imports film materials from various countries to meet customer needs which have been recognized by the customer himself. In order to meet customer satisfaction, this company have human resources who are experts in their fields, in addition to product consistency, Employee skills must also be maintained and improved continuously is the main reason company management implements a human capital strategy in within the company. And leadership in this company is also very necessary because we are required to be able to provide solutions when problems occur, Even though we will be assisted by the management team, we can provide a solution This is intended to awaken the spirit of leadership within oneself employees and to improve the quality of work.

The application of this strategy is to increase skill competency and insight employees, the company's consistency and standards increase and employees can know exactly what needs to be done to be able to complete it his job. In terms of employee recruitment, PT X always tries to recruit experts who master their fields, the recruitment system is one way In order to get employees with high competence, this recruitment is normal carried out through online media and asking intermediaries or third parties to recruiting new employees. This evaluation test is divided into several stages, from initial interview then computer program test then continued with potential test academic and ends with a final interview directly with the owner the company.

This assessment system is based on performance during a trial period of 3 month, if performance improves then the company will continue the employment contract with the employee. The impact of this recruitment system is efficiency and effectiveness performance can work well and as appropriate according to their skills. Compared to employees who resigned and retired, until now there have been none employees who resign for work reasons but usually they leave work for personal reasons such as marriage, etc., for retired employees they decided not to continue their work due to age. So when compared with employees who resign and retire, in this company only a very few do this.

The connection with the implementation of human resources is availability competent employees, this is one of the important components that must be fulfilled by the company to support the company system. Resource building human resources must be exercised effectively and efficiently. In coaching activities There are several things human resources can do, namely:

1. Planning
2. Recruitment
3. Selection
4. Placement
5. Performance and work assessment

Thus, the implementation of resource management can be described human at PT. X based on interviews and observations with employees at company. In planning, it is done by planning employee competency development. This is also based on current statements Interview: "Of course, human resources are also important to be here, right? As much as possible, I will help develop the company, I will provide guidance to the other

thing is that we are here working to make this company better. So yeah, same thing together for our common good."

To prepare competencies that suit your needs the company plans, the company must also recruit employees appropriate to their respective fields. Basically every company have their own qualifications to place someone in their division, This recruitment is carried out to find someone who is suitable based on qualifications requested by the company, for example for the tax division and prospective employees at least have basic knowledge in taxation and others, because this is a source human resources at PT. X is recruited based on the abilities possessed by the candidate employee. This withdrawal process is important because human resources also change the quality of the withdrawal, this recruitment is related to how the company develop prospective employees who are in line with the company's plans. In At the recruitment stage, prospective applicants usually provide a CV and similar qualifications with the field in which the prospective employee is applying. After carrying out recruitment then the company will select applicants according to what the company requires, Sometimes companies don't just take prospective employees who suit their needs field, but there are also some candidates whose majors do not match them requirements but work experience in accordance with what is required. With options This company can have the opportunity to recruit existing employees according to their qualifications.

This selection is carried out in several stages, the first is CV selection the company sorts out suitable prospective employees, after getting several their candidates will call one by one for tests and interviews. In this case the test is usually carried out according to the field applied for, but there are selection that uses basic tests such as mathematics. Reasons why choose mathematics as a basic test for prospective employees because mathematics is also the basis of every job, usually after the math test there will be a test for computers. This computer test is to find out whether the prospective applicant has a basis in the field of technology, where technology is also improving day by day. After the computer test continues with a test according to the competency area applied for both taxes and so on.

The selection and selection stage is complete, then the next step is placement. After knowing the employee's qualifications, the company will usually place them employees according to their portions. Sometimes there are several employees who placed not in the field they are applying for, for example applying to the section finance but after the selection stage the employee is placed in the marketing department, this is also without the aim and purpose, usually this is done because the company feels that the employee is capable of being placed in another department.

After placement there will be a performance and work assessment, this is done to find out the performance of new employees and provide an assessment towards employees. Basically, this work assessment is intended to provide value to employees, whether the employee has met the qualifications intended. Because to get good human resources in accordance with company needs, the company owner carries out an assessment by means involving employees in training and workshops as well as visits to suppliers. Basically, the quality of work is also very important for the company, because Good resources will also have good quality work. And this thing too must be supported by the company in developing good resources, for example, companies can provide training and visits to suppliers to provide broader knowledge to its employees. There are some Another effort made is to give a small appreciation to increase employee morale. This has a big impact towards employees, because with a small appreciation the employees feel his work is appreciated and understood, therefore this also influences employee work quality.

The company's next effort is to provide rewards to employees who have a good performance percentage, the percentage referred to in this case is they are able to exceed the limits set by the company in achieving something. For example, a marketing person is given a monthly target to achieve provide a minimum of 50 Purchase Orders, and within a month the employee can exceed this target, usually the company will provide rewards in the form of bonuses or regular salary increases. Absolutely, need is a factor a person's main focus is at work, therefore rewards in the form of bonuses or salary increases are one of the main reasons a person works hard to improve quality their work.

According to [Marcana \(200: 21\)](#) states that work quality is a form which is carried out with the hope that the goals will be achieved effectively and efficiently and must meet the qualitative requirements demanded by the job so that they can resolved. The main aim of implementing this in a company is to: Motivate employees through required efforts. Work quality What is good is that employees are able to complete their work appropriately directions given. The quality of work also shows how safe an employee is can carry out their duties including accuracy, completeness and neatness. In terms of This is what is meant by accuracy, namely walking according to the specified path, completeness, namely thoroughness in carrying out tasks, and neatness, namely being well organized carry out their duties and tasks. For an employee, the quality of work itself can improve in terms of aspects work environment, it is natural for an employee to want a certain level of pay reasonable, comfortable working conditions. Because basically working conditions are comfort will make employees feel at home in doing their work and will increase the level of creativity of its employees based on specific targets provide opportunities for employees to fulfill other things in order to achieve elements that more challenge their work.

Hakikat pekerjaan juga menyinggung informasi, khususnya dimana kapasitas yang digerakkan oleh perwakilan lebih terletak pada wawasan dan daya pikir serta dominasi informasi yang digerakkan oleh pekerja, kemudian pada titik tersebut terdapat kemampuan dimana kapasitas dan dominasi khusus secara spesifik. bidang digerakkan oleh perwakilan, maka ada kapasitas dimana kapasitas tersebut dibingkai dari berbagai keterampilan yang digerakkan oleh perwakilan yang mencakup kehandalan, disiplin dan partisipasi.

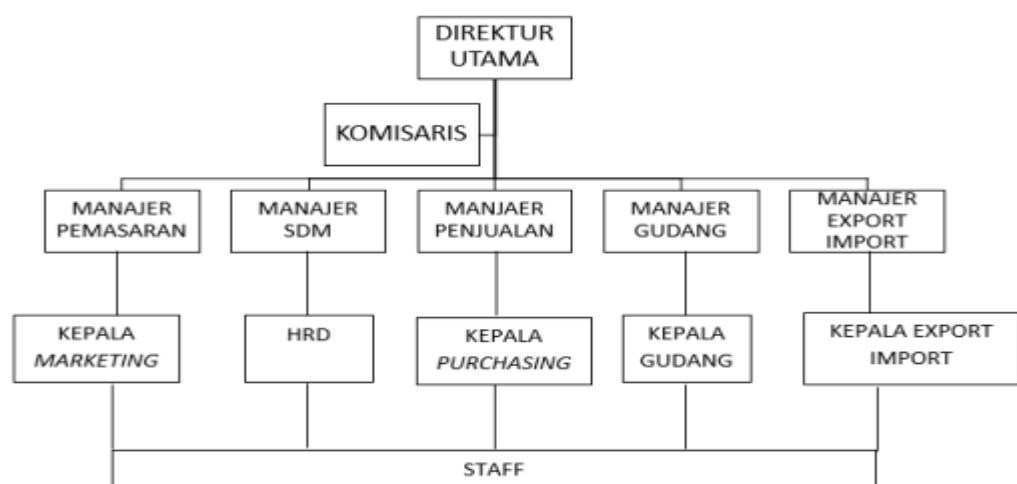


Figure 1. organizational structure

In the picture it can be explained that the organizational structure at PT. X starts from main director then commissioner then to managers of each division, then division

heads and staff. Structure itself is an system used to define internal hierarchies an organization with the aim of establishing how an organization can operate, and assist the organization in achieving the goals set in the future front. Basically this structure is a structure in writing, this structure is as main direction so that the plot can be explained. The manager himself here functions as The main bridge between division heads and directors, this aims to ensure that there is no such thing stepping over each other between employees. The division head is responsible for his duties through the division manager, and staff are responsible to the head of their respective divisions each. This needs to be explained in each company so that each company is able Analyze every flow or process that occurs within the Company. With this organizational structure, it makes it easier for the Company to follow the work flow, and staff are able to take responsibility for their respective jobs each.

Conclusion

In the discussion of the previous chapter, researchers have found conclusions on the results of interviews, and document analysis in the implementation of human resources which includes: (1) Human resource management at PT X has quality human resources very good, the placement carried out by the company is also in accordance with fields that each employee masters so that they have a different impact good for the company's progress, for each employee placement is also adjusted with the expertise they have and better cooperation is needed for perfect their work. (2) The employees at PT good training and training means there can be good work communication develop their competencies according to their respective fields, this causes employee competencies to develop and be creative within work. (3) In an office environment, employees also have good work quality shows that the employee has a concept and target that can be achieved targeted for work. Employees who have good work quality from others will receive rewards from the leadership in the form of financial rewards or verbal rewards in the form of flattery or praise or appreciation for performance done. At PT. X the level of discipline is also high and there is punishment involved The main factor in boosting the quality of employee work.

Suggestion

Based on the research results and conclusions above, the author has several advice that: (1) For the Company, it is hoped that it will be able to increase competence and remain consistent motivate employees to further increase their work morale so that they can improve the quality of its performance and be able to produce targets or targets to be achieved together with the company and its employees. (3) Employees are expected to be more enthusiastic and more motivated to improve quality of work in the company to produce better results than before. Because by improving the quality of work, so will the employees themselves will get the results.

With the conclusions in this research, it is possible to carry out further research. This further research can be carried out by using other knowledge or someone else's achievements, especially within implementation of human resources management properly and correctly. Further research can also be carried out with the same object but with using different methods. It is hoped that future researchers can carry out similar research discuss matters related to the system above in order to get a comprehensive picture of human resources. Apart from that for researchers Next, it is hoped that we can ensure data availability before selecting an object study. With the

availability of data, it will be easier for researchers to carry out further research and before conducting interviews it is best Researchers look for people who understand the things they want to research and also do as much research and as well as possible.

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