

## 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 must be things that are contrary to the performance of employees in their work. Of course, there is still something strange when working that immediately does not support the values of a job, with human resources having a very important role and needs to be given serious attention. Employees or employees as human resources are very vital in improving the performance or even progress of an organization. This research was conducted to determine 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 conducted in the business support section of PT Sucofindo Medan Branch where with the interview method to the office employees, the researcher got a result, which turned out by all means and development of human resources in this office such as training, evaluating and improving performance made 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 expected that the data received will be reliable and have good value. In addition, researchers also improve by looking for several references from previous studies so that the results made will be even better content.

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### INTRODUCTION

PT SUCOFINDO is a provider of Inspection, Supervision, Assessment, and Testing (ISPP) services that are not limited only to the agribusiness or trade sector, but also add to other sectors such as industry, oil and gas, mining, forestry, and marine, from the pre-investment stage to the production and distribution stage. Customers of this service consist of business people at national and international levels, the Indonesian government, governments of friendly countries, and international donor agencies. In providing services, PT SUCOFINDO is supported by 2994 professional employees in their fields spread across 48 service locations and 26 laboratories in strategic cities throughout Indonesia, including Medan. SBU INCO employees throughout Indonesia totaled 374 people, consisting of 33 people at the head office and 341 people in the area, representative office, and liaison office throughout Indonesia. PT SUCOFINDO also develops networks at the international

level by establishing strategic partnerships with global inspection companies. In addition, PT SUCOFINDO is also a member of professional institutions and business associations at national and international levels.

In every organization, it can be said that one of the most valuable assets is the people who play the role of employees, workers, and employees. However, with the development of technology that can replace several human jobs, of course, there are still many activities that require human interaction, it is caused by some tasks that cannot be done by robots or even machines. Therefore, human resources are considered as very valuable wealth in an organization, because only humans can think logically and rationally (In et al: 1957). The role of human resources can provide very high-quality results for an organization, for organizations that have quality human resources, of course, will be able to more quickly achieve optimal performance as desired by the organization, either by individual employees or even groups in an organization. Therefore, in the face of very rapid changes that occur in an organization, human resources are expected to have the quality and capacity to recognize a change, analyze the impact on the organization, and formulate a strategy to respond to a change. The role of human resource management in an organization is not only as an administrator of the administrative system but also focuses on developing individual potential so that they can show creativity and innovation in carrying out tasks.

Performance refers to several sets as well as actions that are or are not done by teams in an organization. Some of the potential to influence the team's contribution to the organization, including the quality of services provided. Improving employee performance is a very important strategy for organizations that aspire to develop employee quality to achieve desired goals. To achieve success with a strategy to improve employee performance, organizations need to understand and set employee performance goals more specifically, to be able to compete with competitors in the same organization. Organizations need to be competitive and difficult to follow. This kind of excellence can only be created by employees who have a highly productive spirit, innovative, dexterous, creative, enthusiastic, and loyal. 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 such as knowledge, individual capacity, skills, organizational support, and dedication. Employee performance is formed through the process of mental reinforcement and dedication given to the tasks they have done, producing something tangible to 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, some ideas lead to problem-solving as well as innovative concepts for new services or even inventions about how to work very efficiently.

The field of business support at PT Sucofindo Medan Branch is one of the areas that discuss and take care of all the general functions of Sucofindo. PT Sucofindo Medan branch is one of the state-owned companies engaged in inspection, testing, certification, consulting, and training. To improve the results of employee performance, the business support section of PT Sucofindo Medan Branch needs to improve employee performance to continue employee activities more effectively and efficiently. The factor that has a big impact is the human power itself. To meet the needs of a skilled workforce as well as competent and knowledgeable in their fields, the business support department of PT Sucofindo Medan Branch needs to run a program to improve the quality of human resources. With the implementation of the program, it is hoped that employees can increase, which in turn will have an impact on better service to the community as consumers. Providing maximum service to consumers will certainly bring great benefits to the business support section of PT Sucofindo Medan Branch, not only fixated in economic terms but in building consumer confidence in the services that have been provided by the business support section of PT Sucofindo Medan Branch.

From the observations made by researchers at PT Sucofindo Medan Branch, there are still many employees who must improve the quality of their performance. Therefore, based on the description above, researchers are interested in conducting research entitled "The Effect of Human Resource Development on Employee Performance in the Business Support Section of PT Sucofindo Medan Branch"

## METHOD

This research applies a qualitative approach through interviews with several employees in the business support department of PT Sucofindo Medan Branch, it is hoped that the data received will be reliable and have good benefits and values. According to Denzin & Lincoln (1994), qualitative research is research that uses a natural setting to interpret 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 as well as the impact of the actions carried out on their lives. 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 of being able to explore the description and interpretation thoroughly is a major advantage of qualitative research. This research also has a theoretical basis that is very consistent with data, subjective, and very efficient in understanding the audience's views when interacting directly. The analysis process requires unique knowledge. The author ensures that the information received from the source is taken carefully. This research is also circular, the boundary between facts and policies is blurred and the scope of research is limited and not suitable for more specific purposes (Albanjari & Tanjung, 2019).

In the preparation of this article, some of the methods applied by researchers include:

- 1) Observation, which is an action that duplicates the analysis process to summarize and collect relevant information.
- 2) Interview approach, which is 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 that describe the views of several experts related to research and documentation carried out to obtain secondary data (Aryanti, 2020).

The interview is one of the qualitative data collection techniques that is often used for research. The characteristic of an interview technique is an in-depth exploration and thorough observation of a phenomenon that is used as research material. The interview was conducted by involving two people with one as the interviewer and the rest as a resource person (Hofisi et al, 2014). However, it does not rule out the possibility of interviews being conducted by more than two people called group interviews. The data obtained are generally qualitative, namely from the attitudes, behaviors, and opinions of resource persons towards a phenomenon from research (Galvin, 2015). The general principle in qualitative interview techniques is not to impose the agenda and framework of participants, but to follow the direction desired by participants. This approach is used to reflect the participants' point of view to fit the research (Hirawati & Andayani, 2021).

In addition to the interview method, this study also uses literature studies which are data collection methods by understanding and studying theories from various kinds of literature related to this research. This data collection uses methods by searching for information from various sources such as academic books, journals, research reports, scientific writings, regulations, encyclopedias, and also research that has been carried out in the form of print or electronic media.

### Library Survey

Human resource management is a process of obtaining, train, assessing, and compensating employees and paying attention to the relationship between their performance, health, safety, and equity 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 through other approaches by requiring effective and efficient use of human resources (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, and placement including of promotion, demotion, transfer, evaluation of performance, giving gifts, aspects of industrial relationships to termination of employee employment contracts. The main goal is to optimize the productive participation of human resources in the organization to achieve company goals more effectively (Findarti, 2018).

Development is the second operational function of human resource management. The development of employees (old and new) must be planned and continuous. For every development to take place properly, it must first be included in the employee development program. Development of potential resources related to the availability of opportunities and development of learning, creating training programs that include the planning, implementation, and assessment of these programs. Development is an action that supports planning and increasing one'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 an increase in intellectual and emotional skills needed to work better (Priansa, 2015: 146). Human resource development is an effort, to develop the quality and ability of human resources through a process of education planning, training, and management of the workforce (employees) to achieve an optimal result.

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

(Moeheriono, 2014: 95) argues that performance is a description of the level of achievement of implementation of an activity program or policy in realizing the goals, objectives, vision, and mission of an organization, which is outlined through the strategic planning of an organization. Performance can be known and measured if an individual or group of employees already has criteria or benchmark success standards set by an organization. Therefore, without goals or targets set in measurement, then the performance of a person or the performance of the organization may not be known if there is no benchmark for success. while (S.P. Hasibuan, 2014: 34) stated that performance (work performance) is a result of work achieved by a person in carrying out the tasks assigned to him, based on ability, experience sincerity, and time. The performance appraisal is a formal system to review and evaluate the performance of individuals or teams in carrying out their duties optimally.

The relationship 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 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 by their responsibilities as employees.

Alya Syafiqah in a study entitled: The Influence of Human Resources Development on Employee Performance at the Makassar City Environment and Forestry Training Center, showed that based on the results of the regression coefficient analysis, the education possessed by each employee and the training attended by each employee were able to improve employee performance. In addition, it can be concluded that the most dominant human resource development variable

affecting employee performance at the Makassar City Environment and Forestry Training Center is education, this is because it has the largest regression coefficient value of 0.722 when compared to the training variable, which is 0.370.

Afifah Husnul Khotimah and Aditya Wardhana in their research entitled: *The Effect 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 employees of the Regional Disaster Management Agency by 76.8% and the remaining 23.2% was influenced by other factors that were not studied. With quantitative methods 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 Provincial Tourism Office*, showed by sampling methods using questionnaires or questionnaires with hypothesis testing carried out by regression analysis linear for hypotheses 1, 2, 3, 4 and 5, as well as path analysis for hypotheses 6 and 7 through the SPSS program. The results of this study 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 Office*, showed the results of the study using descriptive statistical analysis and simple correlation analysis used to determine the relationship between human resource development and the performance of fire and rescue service employees. From the results of the analysis, it can be seen that there is A positive and significant influence between human resource development variables and employee performance at the Wajo Regency Fire and Rescue Service and is in a 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 of Work Environment and Human Resource Development on Employee Performance at the General Bureau of the Regional Secretariat of Central Kalimantan Province*, showed the results of the study concluded that leadership style, work environment, and human resource development had a significant effect on employee performance at the Central Kalimantan Provincial Setda General Bureau. Work environment variables are variables that have the greatest influence on employee performance. The implications of the research provide information for policy makers, stakeholders, and management to pay attention to a good and well-articulated work environment and human resource development in the organization. The method used in this study is explanatory research.

## **RESULTS AND DISCUSSION**

In research that has been conducted in the business support section of PT Sucofindo Medan Branch which is in the interview method to office employees, the researcher gets a result of a study that has been undertaken. It turns out that all means and development of human resources in this office such as evaluation, training, and performance improvement make this office better. As before, there are some shortcomings and irregularities, such as there are still employees who are present past the appointed hours. There are also those during break hours, but when the rest hour has passed there are still many who pass the office agreement hours to seem late to enter the office from the end of the break hour.

However, when the incident was discussed by researchers during interviews with employees, they said that it was a common thing and had been done very often even though this habit was not good to do let alone become a routine for employees. On the other hand, they say it is not a deliberate

thing, but because there is a cause and effect. At the beginning said that this was caused by the unfinished morning activities at each house. This reveals that performance is also influenced by how the situation at home, family, and even kinship. For the second said that this happened because when traveling to Kamtor experienced congestion or even vehicle damage that caused delays while working. But things like that should be anticipated from yourself so as not to be late when going to work because if you don't want to be late there are many ways to do so that it returns to yourself as a qualified employee and totality at work.

Furthermore, another behavior is being late when returning to the office when finished taking a break. During the interview, it was found that they still felt very tired at work, so they continued their rest and returned a little longer than the specified hours. Even though the work done is not so heavy, but on the other hand the researcher gets a statement from another source who if it is concluded that, if the work looks ordinary but it turns out that he said this work is heavy because it contains responsibility, therefore they feel burdened with the burden of thoughts and responsibilities for the work to be done. Some say that rest time is used as an opportunity to rest and sometimes some continue to sleep, and usually those who oversleep are late to enter the office again. On the other hand, they must also understand the time and responsibility for tasks and obey the rules or schedules that have been made and apply in the office where they work. For deeper performance and detail, and also to comply with whether or not it is the responsibility of the leadership or personnel department in the business support department. Because it has become one of his duties and responsibilities. This statement is only given in general as research material.

Because everything has been felt, human resource development is carried out through an approach to all employees who work. By embracing all employees and trying to take an approach that can help what is being felt and take the core of the problem and help to solve it, even if you can't solve everything, by reducing their burden on the problem, it is hoped that performance will be more optimal and improve again. Some say there is a certain part that takes care of it, it can be said that there are problems that are not disclosed, but by approaching directly it is expected to reduce or even help the problem that is being experienced. Furthermore, for those who are often exposed to damage or even damage to vehicles with the location of the employee's residence to the office very far away, it is attempted to find or move a place of residence closer to the office, the choice can be with a rented house or others but still requested by the authorities at the office. Furthermore, for those who feel that their work is too heavy, it is highly recommended to continue to rest when tired, even though it is not yet a break but with the provision that they remain in the room and make this work comfortable to enjoy and continue to be carried out. With the incentives that will be increased, this can also spur employee performance to be even better than before.

Furthermore, conducting a training camp for all employees to create employees who are not easily bored and tired quickly. Because in the training, guidance or tips are given to become a successful employee with advanced connotations. In addition, there needs to be an evaluation, namely by holding a meeting or morning call as done at PT Sucofindo Medan Branch which was carried out by the leadership of its employees. To be able to find out errors and shortcomings in employee performance that can be corrected in the future. With all these realities, employees are required to change and evaluate their performance again. In the end chooses to stay compliant with the rules and become a productive employee of his work.

## **CONCLUSION**

This study concludes that it turns out that the development of human resources affects employee performance. This has changed and of course can be felt by all, because everything is by the rules and ways and rules also at the behest of superiors, of course with good orders. These things are very useful to do in a company or organization. Because by knowing someone's problems and trying to help, it is very beneficial for one person and also others. Training is also very well carried out so that the skills and performance of employees remain good and do not decline. The evaluation stage is also no less important because with the evaluation we can find out where the wrong points and shortcomings of an employee are, and make improvements to be more optimal as well as others.

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

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