

Analysis of Employee Performance Improvement Strategies at PT BerlianSistem Informasi Human Capital Division

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Abstract

This research was conducted at PT Berlian Sistem Informasi with the aim of finding out the strategies used to improve employee performance at the company. This research data was obtained through a qualitative approach with several methods, namely observation, interviews and documentation. This research was prepared using descriptive analysis methods to provide a comprehensive picture of strategies for improving employee performance at the company. The descriptive method currently used aims to describe systematically, factually and accurately the existing conditions regarding the facts being investigated. Therefore, this research is expected to provide in-depth insight into strategies for improving employee performance at PT. Berlian Sistem Informasi

1. Introduction

One of the important factors in building a company is the existence of Human Resources (HR). HR is an important asset for a company, because HR is involved in all activities carried out in the company. If an employee is able to carry out work in accordance with what is given and is able to overcome difficulties in his duties, then he can be said to be an employee who has good performance. In an organized strategy, there must be coordination in the work team, namely from employees to the company, therefore a strategy to improve employee performance is very important. Meanwhile, performance is referred to as the work achieved by an employee in carrying out duties in accordance with the employee's responsibilities.

2. Literature Review

2.1. Theory

Strategy

According to Stanton (2020) defines strategy as a broad basic plan of an organization's actions to achieve a goal. Therefore, every company needs to carefully plan the marketing strategies they will implement.

Improved

According to Sardiman (2019) The term improvement is derived from the meaning of the word language which is arranged in such a way as to form an ideal arrangement, while the essence of improvement is the progress and motivation of a person from something that does not know to know, from not being able to be able to. An understanding of enhancement can be defined as a method to improve the ability of individuals or group, bringing them to a better level than before.

Performance

According to Armstrong and Baron (2021) Performance is the result of work that has a strong relationship with the organization's strategic goals, customer satisfaction and contributes to the economy. Although experts provide various limitations on the concept of performance, they agree that performance is related to efforts to achieve better performance.

Employees

According to (Sihombing, 2019) employees are essentially one of the elements that become company resources. In the context of a company, employees have a crucial role in the activities and development of the company.

3. Material and Method

Time & Place of Research

This research was conducted from December 2023 to March 2024, the time was chosen because the researcher could organize an efficient schedule for the employees. This research was conducted at PT Berlian Sistem Informasi. The reason the researcher chose this place was because previously the researcher had done an internship at that place

3.1 Design Study

Data Collection Technique

In this study, the data collection techniques used included documentation, observation, and interviews

Data Validity Technique

In qualitative research, to ensure the scientificity of the data, it is important to validate the data. This involves using various techniques such as triangulation, internal consistency, and

checking the trustworthiness or reliability of the data.

- Credibility

In this study to test credibility (credibility) researchers used triangulation. Data triangulation can be interpreted as checking data from several sources in various ways and times carried out.

- Transferability

Researchers apply the transferability test in this study by providing a clear, detailed, and systematic description of the results of the research conducted.

- Dependability

In this study, the researcher will conduct an audit by consulting again with the supervisor, who will then audit the entire research process. The purpose of this consultation is to reduce the possibility of errors in the presentation of research results as well as in the implementation process. research itself.

3.2 Data Analysis

Data Collection

In this study, which uses qualitative research methods, data collection is done by means of observation, interviews, and documentation. The data collected will depend on the variables contained in the research hypothesis.

Data Reduction

Data reduction is part of the data analysis work, especially in the form of field notes which can be quite voluminous. The reduction process involves summarizing, selecting important information, and identifying theme patterns. By reducing data, researchers can get a clearer picture, facilitate the next stage of data collection, and facilitate the search for the necessary data again

Data Presentation

Data presentation involves a description of a series of information arranged in such a way that it is possible to draw conclusions and take action. In the context of presenting qualitative data, information is conveyed through narrative text with the intention of integrating information that is neatly arranged and easy to understand

4. Result

The results of this study are that strategies to improve employee performance are important for companies. The company tries to improve employee performance by providing targeted development programs, for example internal sharing, external sharing and certification programs. Employees at this company find it difficult to meet the standards desired by the company and are good enough. There are also obstacles faced by the company in this case, one of which is because the operational tasks that employees have are sufficient so that it is difficult to find time to take part in the development program that has been planned by the company. The solution to this obstacle is notification from management to employees and there is also communication related to employee development and discussions on targets for this year. If there are employees who do not meet company standards, they will communicate with the employee and then provide feedback through their superior and provide development with coaching from their superior.

5. Discussion

This study shows that strategies to improve employee performance are important for companies. The company tries to improve employee performance by providing targeted development programs, for example internal sharing, external sharing and certification programs.

6. Conclusion, Implication, and Recommendation

In this study it can be concluded that strategies to improve employee performance are important for companies. The company tries to improve employee performance by providing targeted development programs, for example internal sharing, external sharing and certification programs. Employees at this company find it difficult to meet the standards desired by the company and are good enough. There are also obstacles faced by the company in this case, one of which is because the operational tasks that employees have are sufficient so that it is difficult to find time to take part in the development program that has been planned by the company. The solution to this obstacle is notification from management to employees and there is also communication related to employee development and discussions on targets for this year. If there are employees who do not meet company standards, they will communicate with the employee and then provide feedback through their superior and provide development with coaching from their superior.

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