

## The Role of Human Resource Management in Improving the Performance of Makassar Regional BPRS Employees

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### Abstract

This research aims to determine the role of Human Resource Management in Improving the Performance of BPRS MAU Makassar Employees from an Islamic Perspective. This research method uses a qualitative approach by describing findings in the field. Data collection techniques in this research are through interviews, observation, and documentation studies. Data analysis uses inductive thinking and benefits in this research as information regarding employee performance development in Sharia banking institutions. The research results of BPRS Partners Agro Business Makassar show that the role of Human Resources Management has been proven to have a significant influence on improving employee performance. This has been proven by the increase in the number of customers from year to year and with the implementation of BPRS Partners Agro Business - Makassar management, namely in the recruitment process. and selection, training, and compensation or rewards given to employees and the application of Islamic values in Human Resource Management.

**Keywords:** Role of Management, HR, Employee Performance

### 1. Introduction

The development of companies that can compete and keep up with the progress of the times, so that company goals can be achieved well. Related to this, good employee quality is important in a company, because good employee quality can improve the quality of the company itself. In this case, it can be seen that a good employee must have a good level of loyalty and performance.

Performance is a real behavior displayed by each person as a work achievement produced by employees by their role in a company. High performance implies an increase in efficiency, effectiveness, or higher quality of completing tasks that have been assigned to an employee in a company. Employee performance is very important in the company's efforts to achieve its goals.

This is because employees are valuable assets for the company. 1 With full support from employees in carrying out their duties, it is hoped that they can maximize the achievement of the company's goals. With maximum employee work performance, it is hoped that the company will have the ability to compete and be superior to competitors so that it can survive and be competent. Improving employee performance in a company cannot be separated from the role of human resource management.

Human Resource Management (HRM) is one of the areas of general management that includes aspects of planning, organizing, implementing, and controlling. 2 Human resource management acts as the executor of company functions, namely planning, organizing, staff

management, leadership, and supervision as well as implementing company operations.<sup>3</sup> Sharia management is a behavior related to the values of faith and monotheism. Every human behavior in an activity is based on the values of monotheism, therefore their behavior will be controlled and there will be no KKN (corruption, collusion, and nepotism) because they feel they are always being watched by Allah.

The Islamic management that has been implemented provides quite significant changes related to the Sharia system in Islamic management such as moral values, compensation, spirituality, and the bank's organizational system as well as strict sanctions set by the bank if an employee violates the Sharia management system. The increase in employee performance at BPRS Partners Agro Business Makassar was due to the transition from conventional to Sharia because they were motivated by Islamic teachings for work intentions and responsibility.

## **2. Research Methods**

This research uses a qualitative method, which focuses on in-depth observation. Therefore, the use of qualitative approach methods in research is to be able to produce comprehensive studies of phenomena that occur in the field.

### **2.1. Data collection technique**

Data collection is the most important step in research, because the main aim of research is to obtain data, namely as follows:

- a. Interviews are a form of verbal communication that aims to obtain information. With this method, researchers want to obtain data directly regarding the role of valid sources
- b. Documentation studies obtain data from documents such as written data, whereas what is meant is a way of obtaining data based on notes. The documentation in this research will use history, vision and mission, organizational structure, and assessment techniques for employee performance.
- c. Observation is for data collection where the researcher records information as seen, and witnessed during the research. By collecting data through direct observation of situations or events in the field.

### **2.2. Data analysis**

Qualitative research is the process of systematizing what is being researched and organizing the results of interviews such as what was done and understood so that the researcher can present what is obtained to other people. <sup>10</sup> To analyze the data, this research uses an inductive way of thinking, namely a way of thinking that starts from specific and concrete facts, and concrete events, then from these specific and concrete facts or events generalizations are drawn that have a general nature.

## **3. Results and Discussion**

### **3.1. BPRS Partners Agro Business products - Makassar**

Fund collection at Sharia banks can take the form of current accounts, savings, and deposits. Sharia operational principles applied in collecting public funds at BPR Syariah consist of the following:

- a. Fundraising Products (Funding)
  - 1) Wadi'ah savings Wadi'ah savings are third-party savings at Partners Agro Business Syariah Bank from which withdrawals can be made at any time. These savings

funds are managed in trust by the bank as mudharib. Customers receive rewards as bonuses.

- 2) Mudharabah savings Mudharabah savings are savings that are run based on a mudharabah agreement. Mudharabah has two forms, namely mudharabah mutlaqah and mudharabah muqayyadah. The bank acts as mudharib (fund manager) while the customer acts as shahibul mal (fund owner). Sharia banks can act as many ribs and have the power to carry out various kinds of business that do not conflict with Sharia principles.
- 3) Mudharabah deposits Mudharabah deposits are investment funds based on mudharabah contracts or other contracts that do not conflict with Sharia principles where withdrawals can only be made at certain times based on the agreement between the customer and the Sharia bank

b. Fund distribution products (Landing)

- 1) Multi-service ijarah financing Multi-service ijarah financing is financing where the bank provides a fee to the customer to obtain the benefits of a service. In principle, it is the same as ijarah, only in multi-service ijarah renting out consumer services in financing this multi-service ijarah, BPRS Partners Agro Business can receive juror or fee compensation. The amount of the fee must be agreed in advance and stated in nominal form.
- 2) Murabaha financing Murabahah financing financing for the procurement of goods (murabahah) is financing with a system of buying and selling goods. PT. BPRS Partners Agro Business sells goods according to customer wishes at agreed prices.

### **3.2. The Role of Human Resource Management in Improving the Performance of BPRS Agro Business Partners**

Operational Management of BPRS Partners Agro Business In Management, HR planning is the first thing a company does to form good management, planning includes detailed matters regarding employees, such as planning the demand for labor within the company in the short and long term as well as Making a position analysis in the organization, this aims to determine the tasks, objectives, employee skills, knowledge and abilities needed by the company, and in this case BPRS Partners Agro Business - Makassar has been well realized, as for the number of employee recruitment plans in per year at BPRS Partners Agro Business - Makassar is uncertain. However, for the marketing department, BPRS Partners Agro Business always opens up job opportunities every year, different from the customer service and teller departments.

- a. The Teller Management of BPRS Partners Agro Business in conformity with values and morals is very much reflected in the employees of BPRS Partners Agro Business. Trustworthy intentions and attitudes serve as guidelines when working. The compensation given to employees is usually by the achievement of targets and compensation at the end of the year, where the distribution of compensation given is by the provisions contained in BPRS Partners Agro Business. For the flow of compensation distribution, there is usually a recap once a year, from which it can be seen that the compensation given is by employee performance.
- b. BPRS Partners Agro Business's Customer Service Management in conformity with values and morals is highly reflected by the employees of BPRS Partners Agro Business, where trustworthy intentions and attitudes are the guidelines when working. The intention to work at BPRS Partners Agro Business is to get a job, apart from that there is the intention to have experience in working at a Sharia bank. The compensation given to employees is usually by the achievement of targets and the end

of the year, where the distribution of compensation given is by the provisions contained in BPRS Partners Agro Business. For the flow of compensation distribution, there is usually a recap once a year, from which it can be seen that the compensation given is by employee performance.

- c. Management Financing Management support in conformity with values and morals is very much reflected by an employee of BPRS Partners Agro Business. Trustworthy intentions and attitudes serve as guidelines when working. The compensation given to employees is usually by the achievement of targets and the end of the year, it's just that the financing support section has never received compensation from BPRS Partners Agro Business, so they don't understand the distribution or flow of compensation.
- d. Management Financing Analyst Compensation given to employees is usually by target achievement, where the distribution of compensation given is in the form of cash incentives and some are in the form of goods. The distribution of compensation is by the provisions contained in BPRS Partners Agro Business. For the flow of compensation distribution, there is usually a recap at all times, from which it can be seen that the compensation given is by employee performance. BPRS Partners Agro Business in terms of worship is very strict, such as the requirement to perform prayers on time, men are required to pray in the mosque, have morning briefings at the same time as reading the Koran, praying and reciting Asmaul Husna. The worship facilities at BPRS Partners Agro Business are very complete. The organizational structure of BPRS Partners Agro Business is by its field. In making decisions, BPRS Partners Agro Business uses the Al-Qur'an and Sunnah as the basis. The skills that must be possessed are by each field, for example, tellers must be able to communicate well and have calculation skills. The employees at BPRS Partners Agro Business are very good at working together with the team.
- e. Sales Officer Management Compensation given to employees is usually by target achievement, where the distribution of compensation given is in the form of cash incentives and also in the form of goods for employees who are disciplined and have good attendance. The distribution of compensation is by the provisions contained in BPRS Partners Agro Business. For the flow of compensation distribution, there is usually a recap at all times, from which it can be seen that the compensation given is by employee performance.

### **3.3. Employee performance at BPRS Partners Agro Business - Makassar**

Customer management improves the work quality of BPRS Partners Agro Business employees very well. The responsibilities given by BPRS Partners Agro Business are very agile, where when a customer complains or an error occurs in the recording in the savings book, BPRS Partners Agro Business is very responsive in responding to this matter. BPRS Partners Agro Business has very good discipline, such as opening a cash office in the market. The service provided by BPRS Partners Agro Business is very good, friendly, and can communicate well

- a. Paying attention to customers, the quality of work of BPRS Partners Agro Business employees is very good. The responsibilities given by BPRS Partners Agro Business are very agile, where when a customer complains or an error occurs in the recording in the savings book, BPRS Partners Agro Business is very responsive in responding to this matter. BPRS Partners Agro Business has very good discipline in terms of picking up the ball, by the time for saving. The service provided by BPRS Partners Agro Business is very good, friendly, and can communicate well.

- b. Customer management and the quality of work of BPRS Partners Agro Business employees are very good. The responsibilities given by BPRS Partners Agro Business are very agile, where when there are customers who complain or errors or mistakes occur in recording in the savings book, BPRS Partners Agro Business is very responsive in responding to this matter. BPRS Partners Agro Business has very good discipline in terms of picking up the ball, according to the time for saving.
- c. In terms of management, the work quality of BPRS Partners Agro Business employees is good. The responsibility given by BPRS Partners Agro Business is very agile, where when there are customers who want to make financing, BPRS Partners Agro Business processes it very quickly if it complies with the terms and conditions. BPRS Partners Agro Business has very good discipline in terms of picking up the ball, It's time to save. The service provided by BPRS Partners Agro Business is very good, friendly, and can communicate well.
- d. Management and the quality of work of BPRS Partners Agro Business employees are very good. The responsibilities given by BPRS Partners Agro Business are very agile, where when a customer complains or an error occurs in the recording in the savings book, BPRS Partners Agro Business is very responsive in responding to this matter. BPRS Partners Agro Business has very good discipline in terms of picking up the ball, according to the time for saving.

### **3.4. Analysis of the Role of Human Resources Management in BPRS Partners Agro Business**

The role of human resource management must have a plan or program that will help achieve the company's goals that have been set in the future, through estimating and number of employees needed in its sections as well as in planning employee withdrawal, employee selection, and so on. Recruitment of workers is very important in an organization where at this stage it is necessary to analyze existing positions to create job descriptions and job specifications.

- a. Employee development and evaluation greatly influence company performance. Where company employees must master the work that is their duty and responsibility. In this case, managers must provide provisions so that employees can master and be experts in their respective fields and can improve their employees' performance. Performance according to an Islamic perspective must have principles such as intention, trust, results of work, cooperation, and justice.
- b. Improving human resource management in improving employee performance was held at BPRS Partners Agro Business - Makassar. Where this aims to increase knowledge for employees in improving performance from an Islamic perspective. BPRS Partners Agro Business employees are expected to be able to fulfill employee performance from an Islamic perspective, namely that work must be done with intention, trust, results from work, cooperation, and justice. From the role of HRM, it can be seen how much influence it has on employee performance

## **4. Conclusion and Suggestion**

### **4.1. Conclusion**

The role of Human Resources Management has been proven to have a significant effect on improving employee performance. This has been proven by the increase in the number of customers from year to year with the implementation of BPRS Partners Agro Business - Makassar management, namely in the recruitment and selection process prospective employees

are required to be Muslim and be able to read Al-Qur'an well, and the recruitment process is fair and free from fraud such as KKN (Corruption, Collusion, Nepotism), regular training is given to employees so they can maximize their performance at work and there are awards given from BPRS to employees who perform well and excel, Islamic HR Management at BPRS Partners Agro Business - Makassar makes employees have Islamic values and morals by implementing an honest and trustworthy nature, with integrity and spirituality that is highly upheld in their work.

## 4.2. Suggestion

BPRS Partners Agro Business - Makassar is expected to be able to improve its Human Resources Management by providing more intensive coaching for employees regarding Islamic knowledge to maintain Islamic values and morals in employees

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