

## Impact of Human Resource Competency Development on Employee Work Productivity

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### **ABSTRACT**

*Manpower or employees are human resources who have a very important role in improving performance for the progress of a company. One of them is improving the performance of employees in Islamic banking companies that are known so far in sharia banking where development can be seen increasing. In this case, Islamic banking companies face challenges in employee work productivity, as a company in this case, namely sharia-related banking, which must have employees as human resources, namely employees who have competency development. Employees as human resources in question, namely employees as human resources who are also mentally and have a good attitude, and the assessment of knowledge from employees is a skill that must be more adequate.*

*The formulation of the problem in an existing study is how the development of employee knowledge or competence as a human resource has an impact on the productivity of Bank employees from Syariah Indonesia KC Bengkulu S. Parman and the impact of how the development of employee competence is human resources in the field of Bank of Sharia Indonesia KC Bengkulu S. Parman. This study also has the aim of knowing whether there is an impact on developing an employee's competence as a human resource as well as on the productivity of Bank Syariah Indonesia employees at KC Bengkulu S. Parman. Basically the researcher uses a quantitative research approach. Sources of data that can be used are primary data. The primary data in this quantitative study are employees with a sample of 29 employees and the proportional method. The proportional method is in the form of validity and reliability tests. Descriptive data is in the form of perceptions of knowledge (X1), skills (X2), attitudes (X3), and productivity performance is (Y).*

*In this study there are characteristics of some of the highest respondents who are seen from both male sex (79.3%), age 24-35 years (46.8%), SI education (68.9%) and also working years >2 years (60.2%). Based on the results and discussion, the authors conclude that employees are human resources, who is one of the most important parts of the Bank Syariah Indonesia company KC Bengkulu S. Parman. Employees have competency development that must be good and also have a good basis of religious values and piety. Therefore, Bank Syariah Indonesia KC Bengkulu*

*S. Parman will not easily be able to compete with other banks. Competency-based development that must be possessed is the basic characteristics of knowledge, skills, and attitudes related to productivity. The role of developing employee competencies as human resources at Bank Syariah Indonesia KC Bengkulu S. Parman has not looked so good because employees have not fully developed good competencies. This will have an impact on the productivity of employees.*

**Keywords:** *Development of competence, human resources, employee productivity, Bank Syariah Indonesia KC Bengkulu S. Parman.*

## A. INTRODUCTION

In the current era of globalization, an employee is asked to continue to improve his performance so that he is able to compete and be able to answer all possibilities that occur in improving performance (Hasibuan, 2011). The performance of an organization is greatly affected by the ability of each person in carrying out the tasks and positions given. To increase employee productivity in achieving organizational goals, including developments in Islamic banking in Indonesia, which can already be seen in experiencing a very significant increase compared to previous years, it is known that the beginning of the existence of Islamic banks in Indonesia was Bank Muamalat Indonesia. (BMI) in 1992. Developments in Islamic banks in Islamic countries also had an impact in Indonesia. In its development in Indonesia, there are regulations issued, namely a regulation on sharia banking, Law No. 7/1998 on sharia banking by BI and the National Sharia Council and supports the implementation of sharia economics in Indonesia (Shandy Utama, 2020).

Islamic banking in Indonesia is experiencing challenges due to the fact that people still prefer conventional banks to Islamic banks. Meanwhile, another problem is the weak competence of employees as human resources which is one of the factors that triggers the decreased desire to become customers of Islamic banks. Some of the competencies of Islamic banking employees in Indonesia need development so that they become reliable human resources and are able to understand sharia principles.

Employees as human resources have strategic roles, among others, as spearheads who fight for the application of sharia law at the regulator level, reviewing sharia laws to create products and services that are in accordance with the demands and needs of the current community and their contracts, formulating and implementing policies that in accordance with sharia principles and provide customer services according to Islamic etiquette and guidelines (Cahyani, 2017). The more rapid the flow of competition between banks, the role of qualified employees becomes very strategic. Companies that ignore the quality of employees

as human resources will be increasingly marginalized. It is impossible for quality (strongly competitive) products and services to occur without the support of qualified employees (Hakim, 2020). As a company, Islamic banks should really pay attention to aspects of employees as human resources. Employee performance as quality human resources is certainly closely related to the education and training that has been undertaken. Good quality education and training will have a greater chance of producing employees as high quality human resources.

### **Formulation of the Problem**

Based on the above background, the problem formulated in this research is how the development of employee competence as a human resource has an impact on the productivity of the Bank's employees of Sharia Indonesia KC Bengkulu S. Parman?

### **Objective of the Research**

The purpose of this study is to describe the impact of competency development on employee performance productivity at Bank Syariah Indonesia KC Bengkulu S. Parman.

### **Limits of the Research**

So that the discussion can be carried out in more depth, the authors limit the research as follows:

1. The scope of the research is limited with the respondents only employees of Bank Indonesia KC Bengkulu S. Parman.
2. This research study discusses the development of human resource competencies on employee productivity and the Islamic economic perspective regarding employees as human resources.

## **B. THEORITICAL**

### **Employees as human resources**

Employees as human resources are the driving force of the company. Since without human resources a company will not progress and develop as planned by the company or organization (Yusuf, 2016). Employees as human resources have a major role in every organizational activity. The support of facilities and infrastructure as well as excessive resources without the support of employees as reliable human resources will not easily be completed properly. This explains that an employee as a human resource is an important part that must be considered with

all his needs. As an important part, human resources will be the key to the successful implementation of organizational activities.

Therefore, an employee as a competent human resource in all fields is very necessary. Currently, technological advances really require employees as human resources who must be able to master technology quickly and be responsive to a technological change (Sukmayanti et al., 2016). This condition also demands personal integrity which is very important in order to win competence. It is not enough for a company to be able to continuously survive and compete in the midst of technological dominance if it is not supported by employees as highly reliable human resources. Most of what usually happens in economic stability is that human resources are not so ready to be able to face a challenge.

1. Explanation Employees are human resources in a work management

Management that is very important in addition to bank marketing is the management of employees as human resources. This is because employees as human resources are part of the backbone to run the bank's operational activities. Therefore, the provision of employee competence as human resources as a driving force for bank operations must also be prepared as well as possible. Employee performance management as human resources (HR) is the use of individuals to be able to achieve an organizational goal where as a consequence managers at every level must be able to involve employees as human resources. However basically all managers make things complete through the efforts of other people, they need a very effective HRM (Utamy et al., 2020).

2. Explanation of employee performance management functions as human resources

Employee performance management is a human resource which is part of employee competence. An explanation of the functions of human resources in management consists of five functions, namely:

a. Explanation of the Procurement of an Employee as a human resource

This function is also part of the performance management activities of an employee as a human resource to achieve organizational goals.

b. Explanation of employee development as human resources.

## **Employees as human resources in Islam**

Employees as part of human resources (HR) are the potential contained in humans to be able to realize their role as social beings who can be adaptive and transformative who are also able to manage themselves and all their potential contained in nature towards achieving prosperity in life in a balanced and orderly manner. Sustainable (Yusuf, 2016). In everyday practical terms, employees as human resources can be understood as an integral part of the system which also forms a part of the organization. In the field of psychological studies where HR practitioners also have to take industry majors as well as part of the organization. As a science, HR is studied in an employee's performance management as human resources.

### **C. METHODOLOGY**

#### **Approaches, Types and Nature of Research**

The author uses a quantitative approach method. Quantitative research method is a positivist method that uses measurable research instruments and tests established hypotheses (Prof. Dr. A. Muri Yusuf, 2016). This type of research is a field research; direct observation of an object under study to obtain clear and relevant data.

#### **Data source**

The research data that the author uses are as follows:

##### **Primary data**

Primary data is a collection of data obtained directly from respondents or objects to be studied. The data included interviews, questionnaires, and documentation obtained directly through employees and leaders at Bank Syariah Indonesia KC Bengkulu S. Parman.

#### **Population and Sample**

Population is a group of elements or elements in the form of humans, animals or plants, both objects or objects and events that occur in certain predetermined areas (Hamdani, A.Saepul Setyawati, 2014). The population in this study were employees of Bank Syariah Indonesia KC Bengkulu S. Parman, totaling 29 people..

#### **Operational understanding of each variable**

Competency development is the ability or characteristic based on people's behavior to be able to carry out the tasks and obligations assigned to them with the expected results (Ghozali, 2018).

There are three characteristics that can be formed in the development of competence; Knowledge, Ability and Attitude. Operational of each competency development variable is measured based on Knowledge (X1), Ability (X2) and Employee Attitude (X3)

### **Data collection technique**

The process of collecting data in research is carried out by:

a. Questions or questionnaires

Questions or questionnaires are part of the data collection technique carried out to provide tools, questions, and statements in writing either to human resources to be answered.

b. Interview

Interview is the process of interaction between the interviewer and someone being interviewed through direct communication.

## **D. RESULTS AND DISCUSSION**

### **Overview of Indonesian Islamic Banks**

Islamic banks are often called Islamic banks. Islamic banks are banks whose implementation is based on Islamic law or sharia, and does not apply an interest system to their services. This bank is run based on Islamic law. The application of interest is prohibited and does not occur in Islamic banks because it is considered not in accordance with Islamic law. Islamic banks use a profit-sharing system and get a number of benefits from the system. This profit is then used by the bank (as the manager) to finance all banking operational activities carried out. A collection of Islamic banks merged into one Indonesian Islamic bank. The impact on conventional banks at that time required the government to take policies by restructuring and recapitalizing a number of banks in Indonesia.

Islamic bank products in Indonesia as an alternative to banking products outside of conventional products and their products are more or less the same as conventional banking products (Shandy Utama, 2020). The difference is, sharia bank products have been adapted to sharia contracts and are recognized by the National Sharia Council-Indonesian Ulema Council (DSN-MUI). The following are several Islamic bank products in Indonesia that can be widely used by the

community based on their needs: sharia savings; Sharia deposits; Sharia pawning; Islamic financing or loans; Sharia Current Account.

### Discussion

In a company or organization, employees as part of human resources are an important part that needs attention. Employees as human resources are workers or employees who play a very important role for income and performance improvement or company progress, including in Islamic banking companies. Therefore, the ability of employees as human resources is a very important factor in the company. An employee as a human resource must be managed properly to increase the effectiveness and efficiency of the organization and Islamic banking institutions which are business entities engaged in the service sector that refer to the principles of sharia. Therefore, Islamic banks due to their nature as banks based on sharia principles must be able to position themselves as *uswatun hasanah* (good examples) in the implementation of both morals and ethics.

One strategy that can determine the success of a company is on the basis of improving the quality of employees as human resources supported by sharia competency development. Employees as human resources based on competency development can improve competence, capacity and build a strong foundation according to business demands. If later there are people who work in an organization who have competency development in accordance with the demands of their work, these people are capable both in terms of knowledge, skills, and attitudes. Employees as part of the number of human resources in Islamic banking must have the qualifications and development of sharia competencies which are not only experts in the field of economics, but also finance and banking. In management, employees as part of Islamic human resources are the driving source of a process, both production and results and must have the characteristics of the Prophet: *Siddiq, Amanah, Tabligh, and Fathanah*. In Islamic business, there are two factors that can be keys: honesty and expertise. Honesty is the pinnacle of morality, data from faith and the most prominent characteristic so that other people believe. All of that is found in everyone who has the competence development of an employee as a good human resource in accordance with the teachings of the Prophet *Salallahu Alaihi Wassalam*. Partially, the analysis of the research discussion is as follows:

#### I. Impact of Knowledge Variables on Employee Productivity

Knowledge is information that a person has and the main component of competence in obtaining identification. Science is the result of a learning effort

process that has been taken by employees which is applied in every work activity. Tasks that are done without knowledge in it will definitely not have good results. Knowledge is classified as an attribute of the Apostle; *Siddiq* and *Fathanah*. *Siddiq* in the knowledge of developing human resource competencies is also defined as an employee who has the knowledge of how to do a job properly and correctly, while *Fathanah* in the science of developing employee competence as a human resource is having the ability to work effectively and efficiently (Yusuf, 2016). Therefore, knowledge is needed and is an obligation for every Muslim, especially for employees who are human resources in Islamic banking. With knowledge, employees will be able to know how to work with good and correct processes and be able to do work for it more effectively and efficiently.

## 2. The Impact of Skills Variables on Employee Productivity

Skills are a form of development of employees to be able to do work skillfully in every field of work. According to Wardoyo, skills are individual skills that can create and inspire their potential to become a work that can be assessed and appreciated in various work activities according to the goals to be achieved by the organization. In the concept of sharia economics, skills are being able to provide and carry out tasks as the caliphate of Allah on earth, and being able to get closer to Him, think systematically and be proficient in self-actualization with various kinds of expertise as has been narrated in the Al-Quran.

In sharia economics there are also skills that are indispensable, including language skills, intelligence skills in thinking, and intelligence skills in economics. These three skills must be possessed by human resources to be able to convey ideas to everyone, give good comments, understand texts, and convey thoughts through writing. By having human resource thinking skills, you will be able to provide creative and innovative ideas for the progress of the bank, manage the company's income and expenses well.

## 3. The Impact of Attitude Variables on Employee Productivity

Personality is shown when a person can interact with his environment. Attitude is a demand for behavior that can respond to the desire to develop competence well in achieving goals.

## E. CONCLUSION

Based on the results of the analysis that has been carried out in this study, the researchers draw the following conclusions:

1. The development of employee competencies as human resources has a good and very significant impact on various employee performance productivities. Competency development consists of knowledge, skills, and attitudes that have an impact on the performance productivity of Bank Syariah Indonesia employees at KC Bengkulu. All show that the better the competency development, the higher the employee's work productivity. Conversely, the lower the competency development possessed by employees, it can be ascertained that employee productivity at work will decrease.
2. Employee performance can be said to be very productive by looking at the work that has been given by employees of Bank Syariah Indonesia KC Bengkulu S. Parman and measuring employee competency development as human resources at Bank Syariah Indonesia KC Bengkulu S. Parman. Some employees have not been able to work effectively in accordance with their respective targets because the development of various employee competencies is still not good enough so that the bank still has to provide more training regarding management in Islamic banking. Each selection of bank employees must be more careful in selecting prospective employees. Employees who are accepted must be truly experts in their fields and are graduates who are in accordance with the field of work to be given.

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