



## THE EFFECT OF PERSONAL DEVELOPMENT ON THE EMPLOYEES OF EMPLOYEES IN PUBLIC HOUSING AND HOUSING SERVICES IN THE CITY OF MEDAN

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### Abstract

This study is titled the Impact of personal development on employees of public housing and housing services in Medan City. This study aimed to determine whether human resource development affects employee performance in the Public Housing and Settlement Office of Medan City. The data used in this study is primary data using a research instrument in the form of a questionnaire. The research population was 160 employees of the Medan City Housing and Settlements Office. In the end, a random sample of 48 respondents was used. The method used in this research is a quantitative descriptive method. The T-test result was 7,871, so staff development positively and significantly impacts the performance of housing and services workers in Medan City. It is recommended to encourage improving the performance of public housing and housing services workers in Medan City; managers who care about efforts to develop human resources, primarily through training, are needed.

**Keywords:** Human Resource Development, Personal Development, Employee Performance

**JEL Classification:** L20, L25, M10

## 1. INTRODUCTION

Human resources are a central factor in any organization, regardless of its form and purpose. Organizations are made based on different visions for the benefit of people. The importance of human resources in an organization requires that every organization gets qualified and productive employees through human resource development. Human resource development (HR) prepares people to take different or higher positions in an organization, which usually involves increasing the mental capacity to do a better job. Development involves learning opportunities designed to help employees develop.

Hasibuan (2016) said human resources (HR) development prepares people to take

different or higher positions in an organization, usually accompanied by increased intellectual abilities to do better jobs. Development involves learning opportunities designed to help employees develop”.

According to Irawati (2016), training helps employees understand practical knowledge and its application. The development of human quality through the development of the ability to think occurs, among other things, through an increase in the ability to assess the situation. Training is one of the most fundamental approaches in human resource development. This is done as an approach because training plays a strategic role in job performance in achieving organizational goals.

Notoatmodjo (2015) said good staff development promotes staff performance improvement. Each organization should adapt more to the development of the organization's strategy, relying on the quality of personnel as a critical success factor. So each person must adapt to the competencies he needs to do his job. The development strategy aims to improve efficient, reliable, safe, convenient, and environmentally friendly services and is part of increasing labor productivity. The implementation of the personnel development strategy includes all functional aspects of the organization (strategic factors), which are vital internal factors.

The problems that are often encountered in this institution are firstly the limited capacity in the technical field because this institution has (four) technical fields, namely the field of water networks, the development of water networks, copyrighted works, and finally, the field of water supply. These four sectors deal with irrigation issues (irrigation, rivers, and swamps), employment generation (waste, buildings, and drainage), and spatial planning (RT/RW, RTR).

In this case, experts are needed in engineering, especially civil engineering, because there is still a need for more experts in these four fields. Secondly, there were still some officials in the state sector of housing and housing services whose educational level did not match the performance of their duties and tasks; therefore, the assigned work still needed to be completed on time. Managers in each field must organize education and training to encourage employees to develop employee skills and reduce the limitations of employees, especially in the technical area. Although training has been organized for employees, there are still obstacles. There are still employees who still need to complete the training.

## 2. LITERATURE REVIEW AND HYPOTHESES

Kusdiyah (2015) said human resources are vital to an organization. Whatever the form and

purpose, organizations are made for the benefit of people based on different visions, and people are guided in implementing these tasks. Human resources are an asset in all management aspects, especially those related to the existence of an organization.

According to Gouzali (2016), the development of human resources is an activity that companies must implement so that their knowledge, skills, and abilities match the requirements of the work being performed.

Hasibuan (2016) states that work performance is the work result that a person achieves by performing the tasks assigned to him based on skills, experience, sincerity, and time. It means the sincerity and skills of the employees in the activity. of the tasks determine the fulfillment of the work done.

Sutrisno (2016) argues that two factors influence work performance. These are individual and environmental factors. Individual factors related to efforts to show some physical and mental synergy used to carry out mission maneuvers, skills, personal qualities needed to perform tasks, and roles or perceptions of tasks, namely all behaviors and activities deemed necessary by individuals to carry out work.

Hasibuan (2016) states that determining who conducts the evaluation process is vital because evaluation determination is closely related to whether the evaluation results are objective. Appointing a qualified appraiser is very difficult because the appraiser must meet the following requirements:

1. Appraisers must be honest, fair, objective, and have a thorough knowledge of the matters being appraised so that their appraisal is factual.
2. Evaluators should base their evaluation on the right or wrong, good or bad, evaluated factors so that the evaluation is honest, fair, and objective. Evaluation should not be based on physical taste, so that evaluation is not based on liking or disliking
3. The appraiser must know the job description of each appraised employee so that the results can be considered.

## 3. RESEARCH METHODS

Sugiyono (2017) research design is a guide or procedure and technique for research design that is useful as a guide for building model-building strategies. Planning your research helps you conduct your research so that it goes well. The research method used in this work is quantitative, a study that focuses its analysis on numerical data or numbers obtained during hypothesis testing in such a way as to find out the meaning of the relationship between the variables being studied. In this study, there were 160 technical workers of Medan City Public Housing and Settlement Bureau.

According to Sugiyono (2017), sampling is part of the number and characteristics of the population. The sample used in this study is simple random sampling, which is a random sampling technique or elements in which each element or member of the population has an equal chance of being sampled. Therefore, this study's sample was  $30\% \times 160 = 8$ . From the above population data processing results, there were 8 respondents in the sample in this study. The location of this research was conducted at Perkim's direct office at Jln. AH. Nasution, a city in Medan.

#### 4. DISCUSSION

Human resource development is any activity that aims to change behavior, behavior that consists of knowledge and skills. Personnel development activities are investments in personnel resources to improve work performance to achieve organizational goals and objectives. Employees are a valuable asset that plays a vital role in supporting the achievement of organizational goals.

Organizations must proceed from the point that each employee has favorable characteristics that must be recognized to guide and develop them so that they can work effectively and

efficiently, quality work, where this is the very strategic support and leadership—factor in the promotion of the organization. If an organization expects employees to do their job well, employees must be trained and trained systematically.

The training increases the employees' theoretical and conceptual skills and morale. However, employee development is not limited to training employees; they develop faster and perform better when the organization offers employees the opportunity to progress. This promotion positively affects other employees, namely the motivation to work better. In addition to these two issues, HR development is integral to workplace turnover.

The promotion has a tremendous psychological effect on employee satisfaction. If the organization pays attention to personnel development, employees will voluntarily perform their duties as best as possible and know how to comply with the current regulations. The employees also promote harmonious, cooperative relations between the parties, are active in the performance of their tasks, and can act as locomotives of the organization.

#### 5. CONCLUSION

It has been suggested that managers who care about the human resource development efforts of employees, primarily through training and education, are needed to increase the performance of the employees of Medan City Housing and Settlement. When implementing personnel through training, fair and proportionate promotion is also expected for employees who have fulfilled both managerial and skill requirements so that employees feel happy about their contribution to the organization.

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