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Recruitment, Training and Human Resource Development for Mr. Blitz Tanjungpinang Employees

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Abstract: This study aims to analyze and understand the recruitment, training and development carried out by Mr. Blutz Tanjungpinang in improving the quality of its human resources. This research uses a descriptive qualitative approach. The data collection technique is done through interviews and observation. Data analysis is done through data presentation, data reduction, and concluding. The research results show that the training and development program carried out by Mr. Blitz Tanjungpinang in improving the quality of its human resources is through workshops, seminars on creative, innovative, and fun learning methods, holding independent training by inviting resource persons who are experts in the field, and programmed supervision carried out by managers for employees regarding the achievement of company goals.

Keyword: Recruitment, Training, Human Resource Development

INTRODUCTION

The organization must have strength in the face of its competitors. One of the strengths or possessed by the organization is human resources that play an important role in the journey of the organization. Human resources have a significant role in every organizational activity (Yuliyati, 2020). Although supported by promising facilities and infrastructure and funding sources, without the support of reliable human resources, organizational activities will not be completed properly. This shows that human resources are the main key that must be considered all their needs (Silviani et., 2021). Human resources are the most crucial resources in an organization, implying that its development should be considered as an investment (Ranabahu & Almeida, 2019). The results will not be immediately visible in the short term, but rather in the long run this investment will produce the results expected by the organization.

Training and development in the world of work has been carried out by many companies and organizations. Organizational training and development aims to improve a range of specific, detailed, and consistent execution skills and techniques (Khurotin & Afrianty, 2018). This encourages organizations to facilitate training and development for their employees to produce better, effective, and efficient performance. Training is a tool to adjust the duties and work of each ability, skill or skill of employees, as well as expertise and efforts to improve employee performance in accordance with the position of the employee (Amir, 2021). Whether or not employee performance will affect the stability of an organization in achieving the goals that have been set.

Mr. Blitz Tanjungpinang is one of the places to eat in Tanjungpinang located on Jalan Basuki Rahmat. Mr. Blitz Tanjungpinang was established in 2013 with a street cart on Jalan Pemuda. Then in 2016 Mr. Blitz moved to Basuki Rahmat street until now. Mr. Blitz Tanjungpinang has been running for 11 years with 17 permanent employees and 8 training employees.

Based on the results of initial observations of researchers in the field, researchers found that there are some employees who have not been able to carry out their duties optimally. The cashier is still wrong in the transaction and the employee is still slow in doing the service. From these problems, Mr. Blitz seeks to overcome these various problems by providing training and human resource development to develop employee potential and competence. Managers make strategic steps to strengthen the quality of human resources to produce more qualified employees through training and development. The purpose of this study is to describe related to training and HR development in employees of Mr. Blitz Tanjungpinang.

METHOD

Qualitative research is a method based on post-positivist philosophy, which is used to study the state of natural objects, not experiments that are mainly researchers, the data collection process is carried out through triangulation (hybrid), data analysis is inductive. / qualitative and. Qualitative research findings emphasize meaning rather than generalization (Adlini et al., 2022). In this study, researchers used qualitative descriptive methods in the form of interviews and observations. Qualitative research methods are useful research to gain a deeper understanding of a particular event in the state of a natural object. The study produced verbal and written descriptive data. The collection of qualitative research data is very basic and depends on the observation process in the research itself. This research was conducted at Mr. Blitz Tanjungpinang with the resource person, namely Mrs. Yeza as the manager at Mr. Blitz Tanjungpinang. Mrs. Yeza has worked for approximately 8 years since 2016 at Mr. Blitz Tanjungpinang. In this study, researchers used two types of data, namely primary data and secondary data. Primary data is data directly obtained from the research location by means of direct interviews with resource persons. While secondary data is a type of data collected through other data obtained from books and journals. Data analysis in this study was carried out when data collection from interviews with resource persons took place. There are three steps in data analysis, namely data reduction, data display, and making conclusions.

RESULTS AND DISCUSSION

Recruitment

In a recruitment, there are several steps that must be done in every recruitment by the company as stated by (Rahman et al., 2022), as for the indicators, they are:

1. Basic recruitment rules
 - a. The existence of clear rules

Mr. Blitz Tanjungpinang has a unique approach in recruiting new employees. They use social media platforms like Instagram and Facebook as the main tools for sharing job vacancy information. This approach is in keeping with the current trend where many individuals are looking for jobs through online platforms. By sharing vacancy information on @infolokertpi Instagram account and focusing on the Riau Islands (Kepri) region, Mr. Blitz can reach potential employees in their locations.

b. General requirements

The general requirement proposed by Mr. Blitz Tanjungpinang in recruiting employees is that both male and female applicants are required to attach job application files along with other supporting documents. The main criteria for selection of new employees in Mr. Blitz include aspects of civility or ethics, and manners. This demonstrates the company's commitment to building a team that not only has the appropriate technical skills, but also values and attitudes that are in line with the company's culture.

c. Special requirements

In this case, for applicants must have certain qualifications in accordance with those specified by the company. At Mr. Blitz Tanjungpinang, the desired special requirements are that at least prospective applicants are high school graduates / equivalent, not currently studying, aged 18-24 years, attractive appearance and preferably experienced in the requested field.

2. Recruitment sources

a. Work experience

Sources that come from outside the company, in other words outside the company's employees in occupying vacant positions. In this case, Mr. Blitz Tanjungpinang recruits employees who already have previous work experience.

b. Work performance

Mr. Blitz Tanjungpinang is not committed to hiring employees sourced from within to fill field vacancies based on job performance.

3. Method recruit

a. Resume check

Mr. Blitz Tanjungpinang matches the profile of prospective applicants with job description and role qualifications through examination of the list of experience and skills.

b. Interview

In the interview process, Mr. Blitz Tanjungpinang asked a series of questions to potential applicants. The interview process that is arranged after the candidate has indicated their interest also allows the company to identify the candidate who best matches the company's values and needs.

Training

In improving the employability of employees, the training conducted by Mr. Blitz's manager must be carried out in appropriate ways and consider several training indicators, including:

1. Types of Training

Based on the analysis of the needs of the training program that has been carried out, it is necessary to conduct training to improve employee performance and work ethics for the lower and middle levels. Mr. Blitz realizes the importance of training in developing their human resources. They offer a three-month training program for new employees.

2. Training Objectives

The purpose of this training program is to ensure that new employees not only gain a deep understanding of their duties and responsibilities, but also connect with the company culture and the values upheld by the company.

3. Training Materials

The training material obtained is in the form of providing understanding to new employees for the work that will be their responsibility, work communication, discipline, and aspects of work ethics in Mr. Blitz Tanjungpinang.

4. Training Methods

During training, the main focus on operational aspects in the first and second weeks provides a solid foundation for new employees to understand their work practically. Furthermore, aspects of etiquette, performance, and initiative become the main focus of evaluation. The emphasis on daily performance improvement and initiative shows that Mr. Blitz judges not only performance based on end results, but also attitude and willingness to develop sustainably.

5. Participant Qualification

During the training period, employee performance must improve every day. This is an assessment for managers whether the employee is worthy or not to be a permanent employee. There are several factors that are considered, namely attitude, increased performance performance, and having initiative. The most important thing for new employees is that they must show an uphill graph, even if the resulting increase is small, but there must be improvement and be done consistently. Training of new employees in the training period is directly guided by the owner Mr. Blitz or accompanied by the staff of the Owner Mr. Blitz who immediately descends to train the new employees and provide direction for 3 months. For the first week and the second week, employees conduct operational training. Mr. Blitz does not conduct special training programs for its employees.

Development

The first indicator of Skills, At Mr. Blitz Tanjungpinang, employee placement is carried out by considering appropriate skills, both in technical and non-technical aspects. This is reflected in placements that are based on individual expertise. During the hiring process, certain qualifications are assigned according to the job description and needs of the organization. The qualification also refers to the competencies required for each position, including achievement orientation, trust building, continuous learning, and customer focus. The placement of employees is adjusted to relevant educational qualifications, both in technical and non-technical contexts at Mr. Blitz Tanjungpinang.

The second indicator is Knowledge, Employees at Mr. Blitz Tanjungpinang have basic knowledge that is in accordance with their field of work. They must master service, cleanliness, and culinary because this company focuses on these fields. In addition, employees also need to have knowledge of engineering and non-engineering. This nontechnical knowledge includes the ability to process data using Microsoft Excel, especially in internal company data processing.

The third indicator of Social Roles, Employees at Mr. Blitz Tanjungpinang have shown strong ownership of social roles. This can be seen from the positive interactions between fellow employees in the organization. Open communication between superiors and subordinates and between seniors and juniors is one clear example of a commitment to maintaining harmony in the workplace. This approach makes it easier to collaborate on team work. In addition, social interaction in this company is based on the values of organizational culture known as AKHLAK (Amanah, Competent, Harmonious, Loyal, Adaptive, and Collaborative).

The fourth indicator of Self-Image in Mr. Blitz Tanjungpinang employees has been owned by employees. Which is reflected in their consistent and optimal performance. One strategy to maintain this performance is to provide equal opportunities for every employee to

improve their careers according to their abilities and achievements. Each employee is expected to have certain competencies, such as planning, analysis, decision-making, as well as the ability to build partnerships, facilitate change, and have business sensitivity. However, not all employees have the same self-image, because the abilities and potentials of each employee are different.

The fifth indicator of Trait (Nature), has been owned by the employees of Mr. Blitz Tanjungpinang, namely cooperation and harmony. They tend to solve problems together because of the harmonious relationship between them. The company also has clear rules about employee behavior, distinguishing what is allowed and what is not. This helps maintain discipline and regularity in the performance of their duties.

The sixth indicator of Motive has been owned by the employees of Mr. Blitz Tanjungpinang. The motive in this case is the willingness to support the company's vision and mission by developing programs aimed at improving human resources. Human resources are considered crucial in achieving company goals, therefore, the initial stage given by Mr. Blitz Tanjungpinang is to establish and develop the organization based on the company's vision and mission.

Based on the company's vision and mission, Mr. Blitz plans a long-term strategy to structure the organization and organize the tasks and functions of each division. This aims to achieve the company's vision and mission in the future. Mr. Blitz also conducts workshops for employees every year, which are based on their needs, using various techniques and learning methods. Human resource development activities carried out every year show a planned and systematic approach in improving employee potential and competence. This reflects Mr. Blitz's commitment to developing employees' capabilities on an ongoing basis.

The manager at Mr. Blitz Tanjungpinang regularly organizes seminars, both in person and online, for his employees. Such activities prove to be very helpful in improving employees' knowledge and skills, as well as having a positive impact on their performance. The employee performance graph shows a clear improvement after attending the training and development program led by Mr. Blitz.

Mr. Blitz also pays attention to the career path for his employees, as an incentive to increase motivation and morale. This initiative demonstrates the company's commitment in providing growth and development opportunities to employees. With a structured career path, employees feel valued and motivated to continue to improve.

Overall, the holistic approach to employee recruitment, training, and development at Mr. Blitz Tanjungpinang reflects a strong awareness of the critical role of human resources in the company's success. A focus on cultural values, ongoing training, and career development opportunities creates a work environment that supports employee growth and performance.

CONCLUSION

Based on the results of research and discussion related to employee recruitment, training and development at Mr. Blitz Tanjungpinang, the author can draw the following conclusions:

a. Recruitment:

1. Mr. Blitz Tanjungpinang has a unique approach by using social media as the main tool to share job vacancy information, in accordance with current trends.
2. General and specific requirements have been clearly defined, demonstrating the company's commitment to building a team that conforms to the company's values and culture.
3. Recruitment sources from outside the company are prioritized, especially those with previous work experience.

b. Training:

1. A three-month training program is offered to new employees to ensure an understanding of the company's duties, responsibilities and culture.
 2. Training materials include task understanding, work communication, discipline, and work ethics in accordance with company needs.
 3. The training method focuses on the initial operational aspects, followed by aspects of etiquette, performance, and initiatives for continuous performance improvement.
- c. Development:
1. Employee placement is based on the skills and qualifications possessed, focusing on the key competencies needed by the company.
 2. Employees already have basic knowledge that is appropriate to their field of work, with an emphasis on internal company data processing.
 3. The social role and self-image of employees are maintained through harmonious relationships between fellow employees and by adhering to the company's organizational culture.
 4. Mr. Blitz provides career paths as incentives to improve employee motivation and performance, demonstrating the company's commitment to employee development.

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