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by Zahara Tussoleha Rony

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The Influence of Human Resources in Successfully Improving the Quality of Employee Performance (Systematic Literature Review)

Sugiyono¹, Zahara Tussoleha Rony²^{1,2}Universitas Bhayangkara Jakarta Raya, Jakarta, Indonesia*Corresponding Author: gionsugiyono73@gmail.com

Abstract: Competence is basically a dimension of abilities, skills, and attitudes required of a person to be able to meet the demands of the position in general and can be considered as a requirement for a person to carry out his work professionally. Human resources have a very important role in an organization. Without human resources or lack of quality of human resources, companies or organizations will be difficult to run and operate properly. One of the things that companies can do in managing and maintaining human resources is to pay attention to the quality of employee performance. The purpose of SLR is to analyze the Influence of Human Resources in the Success of Improving the Quality of Employee Performance. The results of this literature review study show that the company's success rate is the performance of its employees. Every employee certainly wants to be one part of the company's success, Performance is a real effort given by each individual or group in accordance with his role to the company. An employee who has high and good performance can support the achievement of goals and objectives set by the company

Keywords: Human Resources, Development, Employee Performance

INTRODUCTION

Human resources have a very important role in an organization. The success of an organization in solving the challenges that come is not only determined by the behavior of employees who become tasks according to their job descriptions. Employees are expected to work more optimally not only working according to their job description but can do more or extra things such as wanting to cooperate, please help, give advice to each other, actively participate and can make extra contributions to the organization (Cabarcos et al. 2022). Work life balance is a concept for employees' welfare and work performance of the organization. The role of the management is required to set up precise strategy and tactic because work life balance may not meet people's satisfaction (Rony et al. 2020).

(Haryono and Pamungkas 2021) defines performance as the result of work in quality and quantity achieved by an employee in carrying out his duties by the responsibilities given to him. If someone provides work results that follow the criteria determined by a company, then the performance that the person has is considered good, and vice versa, means that he is underperforming. According to Anwar & Budi (2018), there are several elements to measure

Employee Performance, such as Quality of employee work including the accuracy and neatness of work, speed of completion of work, timeliness, and skills. Then the quantity of work of employees which means the ability to achieve targets or work results of tasks, such as the ability to plan and the ability to carry out orders or instructions. The next dimension of employee performance is employee attendance which means the activities of employees in routine office activities and other official events. The last is cooperation between employees.

Human Resource Management (HRM) is a vital function performed in organizations that facilitates the most effective use of people to achieve organizational and individual goals. Human resources, are the most valuable assets of any organization with the machines materials and even the money, nothing get done without manpower. HRM is referring to the policies, practices and systems that influence employees' behavior, attitudes and performance. Employee Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties by the responsibilities given to him. This research was conducted to provide knowledge and education by reviewing previous studies on leadership styles that can affect employee performance. From the results of this research, it is expected to have great benefits for all of us, especially leaders and prospective leaders both in a company or organization in order to apply a good leadership style to encourage employee performance for progress and common goals. Therefore, this study will use a systematic literature review (SLR) approach to analyze the Influence of Human Resources in Success in Improving the Quality of Employee Performance.

Organization can be said to be successful if the performance of its employees has increased. Therefore, the management of human resources in the world of work requires reliable and competent Leadership (Amaliah, Anto, and Hajar 2023). Leadership, categorized as a concept of empowering a leader, is providing direction and support, being friendly, synergizing, and setting an example for his subordinates. Employees who feel empowered by the leader will increase their Motivation at work. A leader is responsible for mobilizing employees to achieve optimal performance results through a pleasant working climate and relationship in the workplace. This is also supported by several opinions from other research, namely the impact on improving performance, contribution, and work productivity of HR can be realized by making employees feel happy and comfortable and in a healthy condition while working. Another impact is the existence of a conducive working atmosphere that can encourage the birth of a sense of comfort at work, so that every work will be carried out seriously and strive to provide the best results (Farida and Setiawan 2022).

(Zen and Rony 2023) Maintaining stability and happiness outside the workplace is very important for employees, and work-life balance is one way to do that, companies can ask employees questions or conduct interviews to learn more about the difficulties they face in finding balance. Companies can implement rules and flexibility that give workers enough time for family, recreation, and other personal activities by understanding individual needs, which are key in improving employee well-being as well as developing mental resilience. Programs for self-improvement or training that emphasize stress management, overcoming challenges, and developing sharp mental abilities can be provided by business employees better able to handle the demands of the job and the difficulties that will come with this strategy, in addition, it is important to evaluate employee performance to know where more help may be needed, companies can create specific mentoring or training programs to help employees realize their full potential by better understanding the strengths and weaknesses of their workforce. Peer training that emphasizes well-being also receives inadequate research in this kind of environment, and the findings are inconsistent. Some studies show benefits for a person's well-being, while others are few.

RESEARCH METHOD

This research is qualitative analysis with Systematic Literature Review. Systematic literature review is the process of identifying, assessing and interpreting all available research evidence with the aim of providing answers to specific research questions (Xiao & Watson, 2019). The data sources are taken from the results of research publications related to topics that are related to analyze the Influence of Human Resources in Success in Improving the Quality of Employee Performance. Sinta takes the publication results of accredited national journals and international journals.

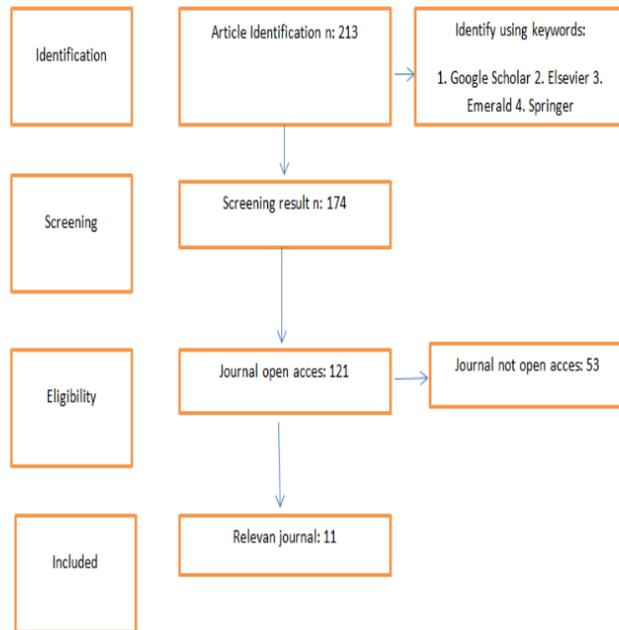


Figure 1. Conceptual Framework

A literature search found that there were 213 articles discussing empower leadership in increasing motivation and performance. The articles include 107 Scopus indexed articles, 42 crossref indexed articles, 36 by Google Scholar and 38 from PubMed. Of all the articles collected, they were then selected with several criteria, then articles that open acces to do with the research were found to be 121 articles. Furthermore, and the articles that not open acces to do with the research were found to be 53 articles so that 11 articles remained that met the criteria.

RESULTS AND DISCUSSIONS

Article	Name Authors	Journal	Publisher	Findings
The Influence Of Work Culture And Work Discipline On Employee Performance At Advent Hospital Medan	(Hotmauli and Effendy 2023)	International Journal of Science, Technology & Management	ljstm.co.id	that the contribution of organizational citizenship behavior and social intelligence to performance is 72.0% so that a high work culture and discipline improve employee performance so that it motivates employees to wor
The Influence of Work Environment and Motivation on Employee Performance	(Lesmana and Damanik 2022)	Journal of International Journal of Economics, Social Science, Entrepreneurship and Technology (IJESET)	Ijeset.co.id	that the work environment variable has a significant effect on employee performance, the results of the study on motivational variables have a significant influence on employee performance.
The Influence of the Employee's Performance on the company's growth - a managerial perspective	(Ochetan and Ochetan 2012)	Journal Raluca Ioana Vosloban	Elsevier Ltd	the respondents mainly mentioned internal aspects related to the importance of each with the clients, which is crucial on an emerging market, but not only.
THE IMPACT OF TRAINING AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE	(Trijadi Herdajanto 2023)	Jurnal Ekonomi	seaninstitute.or.id	that job training has a positive effect on employee performance is accepted.
INFLUENCE OF QUALITY OF WORK LIFE TO PERFORMANCE EMPLOYEE WITH ORGANIZATIONAL COMMITMENT AND WORK SATISFACTION AS AN INTERVENING VARIABLE AT THE SOCIAL LABOR AND TRANSMIGRATION SERVICES	(Primadani, Winarno, and Ambarwati 2023)	Jurnal Ekonomi	Uib.ac.id	that QWL directly had a positive and significant effect on employee performance. QWL indirectly has no significant effect on employee performance variables through organizational commitment. QWL directly, has no significant effect on employee performance variables through employee satisfaction.
The influence of job satisfaction on work motivation and its impact on employee performance at PT. Satria Utama	(Kurnia, Muttaqin, and Dayona 2023)	Journal of Management Science (JMAS)	iocspublisher.org	that Job Satisfaction, Work Motivation, and Employee Performance are high level.

in Garut Regency				
THE INFLUENCE OF WORK TRAINING, COMPETENCE AND DISCIPLINE OF WORK ON EMPLOYEE PERFORMANCE IN PT. LESTARINDO PERKASA	(Bimanti and Savhira 2020)	Journal of Research in Business, Economics, and Education	Bsi.ac.id	that there is a positive and significant influence between Job Training on Employee Performance
Leadership Determination and Training Effectiveness on Employee Performance Through Work Motivation Mediation	(Zuama, Sudiarditha, and Wolor 2023)	International Journal of Applied Business and International Management	aibpmjournals.com	that there is a positive influence of leadership on employee performance
Employee Performance Influenced by Their Quality of Work Life and Work Discipline	(Wulantika 2019)	Journal Advances in Social Science, Education and Humanities Research	Atlantis press	that the more increasing levels of quality of work life is, the better performance of employees will be
Employee performance to support work productivity: a Pls approach in agro-input suppliers company	(Taufan Andri, Yuswita, and Haryati 2021)	IOP Conf. Series: Earth and Environmental Science	IOP Publishing	employee work motivation, employee job training and the response of a positive and significant leadership style The third variable is a variable from the company and has a significant positive effect on productivity
The Influence of the Employee's Performance on the company's growth - a managerial perspective	(Vosloban 2012)	Procedia Economics and Finance	Elsevier	related to the importance of each with the clients, which is crucial on an emerging market, but not only

Human Resource Management (HRM) is a field that specifically studies human relationships and roles in corporate organizations. (Hotmauli and Effendy 2023) Culture partially has a significant effect on employee performance. Which means that if the work culture is high, then employee performance is also high. Work culture cannot be separated from employee performance at a hospital, especially at the Medan Adventist Hospital, because work culture behavior will lead to productivity and end in performance. And a high work culture and high work discipline are needed in improving employee performance at the Medan Adventist Hospital. Which means that if employees have work culture behavior, good work discipline at Medan Adventist Hospital will make employee performance even better. That there is an influence of work discipline with the higher performance of work discipline, the better the performance of Medan Adventist Hospital employees. In research conducted by

(Jufrizen, 2018) he concluded that there is a positive and significant influence between work discipline on employee performance. In research conducted by (Prayogi, et al. 2019) which states that there is a positive and significant influence between work discipline on employee performance. Likewise research (Arif, et al. 2019) which concluded that discipline affects employee performance. Work discipline is employee compliance or obedience to applicable rules (Hasibuan, JS & Silvy, 2019).

(Lesmana and Damanik 2022) Motivation is important for employees, motivated employees will feel happier, healthier, and want to come to work. Lack of employee motivation can have a serious impact on employee absenteeism and engagement levels. Low employee morale can be detrimental to the achievement of business goals and company profitability. Motivation is a process of giving encouragement to subordinates so that subordinates can work in line with the given limits in order to achieve organizational goals optimally (Khair, 2019). that there is a significant influence of the work environment on employee performance, meaning that the better the work environment of the employee, the higher the employee's performance. Conversely, the worse the work environment owned by the employee, the lower the employee's performance. This can be seen based on the partial test of the results of the t test for the work environment variable. There is a significant influence of motivation on employee performance, meaning that the higher the motivation given to employees, the higher the employee's performance. Conversely, the lower the motivation given to employees, the lower the employee's performance. This can be seen based on a partial test of the results of the t test for the motivation variable.

Human resource management is a policy and training to meet employee needs or aspects contained in human resources such as management positions, employee procurement or recruitment, screening, training, compensation, and evaluating employee performance. (Taufan Andri, Yuswita, and Haryati 2021) Work motivation variables, job training and leadership style have a positive and significant effect on employee performance at PT. Petrokimia Kayaku Gresik. The three variables above are variables of employee performance and have an influence on the work productivity of the company. Work motivation variables have the greatest influence on employee performance variables, especially in the indicators of safety and security needs. This is in accordance with what is in the field, that the employees at the company work close to the production plant, where of course the employees are very concerned with their needs and safety and security in doing every job. The next variable with the greatest influence was the job training variable and the variable with the smallest influence was the leadership style variable, especially in the delegation function indicator. this is in accordance with what is in the field that employees are very difficult in communicating and doing some work that is directly related to their leaders. The results of the research that has been done indicate that the work motivation variable has a great influence to support employee performance and maximize productivity at PT. Petrokimia Kayaku Gresik. Based on the results of the comparison between the direct and indirect models, namely the results using the indirect model are more influential than the direct model, this happens because the employee performance variable is an important variable in increasing the company's work productivity. Employee performance has a positive and significant effect on company work productivity. Data collection in the field shows that various information received, namely employee performance, is a concern for the company in forming high productivity.

The performance management is being looked as a participative system, continuous and future oriented, is being looked as an ongoing cycle of criteria settings, monitorizations, evaluations, diagnosis and improvement. That performance management is a critical aspect of the organizational efficiency. The performance management is a systematic process of the workload planning and expectations setting, of the continuous performance monitorization,

development of the performing capacity, periodically performance evaluation and high performance recompensation. (Vosloban 2012) customer who has a trust based relationship with the employees of a company and with the company itself, is one of the most strong options for promoting the image and the services on the market. To notice, most of the managers were not able to clearly distinguish the characteristics specific to the emerging markets when discussing about the employees. Of course, the paper has its limitations due to the exploratory character and lack of representativity, but its results might be confirmed through a quantitative research through a representative number of managers. It was also interesting to analyze the way the managers consider that the employees contribute to the growth and development of the company. The managers agreed that a performant employee will not generate extra costs and delays and will always generate positive results. The innovative ideas, the respect shown to the clients, the continuous search of employee provides a competitive advantage on the market and the service delivery will be done before company, who actually are aware of their specific and general objectives and their fulfillment. To note, there is a bidirectional bound between the one influences the other and vice-versa.

Employee performance is the main thing that is seen by the company to conduct work evaluation and evaluation. Therefore employee performance is considered as the most important part by the company because it is directly related to the results of the capabilities and skills of all the company's human resources which are the main brains of the company to help achieve the company's main objectives (Bimanti and Savhira 2020). Discipline can make employees work always focus so that no mistakes occur and each employee can always respect the opinions of others, but there are some respondents who answer that Work Discipline High does not make employees work always focused and can not always respect the opinions of others. The results of this study are consistent with previous research conducted by Astutik (2016) which shows that work discipline has a positive and significant effect on employee performance. Likewise with research conducted by Noel et al (2017) which shows that Work Discipline has a positive and significant effect on employee performance. So it can be concluded that Work Discipline has a positive effect and has an important influence in improving employee performance.

CONCLUSION

There is a significant influence on the influence of human resources in the success of improving the quality of employee performance, and human resource development must be a major concern for all developing countries if optimal economic growth rates are to be desired, which will ultimately increase the country's competitiveness. Human resources are one of the dynamic factors in long-term economic development. Every country needs quality and competitive human resources. Management is a characteristic process consisting of planning, organizing, directing and directing activities setting and achieving predetermined goals through the use of human resources and other resources. Human resources are the most important asset of an organizational company towards success.

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