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## ENHANCE RECRUITMENT AND JOB EMPLOYEE PERFORMANCE

**Rindi Andika<sup>1</sup>, Hasrul Azwar Hasibuan<sup>2</sup>, Gita Pratiwi Kaban<sup>3</sup>**

<sup>1,2,3</sup> Faculty Social Science, Universitas Pembangunan Panca Budi, Gatot subroto street, Medan, 24000, North Sumatera, Indonesia

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Date received :	This research is valuable for a company established by the Kelambir Lima sub-district office as a means to comply with national regulations and enhance managerial and community services. The research focuses on addressing the issue of recruitment, selection, and job placement policies, which have been found to have a positive and significant impact on employee performance. The study examines the collective influence of these policies on the performance of employees in the Kelambir Lima village, utilizing an F-test to evaluate their simultaneous effect. The results indicate that the recruitment policy, selection process, and job placement significantly contribute to employee performance. Additionally, the adjusted R-squared test reveals that these independent variables—recruitment, selection, and job placement—account for 99.1% of the performance variation, while other factors such as compensation, leadership style, and work environment contribute to the remaining 1%.
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## **INTRODUCTION**

The performance of individual employees plays a crucial role in the success of an organization. Companies strive to enhance employee performance in order to achieve their goals. Performance encompasses various aspects such as employees' ability to perform their job, the level of effort they exert, and the support they receive from the organization. Therefore, performance is of utmost importance for both the organization and the employees themselves, as employees are valuable assets in achieving the company's objectives. The primary focus of Human Resource Management (HR) is to contribute to the company's success by ensuring that expectations and goals are met.

This is particularly relevant in the context of regional autonomy implementation. With the concept of "autonomy" often associated with "financial independence," villages require adequate funds to support the implementation of their authority in managing their own affairs. The Village Fund Policy, mandated by Government Regulation No. 60 of 2014, provides funds sourced from the State Revenue and Expenditure Budget to create strong, advanced, independent, and democratic villages. This policy aims to empower villages by leveraging their roles and potentials.

The Village Fund Policy builds upon previous policies, such as the Village Fund Allocation, which provided financial support for village governments, development, and community sectors from the Regional Income and Expenditure. The new policy focuses on improving the welfare of rural communities, enhancing the quality of life, and alleviating poverty. Since its implementation in the 2015 fiscal year, the government has allocated a significant amount of village funds to thousands of villages across Indonesia. These funds aim to finance village government programs and support community development and empowerment.

The allocation of Village Fund reflects the principles of justice and equity as mandated by regulations, ensuring that villages receive a fair share of regional tax and financial balancing funds

. The provision of Village Fund Allocations is aimed at fulfilling the village's autonomy, enabling it to grow and develop in line with its unique characteristics, promoting participation, democratization, community empowerment, and strengthening the role of the village government in providing services, improving community welfare, and accelerating development in strategic areas. However, while physical development has been relatively sufficient in meeting infrastructure and facility needs, some villages still lag behind in terms of development.

In Deli Serdang Regency, specific regulations, including Perbup No. 15 of 2013 and the Regent's decision no. 126-55/K/2013, outline the mechanism for channeling Village Fund



Allocations and determining the amount of funds allocated to each sub-district, including Klambir 5. These funds aim to finance village government programs, government activities, development, and community empowerment. However, it has been observed that in Klambir 5 Village, there has been a lack of direction in the distribution of Village Fund Allocations and Village Funds. The focus has primarily been on short-term, physical infrastructure development, which has limited impact on the welfare of the community. The Village Fund Allocations and Village Funds have not been utilized effectively for more productive purposes, such as establishing Village-Owned Enterprises (BUMDes), Village Banks, or Village Markets.

In summary, enhancing employee performance is crucial for organizational success. In the context of regional autonomy, the Village Fund Policy has been implemented to empower villages and promote their development. However, there is a need for better utilization and distribution of Village Fund Allocations and Village Funds to ensure long-term community welfare and development beyond just physical infrastructure improvements.

## **LITERATURE REVIEW**

### **2.1. Employee**

Employee development plays a vital role in enhancing efficiency, minimizing damages, and improving service quality within an organization. By focusing on employee development, companies aim to increase labor efficiency, optimize time management, utilize raw materials effectively, and reduce machine downtime. Through continuous skill development, employees become more proficient in their work, resulting in fewer errors and reduced damage to goods, production processes, and machinery. Additionally, employee development programs contribute to reducing the occurrence of workplace accidents, leading to lower medical expenses for the organization. Furthermore, enhancing employee service skills is a key aspect of employee development, as it enables employees to provide excellent service to organizational customers. Delivering high-quality service is crucial in attracting and satisfying stakeholders of the organization.

### **2.2. Work Ethics.**

The function of work ethics are:

- 1) Drivers for the emergence of actions Work ethics can be a driving force for actions, where work ethics can make individuals or groups perform actions in order to achieve the desired things.
- 2) Enthusiasm in activities In carrying out a good daily activity whether individually or in groups, work ethics can make it more enthusiastic in carrying out these activities. So that the desired results can be achieved.



3) Driving Like an engine for a big car, work ethics can move individuals or groups of people to want to do something to achieve what they want, so that an agreement is created in achieving these targets.

Work Ethics Function In general, work ethics functions as a permanent driving force for individual actions and activities. According to Ernawan (2017: 14) the functions of work ethics are:

1) Drivers for the emergence of work ethics can be a driving force for actions, where work ethics can make individuals or groups able to do an act in order to achieve what you want

2) Passion in Activities In carrying out a daily activity either individually or in a group, work ethics can make it more enthusiastic in carrying out these activities. So that the desired results can be achieved.

3) Driving Like an engine for a big car, work ethics can move an individual or a group of people to want to do something to achieve what they want, so that an agreement is created in achieving the target. c. Work Ethics Theory According to Bertens (2010:66) ethics theory, namely: 1) Utilitarianism Utilitarianism comes from the Latin word utilis which means useful. According to this theory, an action is good if it brings benefits, but those benefits must involve not only one or two people but society as a whole.

### **3. RESULT**

Entire data collection will be carried out at the University Quality Assurance Center Office.

#### **1. Observation**

Observation is a data collection technique that is carried out through an observation, accompanied by records of the condition or behavior of the target object (Abdurrahman Fatoni, 2011). Then according to Nana Sudjana, observation is systematic observation and recording of the symptoms studied (Nana Sudjana, 1989). Observation techniques are systematically observing and recording the phenomena investigated. In a broad sense, actual observation is not only limited to observations made either directly or indirectly (Singarimbun Masri, 1995).

Based on some of the references above, there is a similarity in meaning where observation is an activity in which it requires direct observation by researchers to collect data and information needed in formulating solutions. Observations were made by observing and being directly involved in the process of handling complaints received by PPMU, during which the research was carried out.

66Interviews are conversations and questions and answers that are directed to achieve a certain goal. This interview aims to gain knowledge about subjective meanings that are



understood by individuals regarding the topic under study. In other words, through interviews, more detailed information will be found from each subject according to their respective positions and structures, because the interviewer directly meets the respondent, the response rate is also higher than using a questionnaire (Muri Yusuf, 2017). This will be very useful later in compiling business process flows that will be carried out in this online complaint service later. Subjects to be interviewed in this study are:

- a. Ka. UNPAB University Quality Assurance Center.
- b. Ka. UNPAB Academic Quality Assurance Division
- c. Ka. Internal Quality Assurance Division

Through the observation and interview activities conducted in this study, it is hoped that it will produce some information related to the following matters:

- a. Conditions of complaint service at PPMU.
- b. Problems that arise during the complaint handling process are carried out using the Google form.
- c. UNPAB ICT infrastructure and equipment conditions.
- d. Human Resources (HR) needed to manage online complaint services.

In this study, there are 2 (two) data analysis techniques, namely:

According to the title proposed in this study, the author will build a mobile-based online community complaint system which has so far been carried out using the Google form and through the medium of suggestion boxes and submission directly to PPMU. Therefore, in conducting an analysis of the running system, the author will observe the entire process that occurs from the time the complaint is received to the return report on the actions taken against the complaint.

Infrastructure is the media used to present applications (delivery) to users, both the community and managers. The application infrastructure must be able to make the application accessible online using the internet network. Infrastructure requirements of course adjust to the application load. For the initial implementation phase, minimum infrastructure specifications will be used, which later when an evaluation is carried out, the optimal needs will be found. To meet these needs, the infrastructure needed is:

- a. *servers*, with a minimum specification of 4 core CPU, 8GB of RAM, and 100GB of storage.



b. Dedicated internet connection for accessibility and application connections of at least 10 mbps.

c. Internet connection for each management room at the Ministry of Communication and Informatics is at least 5 mbps.

d. PC/ Laptops, printers and scanners to manage applications, upload and print documents from applications.

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