

EFFECTS OF THE HUMAN RESOURCE COMPETENCE (SDM) ON AGENCY SERVICES PT ADHI GUNA PUTERA PANGKALAN SUSU

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Abstrak

The purpose of this study is to find out how to improve Human Resources (HR) for Agency Services of PT Adhi Guna Putera Pangkalan Susu. The formulation of the problem includes: What is the relationship between competency and human resource performance at Pt adhi guna putera pangkalan susu, how much influence does competence have on human resource performance at pt adhi guna putera pangkalan susu. The research method includes observation, interviews, documentation To obtain accurate and relavanted data, data analysis is carried out in a qualitative descriptive manner with a risk analysis approach using the FTA (Falt Tree Analysis) method. The results of the study show that some of the main problems found in this study include, lack and development of competence, suboptimal work management, motivation and satisfaction of lace work, the use of technology in resource management limited human resources. The recommendation of this study is that it can be done by holding training every month and adding facilities in the office to support employee performance.

Keywords: compency, Service to the Agency.