

ABSTRAK

Skripsi dengan judul “Strategi Pengembangan Kompetensi Untuk Meningkatkan Kualitas Sumber Daya Manusia di BMT PETA Cabang Tulungagung dan BMT Istiqomah Karangrejo” ini ditulis oleh Feli Maharani, NIM. 12401183080, pembimbing Dr. Muhamad Aqim Adlan, M.E.I

Penelitian ini dilatar belakangi oleh Sumber daya manusia yang memiliki peran penting dalam suatu perusahaan, agar mampu mengelola asset yang dimiliki serta mendukung tercapainya tujuan perusahaan. BMT PETA dan BMT Istiqomah merupakan lembaga keuangan dengan perkembangan yang cukup pesat, sehingga sangat menarik untuk dikaji mengenai strategi pengembangan Kompetensi SDM yang ada. Rumusan Masalah meliputi: (1) Bagaimana strategi pengembangan kompetensi untuk meningkatkan kualitas SDM di BMT PETA Cabang Tulungagung dan BMT Istiqomah Karangrejo?. (2) Bagaimana kendala dalam strategi pengembangan Kompetensi untuk meningkatkan kualitas SDM di BMT PETA Cabang Tulungagung dan BMT Istiqomah Karangrejo? (3) Bagaimana solusi dalam mengatasi kendala strategi pengembangan kompetensi untuk meningkatkan kualitas SDM di BMT PETA Cabang Tulungagung dan BMT Istiqomah Karangrejo?.

Penelitian ini termasuk penelitian studi lapangan dengan menggunakan metode pendekatan kualitatif, Sumber data yang digunakan adalah data primer dan data sekunder. Teknik pengumpulan data dilakukan melalui observasi, wawancara dan dokumentasi. Teknik analisis data menggunakan tiga jalur analisis data kualitatif yaitu reduksi data, paparan data, dan pengambilan kesimpulan. Penelitian ini menggunakan uji kredibilitas dengan teknik keabsahan triangulasi.

Hasil dari penelitian menunjukkan bahwa: (1) Strategi BMT PETA Cabang Tulungagung berdasarkan teori Geberman yaitu Pengembangan SDM melalui pelatihan keahlian dan teknologi, pemberian motivasi, Promosi jabatan, Adapun BMT Istiqomah melakukan pengembangan SDM berdasarkan teori Samsudin yaitu, Bimbingan dan Pembekalan, Pengembangan SDM melalui Pengawasan, Pemberian penghargaan berupa kompensasi kerja. (2) Adapun kendala yang dialami BMT PETA secara internal yaitu, pengelolaan SDM hanya ada BMT PETA pusat dan kendala eksternal adalah pemahaman masyarakat mengenai BMT kurang, menganggap BMT berbahaya, persaingan dengan bank konvensional. kendala internal BMT Istiqomah ialah *sift* kerja yang berbeda sehingga tidak bisa serempak melakukan pelatihan, Sementara kendala yaitu rendahnya tingkat pendidikan masyarakat, dan masyarakat banyak yang belum mengenal koperasi. (3) solusi internal yang diambil BMT PETA Cabang Tulungagung yaitu, Evaluasi berkala dari manajer SDM pusat. dan eksternal yaitu sosialisasi bersama jemaah pondok peta, membangun kepercayaan masyarakat, Meningkatkan pelayanan, mencari informasi terbaru mengenai pelayanan. Sedangkan solusi internal BMT Istiqomah Karangrejo yaitu Menjadwal ulang job dan Upgrade kebijakan baru dan kendala eksternal yaitu Pemberian edukasi kepada anggota dan Pendekatan langsung melalui silaturahmi.

Kata Kunci: Strategi pengembangan, kompetensi dan Sumber Daya Manusia

ABSTRACT

This thesis entitled "Competency Development Strategy to Improve the Quality of Human Resources at BMT PETA Tulungagung Branch and BMT Istiqomah Karangrejo" was written by Feli Maharani, NIM. 12401183080, supervisor Dr. Muhamad Aqim Adlam, M.E.I

This research is motivated by human resources who have an important role in a company, in order to be able to manage assets owned and support the achievement of company goals. BMT PETA and BMT Istiqomah are financial institutions with quite rapid development, so it is very interesting to study the existing HR Competency development strategy. Istiqomah Karangrejo?. (2) What are the obstacles in the Competency development strategy to improve the quality of human resources at BMT PETA Tulungagung Branch and BMT Istiqomah Karangrejo? (3) What is the solution to overcome the constraints on competency development strategies to improve the quality of human resources at BMT PETA Tulungagung and BMT Istiqomah Karangrejo Branches?

This research is a field study research using a qualitative approach. The data sources used are primary data and secondary data. Data collection techniques were carried out through observation, interviews and documentation. Data analysis techniques use three qualitative data analysis paths, namely data reduction, data exposure, and drawing conclusions. This study uses a credibility test with the validity of the triangulation technique.

The results of the study show that: (1) The strategy carried out by BMT PETA Tulungagung Branch is based on Geberman's theory, namely HR Development through skills and technology training, providing motivation, Promotion of employee positions. HR Development through Supervision, Giving awards in the form of work compensation. (2) The internal constraints experienced by BMT PETA are that there is only central BMT PETA in human resource management and external constraints are lack of public understanding of BMT, considering BMT dangerous, competition with conventional banks. the internal constraints of BMT Istiqomah are different work shifts so they cannot conduct training simultaneously. Meanwhile the constraints are the low level of community education, and many people who are not familiar with cooperatives. (3) internal solutions taken by BMT PETA Tulungagung Branch, namely, periodic evaluations from the central HR manager. and external, namely socialization with the Pondok Peta congregation, building public trust, improving services, seeking the latest information about services. Meanwhile, the internal solution for BMT Istiqomah Karangrejo is rescheduling jobs and upgrading new policies and external constraints, namely providing education to members and a direct approach through hospitality.

Keywords: *Development strategy, competency and Human Resources*