

Seminar Nasional FMI 2024 Manado

Prosiding



e-ISSN: 3026-4499
Vol. 2
5-7 November 2024

The Impact of Organizational Culture and Human Resource Quality on the Performance of Police Staffs at the Paser Police Station

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Abstract

This study aims to assess organizational culture's impact and human resources' quality on police staff performance. The study's authors discovered that organizational culture and the quality of human resources significantly influenced police staff performance, acting as independent variables. A robust corporate culture will inspire the staff to attain shared objectives and foster enhanced overall staff performance. In the end, this notion will shape the behavior of staff members in the intended direction as determined by the organization.

Keywords human resource quality, organization culture, performance quality.

1. Introduction

Organizations necessitate a diverse array of resources to facilitate the execution of their operations. If resources are not effectively managed, their utility will be rendered futile. The effective management of this endeavor necessitates the presence of highly skilled human resources. Due to their possession of the requisite impetus, innovative concepts, and imaginative prowess demanded by these governmental entities, human resources play a pivotal role in ensuring a company's sustained functionality. The crux of a company's competitive edge and its capacity to achieve its objectives lies in the caliber of its human resources. In order to ensure that employee work outcomes align with company objectives, it is crucial to have employees who excel in fulfilling their duties and responsibilities with the required determination, skill, and mindset. This is particularly important when dealing with low employee performance. The performance of an organization's employees is a pivotal factor that exerts a profound influence on the attainment of its objectives. Henceforth, it is imperative for organizational leaders to diligently attend to the performance of their employees, for a decline in employee performance can significantly influence the overall performance of the agency or organization.

2. Literature Review

Mangkunegara (2018) defines employee performance as the ultimate outcome of an employee's work, measured by the level of quality and quantity achieved in fulfilling their assigned

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responsibilities. Anoraga (2009) identified motivation, education and training, salary, technology, skills, and work discipline as factors that influence performance. The quality and development of employees' human resources is influenced, in particular, by education, training, and courses, which continue to be obstacles and problems in transforming employee performance. An employee's perspective on the company culture can be discerned when providing directives for personnel who will execute critical duties.

In order to establish a robust organization, the agency culture plays a crucial part in fostering employee self-assurance. This is achieved through cultivating connections among staff members and exemplifying appropriate behavior according to defined norms. Compensating employees for their assistance can enhance company culture and promote alignment with the organization's objectives. Companies must have the capacity to cultivate circumstances that might enhance employee discipline in the workplace, alongside fostering a strong corporate culture. Employee work discipline pertains to an individual's disposition and willingness to adhere to all relevant legal regulations inside the organization or business in which they are employed.

Elaborating further, Wibowo (2015) suggests that corporate culture can significantly influence the performance of human resources, which in turn affects how successfully personnel carry out their given duties. In order staff members to fully comprehend and implement established values, wholeheartedly accept them, and vigorously strive to attain excellent and optimal performance, a firm must possess a robust organizational culture. Organizational culture should be considered in all tasks and choices as it has the potential to impact individuals' behavior. Organizational culture developments have a profound influence on individuals' problem-solving approaches and decision-making processes.

Hence, dependable personnel are required to steer this transition in a positive trajectory. Human resource management (HRM) is essential for organizing and overseeing the workforce, as it plays a crucial role in determining the success or failure of a company's objectives. Staff members, referred to as human resources, are responsible for the strategic planning, execution, oversight, and organizational management necessary to meet the company's vision and objectives. In addition, organizations frequently provide educational and training opportunities to employees seeking to enhance their expertise and proficiency in performing their duties. However, certain workers have participated in training sessions but have been unable to use the knowledge they acquired.

Upon referring the provided description, the author expresses interest in undertaking a research study titled "The Impact of Human Resource Quality and Organizational Culture on the Performance of Police Staff at the Paser Police Station."

3. Research Method

This study employs a conceptual research methodology, which Sugiyono (2017) defines as a theoretical connection between various researches variables—dependent or constrained variables, as well as independent or free variables—that are to be measured or observed during

Seminar Nasional FMI 2024 Manado

Prosiding



e-ISSN: 3026-4499
Vol. 2
5-7 November 2024

the course of the research. Consequently, a correlation was identified between the dependent variable Staff Performance (Y) and the independent variables Organizational Culture (X1) and HR Quality (X2), as determined by the authors of the present study. This is done with the intention of enhancing employees' competencies, understanding, and work-related attitudes through the company culture. The performance of employees is significantly impacted by the caliber of human resources; consequently, performance will increase as human resource quality improves. As a result of the staff members improved performance, the organization will be able to accomplish its predetermined objectives and ensure adherence to its regulations.

4. Finding and Discussion

Organizational Culture. Organizational culture is derived from the distinct meanings of the words "culture" and "organization". Culture often refers to an intrinsic value that shapes an individual's views and actions (Indriyaningrum, Rijanti & Sari, 2020). Members of an organization are interconnected by the cultural bonds they form and utilize to uphold daily operations inside the organizational framework. Culture plays a significant role in determining how employees interact with one other, handle internal issues, and approach their work. The company achieves unity by integrating the diverse members through a shared culture, enabling them to collectively do the same tasks (Busro, 2018). An individual's organizational culture is the fundamental basis for all activities and responsibilities within an organization (Mauli & Eunice, 2020). In addition, organizational culture serves as a mechanism for guiding employee behavior by fostering a sense of unity among employees and being embraced by all members of the organization (Suhardi & Maharani, 2020). The process of integrating the cultural preferences and behavior of individuals into a new system, referred to as organizational culture, has the capacity to impact the manner in which certain issues and objectives are approached (Asbari, Budi & Purwanto, 2020). Corporate culture is a shared set of values and principles that all employees agree upon.

Objectives and Advantages of Organizational Culture. As stated by Busro (2018), organizational culture serves various purposes, including the following: (1) Determining attributes of an organization may consist of establishing comparisons on the basis of the existence of particular cultures. (2) Specifying a quality that will serve as the identity of each member organization. (3) Promoting member adherence to the organizational commitment standard; fostering a culture of compliance, from which strong organizations are the consequence of every member's unwavering dedication. (4) Balancing the interests of all organization members and establishing rational standards to prevent the misuse of authority. (5) Reformulating the conduct of all organization members in their interactions with both internal and external stakeholders.

Organizational Culture Factors. In addition, according to Busro (2018), organizational culture encompasses various elements that can have general impacts, including: (1) Fluctuations in raw material prices, currency exchange rate shifts, and high regional wage provisions. (2) Influence on societal ideals, including the value attributed to hygiene and politeness. (3) Factors pertaining to the internal organization, including internal policies and

Seminar Nasional FMI 2024 Manado

Prosiding



e-ISSN: 3026-4499
Vol. 2
5-7 November 2024

efficacy in addressing present challenges.

Human Resource Quality. Human resources play a crucial role at both the micro (organizational) and macro (global) levels. The success of any business, regardless of its size or scope, heavily relies on the caliber of its human resources who oversee and manage its operations. Only individuals in the field of human resources has emotions, wants, skills, knowledge, motivation, drive, and the ability to work (including ratio, taste, and initiative). A corporation is unable to function and operate as desired without the presence of human involvement. In order to achieve a harmonious alignment between the business requirements and the human resources (HR) needs, it is imperative to effectively and proficiently manage the HR function. According to Sugeng (2002), the quality of human resources is defined as the individual set of knowledge, skills, and talents that are capable of being utilized in the creation of professional services. The whole management of human resources needs to be more focused as a consequence of this. The level of talent and willingness that human resources members exhibit is what determines the quality of those resources. When compared to the level that is required by the company's human resources department on a regular basis, this level is far higher.

Contributing Factors to Human Resource Quality. Human resources-focused organizations are compelled to maintain a consistent supply of qualified personnel who possess the necessary competencies in order to accomplish intermediate and long-term objectives and actualize the overarching vision. Human resource management must confidently and effectively carry out their responsibilities, as this demonstrates the organization's capability of attaining its objectives. Human resource management responsibilities include the following: (1) Planning encompasses the assessment of the present state of the workforce to ascertain its efficacy and efficiency in fulfilling the requirements of the organization while contributing to the achievement of objectives. (2) Organizing refers to the systematic approach of overseeing personnel through the establishment of work relationships, task allocations, delegation of authority, integration, and coordination, all of which are detailed in an organizational chart. The sole purpose of organizations is to accomplish goals. (3) Briefing provides staff members with directives that motivate them to collaborate and contribute to the accomplishment of organizational objectives; this is referred to as direction. Procurement refers to the selection, placement, orientation, and induction of personnel that fit the requirements of an organization in order to acquire the appropriate staff. (4) Controlling represents the administration of discipline over personnel to ensure adherence to organizational policies and proper task execution. When deviations occur, corrective or remedial measures are implemented. (5) Technical and theoretical competencies, as well as employee morale, are improved through instruction and training-based development. The alignment between the education and training provided and the anticipated needs of the workforce must be consistent. As remuneration for services rendered to the organization, compensation consists of the provision of tangible or intangible products or money to employees. Appropriate and equitable is the compensation principle. (6) Integration refers to a process that reconciles the requirements of the organization with those of the workforce in order to attain cooperative and mutually advantageous outcomes.

Seminar Nasional FMI 2024 Manado

Prosiding



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(7) Enhancement of mental, physical, and loyalty-building responsibilities to ensure that employees maintain a desire to collaborate until their retirement. (8) Discipline constitutes a critical element in the realm of resource management personnel and is critical to the accomplishment of organizational objectives; attaining goals at the highest level becomes arduous in the absence of discipline. (9) Dismissal signifies the termination of the employee-employer relationship.

The Impact of Organizational Culture on the Performance of Police Personnel. Organizational culture refers to a collection of established values, beliefs, assumptions, or norms that people of an organization follow as a baseline for their conduct and problem-solving approaches (Darodjat, 2015). As stated by Priansa & Garnida (2013), organizational culture refers to a set of values that have been established and deeply rooted within a corporation, giving it a distinct identity. Cultural organizations have multiple objectives, such as establishing boundaries to define roles and create distinct differences between organizations. They provide organizational members with a collective identity that goes beyond individual interests, demonstrate the stability of the social system, and ultimately shape the attitudes and behavior of organizational members. The indicators of organizational culture include the self-awareness of its members, the active pursuit of goal setting, the presence of individuals with positive personality traits, high performance levels, and a strong team orientation. Additionally, effective teamwork, clear communication, and efficient coordination are further indications of a healthy organizational culture. Organizational culture refers to a collection of established principles that are formulated and put into practice inside a corporation to enhance employee productivity.

The Impact of Human Resource Quality on the Performance of Police Personnel. Griffin (2004) asserts that services and products must be of superior quality (p. 208). Despite the growing significance attributed to quality in relation to products and services, it continues to be a critical determinant of success or failure. Furthermore, service quality has emerged as a pivotal disputable issue within the institutional and corporate spheres. Resources are essential assets that are required for the progress of an institution or organization. These resources consist of both natural and human resources. Thus far, According to Ricky Griffin (2004), the quality of human resources is influenced by two factors: physical quality, which pertains to biological traits, and non-physical quality, which includes cognitive skills and capabilities. The quality of human resources is determined by various elements, including knowledge, competence, experience, maturity, attitude, skills, and physical strength. The origin or point of reference is the starting point or basis from which something is measured or determined. Obtaining top-notch human resources is undeniably a difficult undertaking, as indicated by researchers. Nevertheless, this objective can be accomplished by the allocation of resources towards personnel training and development. Training and development refers to the various measures taken to improve and foster the attitudes, conduct, abilities, and knowledge of employees in accordance with the company's goals. The importance of training and development is quite crucial. Training and development are crucial for improving the quality of human resources. Attempts to obtain desirable attributes In order to achieve success, efficiency, and productivity, it is necessary to provide training and development for human resources. In order to mitigate

Seminar Nasional FMI 2024 Manado

Prosiding



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the impact of human limitations and shortcomings on the quality of their job, it is important to address the criteria outlined below: 1) Ensure that tasks and directions are unambiguous and easily understood; 2) Tailor assignments and instructions to suit the specific circumstances of the person in charge; 3) Be attentive to criticism and judiciously disregard it; 4) Offer practical and valuable support; 5) Provide guidance to eliminate ignorance and minimize shortcomings; and 6) Continuously strive to acquire knowledge and engage in research.

5. Conclusion

In conclusion, the performance of staff is impacted by the organizational culture and the caliber of human resources. Consequently, a more robust company culture leads to enhanced employee performance. An essential element for the efficient functioning of a corporation or firm is its human resources. While the organization may have access to other resources, it will face challenges in running and operating efficiently without these components, especially if they are of low quality. Having access to competent people resources significantly simplifies the achievement of both personal and professional goals. Organizations should prioritize staffs' career development and provide training programs to enhance the caliber of their workforce. Organizations should also ensure that the program considers the professional needs and aspirations of employees and aligns with the organization's plans. This research recommends that in order to enhance staff performance in the execution of their duties and responsibilities, an organization should prioritize discipline and human resource quality. Further investigation is encouraged to incorporate a staff motivation variable, as an organization or agency that possesses competent personnel and discipline can enhance its overall performance in fulfilling its mandated obligations and responsibilities. Staff motivation, in particular, may inspire personnel to accomplish the intended vision and mission.

Acknowledgement

The authors of this study would like to express their gratitude to the Faculty of Economics and Business, Universitas Lambung Mangkurat and the FMI 2024 publication team for their assistance in publishing this work.

Conflict of Interest

The authors whose names are listed immediately certify that they declare no conflict with or involvement in any organization or entity with any financial interest.

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Seminar Nasional FMI 2024 Manado

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e-ISSN: 3026-4499
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