

ABSTRACT

This study aims to determine (1) Performance of HR Services Division Employees at PT. Pos Indonesia Bandung, (2) Supporting and Inhibiting Factors Employee Performance HR Division at PT. Pos Indonesia Bandung.

This research method is a descriptive study with a qualitative approach. Research qualitative descriptive is research that aims to describe and describe events and phenomena that occur in the field and present data systematically, factually, and accurately about facts or phenomena that occur in the field. Data collection is done by observation, interview and documentation techniques.

Researchers use source triangulation to check the validity of research data. Data analysis in this study used three components consisting of data reduction, data presentation and drawing conclusions. The results of this study indicate that (1) Employee Performance in the HR Services Division at PT. Pos Indonesia Bandung has been applied the dimensions of Work Quality, Work Quantity, Implementation of Duties and Responsibilities along with its indicators.

However, there are several indicators that have not worked in accordance with the wishes of superiors, including the accuracy of the time employees when they come to work, the accuracy of employees at work. (2) Factors hampering the performance of employees of the HR Services Division at PT. Pos Indonesia Bandung is a physical condition, employee mental condition, an uncomfortable work environment, the company is not transparent and open to employees so that it indirectly causes employees to not work at the company because the company is considered unfair, sanctions and disciplinary enforcement have not been properly implemented. employees who break the rules. While the supporting factors are clear and appropriate rewards, as a form of appreciation for employee performance while working, clear and transparent career paths to spur employee enthusiasm to improve their performance. Another supporting factor is the existence of good and qualified facilities that will affect the way and enthusiasm of the employees at work.

Keywords: Employee Performance, Human Relation Services