

CAREER PLANNING AND DEVELOPMENT PROCESS OF ISLAMIC HUMAN RESOURCES: A CASE STUDY AT BANK BSI KCP MEDAN MUCHTAR BASRI

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Abstract: *This study aims to describe the process of career planning and development of Islamic Human Resources at Bank BSI Syariah KCP Medan. The research method used is descriptive qualitative with a case study approach in Bank BSI Syariah KCP Medan. The results of the study indicate that the process of career planning and development of Islamic Human Resources consists of several stages, namely needs identification, program development, implementation, and evaluation. Factors influencing the process of career planning and development of islamic human resources include organizational culture, human resources, and management systems. The implication of this study is that the islamic banking industry should pay attention to the process of career planning and development of islamic human resources as one of the strategies to improve the quality of islamic human resources at Bank BSI KCP Medan Muchtar Basri.*

Keywords: *Islamic banking, Islamic human resources, Career planning, Career development, Human resource management*

Introduction

The development of the Islamic banking industry in Indonesia has been rapidly growing in recent years. One important factor that determines the success of this industry is the quality of its Islamic human resources (HR). Career planning and development of Islamic human resources have become essential factors to be considered in improving the quality of Islamic HR in the Islamic banking industry. In this regard, Bank BSI Syariah KCP Medan Muchtar Basri is one of the Islamic banks that actively conducts career planning and development for its Islamic HR. Therefore, a study on the process of career planning and development of Islamic HR at Bank BSI Syariah KCP Medan Muchtar Basri is important to be conducted.

Literature Review

There Career planning and development is one of the strategies that can be used by organizations to improve the quality of their human resources (HR). According to Cappelli and Tavis (2016), career planning is the process of helping individuals develop career goals and action plans to achieve those goals. Meanwhile, career development is an activity that helps individuals develop the skills and knowledge needed to achieve those career goals. Both of these are crucial in improving the quality of an organization's HR, including in the Islamic banking industry.

In the context of Islamic banking, career planning and development of Islamic human resources (HR) also have some unique characteristics. According to Abdullah (2016), career planning of Islamic human resources (HR) must be based on Islamic values such as justice, simplicity, and honesty. This is because Islamic banking operates based on Islamic principles

that should be upheld by all employees. In addition, career development of Islamic human resources should also be conducted by considering the specific needs and characteristics of the Islamic banking industry.

Method

This research method uses a qualitative descriptive method with a case study approach at Bank BSI Syariah KCP Medan Muchtar Basri. Data is collected through interviews with 10 respondents consisting of managers, HRD staff, and employees of Bank BSI Syariah KCP Medan Muchtar Basri who are involved in the career planning and development process of Islamic human resources, as well as by reviewing relevant documents. Data analysis is carried out using qualitative descriptive analysis techniques.

Result and Discussion

The research results indicate that the career planning and development process of Islamic human resources at Bank BSI Syariah KCP Medan Muchtar Basri consists of several stages, namely needs identification, program development, implementation, and evaluation. Factors influencing the career planning and development process of Islamic human resources at Bank BSI Syariah KCP Medan Muchtar Basri include organizational culture, human resources, and management systems.

Therefore, Bank BSI KCP Medan Muchtar Basri needs to pay attention to the career planning and development process of Islamic human resources as one of the strategies to improve the quality of Islamic human resources at Bank BSI KCP Medan Muchtar Basri.

Conclusion

The career planning and development process of Islamic human resources at Bank BSI Syariah KCP Medan Muchtar Basri has been carried out well by involving employees in the planning and development process of career programs. The implication of this research is that the Islamic banking industry needs to pay attention to the process of planning and developing Islamic human resources careers as one of the strategies to improve the quality of Islamic human resources at Bank BSI KCP Medan Muchtar Basri.

With a good career planning and development process, it is expected that employees can continue to develop and provide the best service to customers of Bank BSI KCP Medan Muchtar Basri. This research is expected to provide insight for the Islamic banking industry in developing high-quality Islamic human resources and continuously improving services for customers of Bank BSI KCP Medan Muchtar Basri

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