

UNDERGRADUATE THESIS

**SCHUTZ PHENOMENOLOGY STUDY OF EMPLOYEE
CAREER DEVELOPMENT AT BANK PEMBANGUNAN
DAERAH JAWA BARAT DAN BANTEN (BANK BJB)
BANJARMASIN BRANCH**



Submitted To Complete Requirements in Obtaining
A Bachelor's Degree in Management

By:

Mutia Yuarni

SI: 2010312320098

Study Program: Bachelor in Management

FACULTY OF BUSINESS AND ECONOMICS

LAMBUNG MANGKURAT UNIVERSITY

BANJARMASIN

2024

LEMBAR LEGALITAS

**SCHUTZ PHENOMENOLOGY STUDY OF EMPLOYEE
CAREER DEVELOPMENT AT BANK PEMBANGUNAN
DAERAH JAWA BARAT DAN BANTEN (BANK BJB)
BANJARMASIN BRANCH**

Yang dipersiapkan dan disusun oleh :

Mutia Yuarni
2010312320098

Telah dipertahankan di depan Tim Penguji pada tanggal 25 Juni 2024
Dan dinyatakan telah memenuhi syarat untuk diterima

Pembimbing



Akhid Yulianto, SE, M.Sc (Log)
NIP. 19780713 200212 1 002

Penguji I



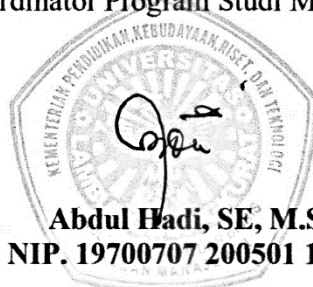
Dr. Meiske Claudia, SE, MM
NIP. 19721010 200312 2 002

Penguji II



Dr. Abdurrahman Sadikin, SE, MM
NIP. 19790213 200112 1 001

Mengetahui,
Koordinator Program Studi Manajemen



Abdul Hadi, SE, M.Si
NIP. 19700707 200501 1 001

LEMBAR PENGESAHAN UJIAN SKRIPSI
UNIVERSITAS LAMBUNG MANGKURAT
FAKULTAS EKONOMI DAN BISNIS

Nama : Mutia Yuarni
NIM : 2010312320098
Jurusan/Program Studi : Manajemen
Judul Skripsi : Schutz Phenomenology Study of Employee
Career Development at Bank Pembangunan
Daerah Jawa Barat dan Banten (Bank BJB)
Banjarmasin Branch
Mata Kuliah Pokok : Manajemen Sumber Daya Manusia
Ujian Dilaksanakan : Selasa, 25 Juni 2024

Tim Penguji

Pembimbing : Akhid Yulianto, SE, M.Sc (Log) 
(.....)

Penguji I : Dr. Meiske Claudia, SE, MM 
(.....)

Penguji II : Dr. Abdurrahman Sadikin, SE, MM 
(.....)

BERITA ACARA PERBAIKAN SKRIPSI

Berdasarkan hasil ujian yang telah dilaksanakan oleh mahasiswa Fakultas
Ekonomi dan Bisnis Universitas Lambung Mangkurat

Nama : Mutia Yuarni
NIM : 2010312320098
Jurusan/Program Studi : Manajemen
Judul Skripsi : Schutz Phenomenology Study of Employee
Career Development at Bank Pembangunan
Daerah Jawa Barat dan Banten (Bank BJB)
Banjarmasin Branch
Mata Kuliah Pokok : Manajemen Sumber Daya Manusia
Ujian Dilaksanakan : Selasa, 25 Juni 2024
Waktu Ujian : 15.00 WITA s/d 17.30 WITA

Demikian berita acara perbaikan skripsi yang telah mendapatkan persetujuan.

Banjarmasin, 2 Agustus 2024

Mahasiswa,



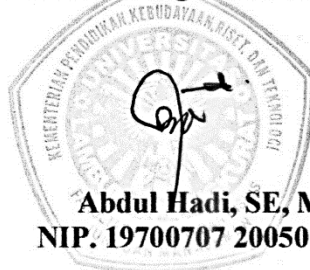
Mutia Yuarni
NIM. 2010312320098

Dosen Pembimbing,



Akhid Yulianto, SE, M.Sc (Log)
NIP. 19780713 200212 1 002

Mengetahui,
Koordinator Program Studi Manajemen



SURAT PERNYATAAN ORISINALITAS

Saya yang bertanda tangan dibawah ini menyatakan dengan sesungguhnya, bahwaskripsi ini merupakan hasil penelitian yang telah diungkapkan sebagaimana mestinya. Skripsi ini belum pernah dipublikasikan untuk keperluan lain oleh siapapun juga. Apabila di kemudian hari ternyata pernyataan saya ini tidak benar, maka saya bersedia menerima akibat hukum dari ketidakbenaran pernyataan tersebut.

Banjarmasin, 2 Agustus 2024

Yang membuat pernyataan,



Mutia Yuarni
NIM. 2010312320098

FOREWORD

I praise and thank God for the presence of Allah SWT, Lord of the Worlds. Because of His blessing and grace, I completed this research paper. I offer prayers and greetings to the Prophet Muhammad SAW because, thanks to him, we receive the light of blessing that can illuminate our lives and guide our steps in everyday life. By the grace of Allah SWT, the author was finally able to complete the thesis entitled "**Schutz Phenomenology Study of Employee Career Development at Bank Pembangunan Daerah Jawa Barat dan Banten (Bank BJB) Banjarmasin Branch.**" This undergraduate thesis was written as a requirement for a Bachelor of Management degree at the Faculty of Economics and Business, Lambung Mangkurat University.

The author also remembers to express his gratitude for the assistance from those who have contributed by providing prayers, materials, time, suggestions, thoughts, and support for preparing this undergraduate thesis. In preparing this thesis, of course, there were obstacles and constraints. However, this undergraduate thesis was completed well, thanks to various parties, direction, guidance, support, and assistance. With humility, I would like to say many thanks to:

1. Mr. Prof. Dr. Ahmad Yunani, S.E., M.Si., as Dean of the Faculty of Economics and Business, Lambung Mangkurat University.
2. Mr. Abdul Hadi, S.E., M.Si., as Chair of the Management Department, Faculty of Economics and Business, Lambung Mangkurat University.
3. Mr. Akhid Yulianto, S.E., M.Sc (Log), as Supervisor, has provided ideas, suggestions, guidance, and motivation and is willing to take the time to direct the author in completing the writing of this thesis.

4. Mrs. Dr. Meiske Claudia, S.E., M.M., as Examining Lecturer I, has provided suggestions and advice to the author in completing the writing of this thesis.
5. Mr. Dr. Abdurrahman Sadikin, S.E., M.M., as Examining Lecturer II, has provided suggestions and advice to the author in completing the writing of this thesis.
6. All the lecturers at the Faculty of Economics and Business, Lambung Mangkurat University, Banjarmasin, have educated, guided, motivated, and provided helpful knowledge to equip the writer to live life in the future.
7. All Faculty Academic Staff, Student Affairs Staff, Management Department Staff, and the Library of the Faculty of Economics and Business have helped smooth the study while the author was studying.
8. All parties at Bank BJB Banjarmasin Branch who have permitted it to be used as research objects helped me solve the problems being researched.
9. My parents, brother, and the entire family have provided endless encouragement and support, so I have completed my research paper and studies well.
10. All my friends, whom I cannot mention one by one, who have struggled together, encouraged me and always accompanied me so that I could complete this thesis well and full of gratitude.
11. The KSPM FEB ULM extended family and other committees have given me a lot of knowledge and abilities outside of lectures so that they can become a forum for me to develop my potential and explore myself.
12. All parties who have helped make this thesis run smoothly. Hopefully, everyone's help will be returned with infinite kindness.

The author realizes that this undergraduate thesis still has many shortcomings, so she apologizes profoundly. The author hopes this undergraduate thesis will be helpful for all parties who need it.

Banjarmasin, 2 August 2024

Writer,

A handwritten signature in black ink, appearing to read 'Mutia Yuarni', with a long horizontal stroke extending to the left.

Mutia Yuarni

NIM. 2010312320098

ABSTRACT

Mutia Yuarni (2024). Schutz Phenomenology Study of Employee Career Development at Bank Pembangunan Daerah Jawa Barat dan Banten (Bank BJB) Banjarmasin Branch. Supervisor: Akhid Yulianto.

This research was conducted at Bank BJB Banjarmasin Branch and aimed to find out and analyze (1) how employees respond to career development; (2) the “because of motives” of Bank BJB Banjarmasin Branch employees in responding to career development; (3) the “in order to motives” of Bank BJB Banjarmasin Branch employees in addressing career development; (4) what career development programs are at Bank BJB Banjarmasin Branch; (5) impact on the general performance of Bank BJB Banjarmasin Branch.

This type of research is qualitative research with a Schutz phenomenological approach. The criteria for informants in this research are permanent employees of Bank BJB Banjarmasin Branch. Data was collected using observation techniques, interviews with three informants, and documentation. The data analysis techniques used are data reduction, data display, and drawing conclusions which then use "because of motives" and "in order to motives".

The research found that (1) employees respond by showing negative behavior that will harm themselves and the company, including compliance with regulations, always complaining, not doing things optimally and lazy behavior. (2) the “because of motives” for employees in responding to career development, namely limited opportunities for transfers and promotions, employee behavior that does not obey the rules, often complains, does things not optimally and is lazy. (3) the “in order to motives” of employees in responding to career development is to develop competency between employees, have a feeling of security at work and have a career target they want to aim for. (4) work programs that were fulfilled were training, development, assessment, counseling and mentoring, while work programs that were not fulfilled were transfer and promotion opportunities and succession planning. (5) the impacts caused include decreased employee enthusiasm and work motivation.

Keywords: BJB Bank, Career Development, Schutz Phenomenology

ABSTRAKSI

Mutia Yuarni (2024). Schutz Phenomenology Study of Employee Career Development at Bank Pembangunan Daerah Jawa Barat dan Banten (Bank BJB) Banjarmasin Branch. Supervisor: Akhid Yulianto.

Penelitian ini dilakukan pada Bank BJB Cabang Banjarmasin yang bertujuan untuk mengetahui dan menganalisis (1) bagaimana karyawan menyikapi pengembangan karier; (2) “motif sebab” karyawan Bank BJB Cabang Banjarmasin dalam menyikapi pengembangan karier; (3) “motif tujuan” karyawan Bank BJB Cabang Banjarmasin dalam menyikapi pengembangan karier; (4) apa saja program pengembangan karier pada Bank BJB Cabang Banjarmasin; dan (5) dampak terhadap kinerja Bank BJB Cabang Banjarmasin secara umum.

Jenis penelitian ini adalah penelitian kualitatif dengan pendekatan fenomenologi schutz. Kriteria informan dalam penelitian ini yaitu karyawan tetap Bank BJB Cabang Banjarmasin. Pengumpulan data dilakukan dengan teknik observasi, wawancara dengan tiga informan, dan dokumentasi. Teknik analisis data yang digunakan yaitu reduksi data, penyajian data, dan penarikan kesimpulan yang selanjutnya menggunakan “motif sebab” dan “motif tujuan”.

Hasil penelitian menemukan bahwa (1) karyawan menyikapinya dengan menunjukkan perilaku negatif yang akan merugikan dirinya sendiri dan perusahaan antara lain, kepatuhan terhadap peraturan, selalu mengeluh, melakukan suatu hal tidak maksimal dan perilaku malas. (2) “motif sebab” karyawan dalam menyikapi pengembangan karier yaitu terbatasnya peluang transfer dan promosi, perilaku karyawan yang tidak taat aturan, sering mengeluh, melakukan suatu hal tidak maksimal dan malas. (3) “motif tujuan” karyawan dalam menyikapi pengembangan karier yaitu untuk mengembangkan kompetensi antar karyawan, memiliki perasaan aman dalam bekerja dan memiliki target karier yang ingin dituju. (4) program kerja yang terpenuhi yaitu pelatihan, pengembangan, penilaian, konseling dan mentoring, sedangkan program kerja yang belum terpenuhi adalah peluang transfer dan promosi serta perencanaan suksesi. (5) dampak yang ditimbulkan seperti menurunnya semangat serta motivasi karyawan dalam bekerja.

Keywords: BJB Bank, Career Development, Schutz Phenomenology

LIST OF CONTENTS

COVER PAGE

<i>LEMBAR LEGALITAS</i>	i
<i>LEMBAR PENGESAHAN UJIAN SKRIPSI</i>	ii
<i>BERITA ACARA PERBAIKAN SKRIPSI</i>	iii
<i>SURAT PERNYATAAN ORISINALITAS</i>	iv
FOREWORD	v
ABSTRACT	viii
<i>ABSTRAKSI</i>	ix
LIST OF CONTENTS	x
LIST OF TABLES	xii
LIST OF FIGURES	xiii
LIST OF ATTACHMENT	xiv
CHAPTER I INTRODUCTION	1
1.1. Background	1
1.2. Research Focus	5
1.3. Formulation of the Problem	5
1.4. Research Purposes	5
1.5. Benefits of Research	6
1.6. Writing System	6
CHAPTER II LITERATURE REVIEW	9
2.1. Theoretical Basis	9
2.1.1. Career Development	9
2.1.2. Employee	16
2.1.3. Schutz Fenomenology	19
2.1 Previous Research Result	21
CHAPTER III FRAMEWORK OF THINKING	31
3.1. Thinking Framework Image	31
CHAPTER IV RESEARCH METHODS	33
4.1. The Scope of Research	33
4.2. Types of Research	33
4.3. Research Place	34

4.4.	Informant Criteria.....	34
4.4.	Research Instrument.....	37
4.5.	Data Collection Technique.....	38
4.7.	Data Analysis Technique	39
4.7.1.	General.....	39
4.7.2.	Specific	42
4.8.	Data Validity Testing	43
4.8.1.	Triangulation.....	43
4.8.2.	Using Reference Materials	44
CHAPTER V RESEARCH RESULTS AND ANALYSIS		46
5.1.	General Description of Research Locations.....	46
5.1.1.	A Brief History of Bank BJB Banjarmasin Branch.....	46
5.1.2.	Vision and Mission of Bank BJB	46
5.1.3.	Work Culture Values.....	47
5.1.4.	BJB Bank Code of Ethics	48
5.1.5.	Organizational Structure.....	51
5.2.	Informant Interview Results	55
5.3.	Data Analysis and Discussion	60
5.3.1.	Employees in Responding to Career Development.....	60
5.3.2.	Because of Motives for Bank BJB Banjarmasin Branch Employees in Responding to Career Development.....	62
5.3.3.	In Order to Motives of Bank BJB Banjarmasin Branch Employees in Responding to Career Development.....	62
5.3.4.	Career Development Program at Bank BJB Banjarmasin Branch	63
5.3.5.	Impact on Bank BJB Banjarmasin Branch in General.....	71
5.4.	Research Limitations.....	72
CHAPTER VI CLOSING		74
6.1.	Conclusion.....	74
6.2.	Suggestion.....	75
REFERENCES		76
ATTACHMENT.....		80

LIST OF TABLES

Table 2. 1. Previous Research.....21

Table 4. 1. Characteristics of Informants' Years of Work.....35

Table 4. 2. Characteristics of Informants' Field of Work.....36

Table 4. 3. Characteristics of Informant Awareness.....37

Table 4. 4. Reduced Data.....40

LIST OF FIGURES

Figure 3.1. Thinking Framework.....	31
Figure 5.1. Organizational Structure of Bank BJB Banjarmasin Branch.....	51
Figure 5.2. Career Development Program Diagram.....	70

LIST OF ATTACHMENT

Attachment 1st Interview Guide.....	81
Attachment 2nd Interview Results.....	82
Attachment 3rd Research Documentations	86
Attachment 4th Permission Letter from the Faculty	88