

**ROLE OF COMMITMENT OF EMPLOYEES AND MANAGERIAL
COMPETENCE IN EMPOWERING EMPLOYEES IN EFFORTS
TO IMPROVE OF IKM PERFORMANCE
AT MENADO CITY**

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ABSTRACT

In an effort to improve the quality of human resources is programmed can be designed through changing patterns of human resource management that is more oriented strategy and promoting investment in human capital investment. Furthermore, the authors conducted research with the aim to elucidate the role of organizational commitment and managerial competence to the empowerment of the workforce in improving the performance of SMEs.

This research uses descriptive qualitative research method. and as a subject in this research is using informants. Technical of sampling used with purposive sampling.

The results of this study indicate that managerial competence Affects the business performance in the CV industry. Gloria Furniture. The level of education the which the majority of high school and college, mature age and working lives long enough to make-seasoned managers so that more competent and professional in managing the business.

Keywords: commitment, competence, empowerment of employees' performance

INTRODUCTION

Improving the quality of human resources is programmed can be designed through changing patterns of human resource management strategy -oriented and promote investment in the field of HR (human capital investment) . Human resource management is a complex issue that needs serious attention of small and medium industries . Attention to human resources factor becomes more preferred is to make the employees as resources are more helpless. This is intended to achieve compatibility between individual goals of employees with the goals of the organization or company . One of the efforts of managers clafam rnewujudkan human resource empowerment is mernungkinkan their various work completed by the team to facilitate the collaborative nature of the relationship . This is intended to enable the emergence of ideas reflecting the aspirations of employees so as to encourage the development of the organization