

## The Role of Information Technology in Human Resources Development at Kantor Pertanahan Kabupaten Hulu Sungai Selatan

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### *Abstract*

Currently people's lives are in the grip of the digital era. Almost all joints of life have changed to be more modern and sophisticated. The modernity of people's lives is marked by an all-digital phenomenon. In the business world, the Covid-19 pandemic has triggered digital initiatives for most business actors. In order to continue to excel, entrepreneurs are required not only to be able to reformulate work methods, but also to be able to create value. Likewise in the world of bureaucracy, one of which is Human Resource Management at the South Hulu Sungai District Land Office (*Kantor Pertanahan Kabupaten Hulu Sungai Selatan*) cannot be separated from the digital era, all aspects of Human Resource management such as payroll systems, attendance, correspondence to capacity building are currently shifting from manual methods to using certain applications with the aim of increasing performance and utilizing time and costs more effectively and efficiently.

**Keywords:** Digital Age, Human Resource Management, Land Office.

### **Abstrak**

Saat ini kehidupan masyarakat berada dalam genggaman era digital. Hampir semua sendi kehidupan berubah lebih moderen dan canggih. Modernitas kehidupan masyarakat ditandai fenomena serba digital. Di dunia bisnis, pandemi Covid-19 memicu inisiatif digital bagi sebagian besar pelaku usaha. Agar dapat terus unggul, para pengusaha dituntut tak sekadar mampu merumuskan kembali metode bekerja, namun juga mampu menciptakan nilai. Begitupun dalam dunia birokrasi, salahsatunya Manajemen Sumber Daya Manusia pada Kantor Pertanahan Kabupaten Hulu Sungai Selatan tidak bisa terlepas dari era digital, semua aspek manajemen Sumber Daya Manusia seperti sistem penggajian, absensi, surat menyurat sampai dengan pengembangan kemampuan pada saat ini beralih dari cara manual kepada penggunaan aplikasi tertentu dengan tujuan untuk meningkatkan kinerja serta memanfaatkan waktu dan biaya yang lebih efektif dan efisien.

**Kata Kunci:** Era Digital, Manajemen Sumber Daya Manusia, Kantor Pertanahan

## 1. PENDAHULUAN

The South Hulu Sungai District Land Office (*Kantor Pertanahan Kabupaten Hulu Sungai Selatan*) is a vertical agency under the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency (*Kementerian Agraria dan Tata Ruang/Badan Pertanahan Nasional*) hereinafter referred to as the ATR/BPN Ministry which has the main tasks and functions of carrying out some of the tasks and functions of the National Land Agency in the area (district/city) concerned, in this case the *Kantor Pertanahan Kabupaten Hulu Sungai Selatan* carries out tasks in the South Hulu Sungai Regency area.

Human resource management is a planning, organizing, directing and supervising the procurement, development, compensation, integration, maintenance and termination of employment with the aim of achieving the goals of the company's organization in an integrated manner. There are several objectives of human resource management that we need to know, including:

- 1) Providing a good and productive organizational climate.
- 2) Setting up an effective work system so that employees feel comfortable at work.
- 3) Improve well-being both physically and spiritually.
- 4) Fair opportunity among all human resources.
- 5) Improving the quality and capability of human resources by conducting training.
- 6) Maintain human resources who are skilled, motivated, and can be trusted by the organization.
- 7) Providing a humanist approach to every human resource on the basis of fairness and transparency.
- 8) Management of human resources by looking at the various differences in the needs of these human resources.

The functions of human resource management include:

### 1) Staff Management

What is meant by staff management is how human resources do three things, namely: planning, arrangement, and selection. Therefore, the human resources division plays an important role in finding and determining suitable employees for the company.

### 2) Performance Evaluation

Evaluation is quite important carried out by the human resources department. With a thorough evaluation, companies can find which employee performance needs improvement and which does not.

### 3) Compensation

In addition to evaluating, there should be compensation for human resources. Compensation in question is salary or wages for employees. The human resources department must also provide assurance to employees that salaries will not be late. Because, if you experience delays, it will affect the psychology of employees.

### 4) Training and development

The thing that is quite important and must be done by the company is to conduct training. Why is that? Because, repair and increase employee competence. Especially if later there must be employee regeneration. Therefore, training and development will also see later whether there are promotion facilities for employees or not.

### 5) Relations Between Employees

One of the things that needs to be managed by the company, especially the HR division, is to maintain relations between employees. How not to create a toxic relationship between employees. The simplest way is to build relationships with a humanist approach. Not only between employees but also to the company. Thus, the working climate tends to be conducive.

#### 6) Safety and Health

If the company wants to make employees safe, give employees a sense of comfort. Create a conducive atmosphere. In addition, give a sense of security by providing health insurance for each employee. That is what makes employees feel at home and want to continue working at your company.

#### 7) Counseling guidance

It is undeniable that every employee must have problems. Whether it's a problem created from the work space or family. So, in order not to spread to its performance, and affect the performance of all employees, the HR division needs to be at the forefront. Talk to then map the problem. Thus, created a solution for employees.

This paper will specifically discuss one of the functions of human resource management, namely the role of information technology in developing human resources at the Hulu Sungai Selatan District Land Office.

## 2. KAJIAN PUSTAKA

### Information Technology

Information technology is a study of planning, developing, implementing, supporting, or managing computerized information systems, especially in hardware or software. This technology uses electronic computers and computer software to transform, process, store, protect, transmit and access information securely (Ridwanti, 2023).

According to (Ridwanti, 2023) Information Technology itself has at least six main functions, namely:

- 1) Capture, capture is defined as input. For example, receiving input from keyboards, scanners, microphones, and so on. This feature may be familiar to most people because it is usually used when we use it to distort something.
- 2) Data Processing (Processing), This function handles a combination of detailed activity records. For example, receiving input from keyboards, scanners, microphones, and so on. This feature makes it easy to process data and files. Such processing can be in the form of conversion, analysis, synthesis, and calculations into all forms of data and information. This feature can make it easier for users.
- 3) Generating, plays an important role as a tool for organizing data in easier-to-understand formats, such as graphs and tables.
- 4) Storage, is recording or storing data and information on media that is easy to use for other purposes. Examples are stored on hard disks, floppy disks, tapes, CDs, and other media.
- 5) Search (Retrieval), used to browse, obtain, or copy data or information previously stored. For example, looking for paid supplier data. Successfully saved data may be difficult to find because of the complete data, but this feature makes it easy and saves time for the user.
- 6) Delivery (Transmission), used to share data and/or information from one location to another via a computer network, so data transmission does not need to be copied one by one.

The following are some of the advantages of Information Technology (IT) in everyday life in various fields according to (Adella Eka Ridwanti, 2023), namely:

1) Information Technology (IT) for education

The presence of IT in the world of education certainly has considerable benefits, especially computers. Computers can enable students to learn more effectively and are one tool that makes it easy to stimulate student creativity. Especially during the current Covid-19 pandemic, the existence of information technology has many benefits because it can make it easier for students to learn, and receive learning materials only from home through several applications such as Zoom, Google Meet, E-Learning, and so on.

2) Benefits of IT in industry and manufacturing

This information technology is useful for designing products that are industrial output, and controlling production machines with high accuracy.

3) Benefits of IT for business and finance

IT can support transactions, store files more securely, and create a modern banking system. Not only that, this can also be used by business actors to develop their business with existing technology, such as promoting their products through advertisements on television and social media. In addition, the existence of technology can also reach the target market more optimally.

4) Benefits of IT for the government

This information technology is useful in processing data and information for the community. It can also strengthen the relationship between the government and its citizens.

5) Benefits of information technology for entertainment and games

People can use this computer technology to create animations, advertisements, graphic designs, and audiovisuals to make things better and more interesting. Moreover, in this day and age it does not only function as entertainment but can be used as a job.

## **Human Resource Management**

Quoted from (Fai, 2023) A company or organization in carrying out its activities requires human resources who have capacity in a field. Human resources as the implementation of the vision and mission of the organization must be properly selected. In general, Human Resource Management is one of the efforts made by companies to manage their human resources.

According to (Fai, 2023) there are several functions that can be used as a work reference for human resource management in general, including:

1. Planning

This function is carried out in order to review, study, and observe HR needs in a systematic manner to ensure the number of employees and areas of expertise required. Job analysis, selection of prospective employees, division of labor, enter into this function.

2. Recruitment to Termination

HR management is also responsible for the recruitment process up to the proper termination of employees. Recruitment planning, candidate selection, onboarding, until the time when the collaboration must end, all must follow a process that complies with legal provisions.

### 3. Wages and Benefits

Wages for employees are said to be successful if they are based on justice and fairness. The balance between wages paid for different jobs in the same company. Payment of fair and reasonable wages to employees or employees who are in the exact same position in one company. Wages basically include all the awards received by employees or employees as a result of their work.

### 4. Performance Assessment and Career Development

Conducting periodic performance appraisals is useful to find out how far the employee's abilities have developed. At the same time, career path opportunities are also provided for employees who already meet the qualifications, so that employees can be motivated to improve their abilities.

### 5. Skills Training and Development

Human resource management also functions in order to provide training and develop the capabilities of the talents they have. Talent is an asset, a mindset like this will make talent a living investment that can provide the expected ROI when enough effort is given to its development.

### 6. Job Security

Not only on welfare and performance improvement, HR management must also focus on occupational safety and health in order to protect the lives of every talent. Designing risk management, motivational programs, conflict strategies, and paying attention to work safety inside or outside the company.

### 7. Work Relations Management

Managing work relationships with every element in the company, respecting the rights of talents or employees, establishing complaint procedures and submitting input, to research on good HR management. This function is carried out as well as possible by considering the talent rights owned by the company.

Still according to (Fai, 2023) the objectives of human resource management, including:

- 1) Planning an effective work system which includes the recruitment process, employee selection, payroll system, as well as employee development and training.
- 2) Develop an effective management system and realize that all elements in the company will support to develop a good working climate in the company environment.
- 3) Ensuring that every employee gets equal opportunities to grow in the company and at the same time benefit the company.
- 4) Ensuring employees can be assessed and appreciated for their achievements.
- 5) Maintaining the health and well-being of employees, both physically and mentally.
- 6) Creating a conducive work environment for all.

## **Training and Development of Human Resources**

HR training is an effort made to form qualified personnel with the skills, work abilities, and work loyalty to a company or organization. Quality human resources will help the company to further develop and achieve company goals (Amalia, 2022). According to (Amalia, 2022), the benefits obtained from Human Resource Training and Development include:

- 1) Work productivity. With HR training, the technical and managerial skills of employees will be better, so that work productivity will increase, and the quality and quantity of production will improve.
- 2) Increase efficiency. Human resource development can also increase the efficiency of labor, time, raw materials, and reduce damage to production machines. That way the machine maintenance costs will be reduced, production costs are relatively small and the company's competitiveness will be greater.
- 3) Avoid damage. With human resource development, employees will be more skilled in carrying out their work, so that damage to goods, production and machinery will be reduced.
- 4) Avoid work accidents. Training human resources can also reduce the rate of work accidents, so that the company's medical expenses are reduced.
- 5) Improve service. HR training and development is also important to improve better service from employees to consumers or company partners. Good service is an attraction for the company concerned.
- 6) Better morale. With proper HR training, employee expertise and skills will increase, so that their attitude and morale will be better. That way they are enthusiastic about completing their work on time.
- 7) Employee career. Opportunities to improve employee careers are great, because expertise, skills, and work productivity are better. Promotions are usually based on one's skills and work productivity.
- 8) Conceptual. Managers are more capable and faster in making better decisions, because technical, managerial, and human skills are better.
- 9) Leadership. The communication is more flexible, the motivation is directed so that the development of vertical and horizontal cooperation is more harmonious.
- 10) Remuneration. Salaries, wage incentives, and benefits for employees will increase because their work productivity will increase.
- 11) Consumer. HR development will benefit society/consumers, because they will receive quality goods or high-quality services.

Types of HR Training according to (Amalia, 2022), including:

- 1) HR Skills Training, is a type of training that is often carried out in every company. Skills training programs are relatively simple as assessing needs or deficiencies and then identifying them through a careful assessment.
- 2) Retraining, namely providing the training needed by employees in dealing with changing work demands, so that employees can be more confident in completing work.
- 3) Cross Functional Training, is training involving human resources to carry out work activities in fields other than routine work. This exercise aims to improve communication and synergy among fellow employees.
- 4) Team Training, carried out by working together in completing work in order to achieve common goals in a work team. can be done indoors or outdoors by implementing some group games.

- 5) Language Training, becomes important because some local companies are already connected with foreign companies. This training can improve foreign language communication and provide additional value to the employees concerned.
- 6) Technology Training, some companies or functions definitely apply the technology. example: the application of technology in marketing and administration. This training aims to improve employee skills and productivity.

HR Creativity Training, namely HR training by providing opportunities for employees to present ideas based on rational values. These ideas can be used to develop a better company.

### **3. METODE PENELITIAN**

The research method that the authors use in this article is a general or descriptive method. This method is one of the procedures in investigating and solving problems by describing an object in a study supported by literature studies using data obtained from books, scientific papers, internet searches, supporting data from the land office and other supporting data that can complement this writing.

### **4. HASIL DAN PEMBAHASAN**

#### **Human Resource Development in The Digital Age**

Human resource development strategies in the digital age that must be considered are (Khuzaini et al., 2023):

- 1) Provide Opportunities for Employees to Channel Ideas
- 2) Carry out training activities
- 3) Rewarding employees
- 4) Prepare a Budget
- 5) Carry out evaluation of HR Development activities

According to (Khuzaini et al., 2023) companies that will implement HR development in facing the digital era must focus on developing:

- 1) increase employee productivity
- 2) prioritizing employee career development
- 3) use integrated tools to achieve performance and decision making
- 4) using a special program to measure the achievement of human resource development.
- 5) Using Artificial Intelligence (AI) as a tool in developing human resources.
- 6) Adjust the training program to the needs of the workforce

According to (Risna, 2022), To be successful in carrying out HR development in the digital era, you can pay attention to the following tips:

- 1) Understand Company Needs

The HR division must be able to analyze market needs and how to utilize existing resources. That way, companies can decide what training is needed and can be done digitally.

- 2) Adjust to the Budget

Usually, companies have their own budget that is used for HR training and development programs in the digital era. In some cases, digital training actually requires a cheaper budget than having to bring in trainers and rent buildings. If the funds you have are very limited, you can start by doing internal training first.

- 3) Setting Up the Right Time

It is true that digital training and development is flexible. However, please also note that employees have daily tasks that must be completed. The HR division's job is to find the right digital training time so it doesn't interfere with employees' daily tasks.

#### 4) Conduct Periodic Evaluation

To find out how effectively digital HR development has been implemented in your company, don't forget to do an assessment at the end of the training. Evaluation can be done by asking a number of questions to the participants regarding the obstacles encountered during the training. The participants' opinions and input are very useful as a reference for improving digital training in the future.

### **Human Resource Development in the ATR/BPN Ministry**

The Land Office is a work unit of the ATR/BPN Ministry in Regency or City areas, which performs the registration of land rights and maintains the general register of land registration. Types of services available at the land office, consisting of services:

- 1) land information;
- 2) land technical considerations;
- 3) land area measurement;
- 4) determination of land rights;
- 5) registration of land rights decisions;
- 6) maintenance of land registration data, and
- 7) complaint management.

In facing the current era of globalization, the ability of land personnel in carrying out services must always be continuously developed. The development of human resource capacity at the *Kantor Pertanahan Kabupaten Hulu Sungai Selatan* is carried out centrally by the Center for Human Resource Development (*Pusat Pengembangan Sumber Daya Manusia/PPSDM*) of the ATR/BPN Ministry.

The Center for Human Resource Development, hereinafter abbreviated as PPSDM (*Pusat Pengembangan Sumber Daya Manusia*), is a work unit in the ATR/BPN Ministry which has the task of developing human resources in the field of agrarian and spatial planning within the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency which covers the areas of competency development, areas of competency assessment and general fields. Some of the activities carried out by PPSDM include Training, Competency Assessment, Webinars, Workshops and others which aim to form superior, professional and characterized state civil servants in welcoming a world-class bureaucracy.

Since 2021, PPSDM has developed a web-based application called LMS (Learning Management System) as a means of developing human resources within the ATR/BPN Ministry. Some of the activities managed in this application include:

#### 1) ATR/BPN Corporate University

It is a learning strategy for the ATR/BPN Ministry in solving existing strategic problems through a systematic and comprehensive Organizational Learning Program approach, thereby supporting the acceleration of achieving the Vision and Mission of the ATR/BPN Ministry in the framework of a continuous learning process throughout the employee's career;

#### 2) Massive Open Online Course (MOOC)

Is a training learning method that is open to be followed by all employees with an independent learning system without a facilitator/teacher;

3) Webinar

It is an academic discussion with a theme that presents expert sources which is conducted online and allows for limited debriefing discussions;

4) Micro Learning

This is a competency development and training program that is simple, short and carried out in a modular manner. This program is limited in the amount of training duration which is quite short and is a part that can be coupled with other material. The maximum duration of the event is 2 days;

5) Learning on Demand (LoD)

Is a method of registration to take part in a training and competency development program that allows participants to take part in training independently so that they can produce training according to their needs and requests.

The majority of training and development activities carried out by PPSDM are currently carried out online through the LMS (Learning Management System) application so that several benefits are obtained, including:

- 1) Save costs and time for implementation, because it can eliminate transportation and accommodation costs for participants and teachers;
- 2) More practical and flexible;
- 3) More personal;
- 4) Easier to document;
- 5) Environmentally friendly, because it can reduce the use of paper and other consumables, and
- 6) It is an alternative during social distancing during the Covid-19 pandemic.

In addition to the advantages above, there are also some disadvantages, including:

- 1) The internet network is not evenly distributed throughout Indonesia so that it can hamper training activities;
- 2) Reduced social interaction both with instructors and fellow trainees;
- 3) Limitations in understanding the material, as well  
Lack of supervision in training/learning activities.

## 5. PENUTUP

### Kesimpulan

From the discussion above, it can be concluded that information technology plays a very positive role in efforts to increase the capacity of human resources in the *Kantor Pertanahan Kabupaten Hulu Sungai Selatan*. The application developed by the Center for Human Resource Development (PPSDM) of the ATR/BPN Ministry is one of the means in an effort to improve the capabilities of employees evenly and thoroughly within the ATR/BPN Ministry. Indeed, there are still some deficiencies in the application, but development efforts are being made to continuously improve this application with the main objective being to increase the ability of state civil servants who are superior, professional and have character in welcoming a world-class bureaucracy.

**Saran**

It is necessary to carry out further studies, studies and research regarding the role of information technology in the development of human resources in the land office. The role of the leadership in evaluating and adopting appropriate policies in order to improve employee capabilities is very important, so that organizational goals can be achieved properly.

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