

Assessment of Human Resource Management Performance in Higher Education With Information Systems

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Submission date: 05-Jun-2023 01:20PM (UTC+0700)

Submission ID: 2109244936

File name: 217-223_Muhammad_Ridwan.pdf (793.8K)

Word count: 2449

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ASSESSMENT OF HUMAN RESOURCE MANAGEMENT PERFORMANCE IN HIGHER EDUCATION WITH INFORMATION SYSTEMS

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Vol.17 No.2 | June, 2023

Submit :
01/11/2022

Accept :
04/06/2023

Publish :
05/06/2023



Abstract

Human resources (HR), consisting of teaching staff and supporting staff in tertiary institutions, are in a very strategic position because they have a direct influence on the learning process, the quality of degrees and competitive product models. The effectiveness of actions in the teaching and learning process and improving the academic atmosphere are strongly influenced by quality standardization and quality assurance that are appropriate for universities to implement, one of which is human resources (HR). The prerequisite for the correct implementation of higher education personal quality assurance is the existence of an accurate database that can be used in every decision-making process. Therefore, an information system must be developed to ensure the quality of higher education human resources. This personal quality assurance information system can work to facilitate higher education quality assurance, so that the quality assurance process can be carried out through networks and databases, management information systems and integrated support. decision support system. The stages of this information system design include requirements analysis, process modeling design, software requirements analysis and design.

Keywords: Information system, Higher Education Quality Assurance, Human Resource, Education.

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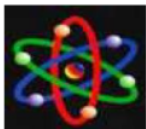
DOI : 10.22216/jit.v17i2.2283

PAGE : 217-223

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INTRODUCTION

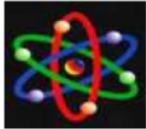
A tertiary institution must formulate educational staff standards or human resource (HR) standards, where these standards must be improved continuously from time to time so that these standards develop in a sustainable manner (continuous improvement)[1]-[4]. The higher the human resource standards set, the better the condition of the lecturers and supporting staff. This standard is a reference for excellence in the quality of human resources, as well as how a study program in a tertiary institution should acquire and utilize high-quality human resources and be able to provide excellent service to its human resources to realize the vision, carry out and carry out missions, and achieve goals[5]. aspired to. Human resources in an undergraduate study program consist of lecturers and supporting staff which include librarians, laboratory assistants, technicians, and other education personnel who are responsible for achieving the overall quality objectives of the higher education tri dharma program. Lectur¹² are the main resource component who are professional educators and scientists with the main tasks and functions of acquiring, transforming, developing, disseminating, and applying science, technology and art through education, research, and community service/service[6]. Lecturers as a determinant of the quality of academic implementation, improving the quality of lecturers must be planned and implemented in accordance with the needs, so as to realize the vision, carry out the mission, and achieve the goals that have been set.

A tertiary institution must have an adequate HR quality management system for coaching and improving the quality of education staff, both for lecturers, librarians, laboratory assistants, technicians, administrative staff, and other education staff. A good undergraduate study program must have educational staff with the number, qualifications and quality of performance in accordance with the needs of implementing the programs in the undergraduate study program concerned[7].

For this reason, the Directorate of Quality Assurance (QA) at University X since 2008 has carried out an assessment of each study program with the aim of helping create an education system so that it has a conducive academic atmosphere and can realize the goals to be achieved, namely to become a World Class University[8].

However, currently the quality assurance has not touched all aspects, one of which is the human resources sector. Until now, the implementation of quality assurance is still limited to quality assurance that is directly related to the mechanism of the teaching and learning process, has not touched other quality items. The obstacle faced was the lack of socialization and information regarding the quality assurance mechanism desired by University X due to the limited number of available human resources. Due to the above constraints, it is felt that the implement¹⁹ on of quality assurance, especially in the field of human resources in the internal environment of University X, cannot be carried out optimally. To overcome these obstacles, strategic and sustainable efforts are needed, including





by developing HR quality assurance system software which can be used as a means to ensure the implementation of internal and external HR quality assurance at University X can be carried out consistently and continuously[9][10].

Based on the identification of the problems mentioned above, it is necessary to develop a quality assurance information system in the field of human resources with two objectives. The first objective is that the quality assurance process in the HR field will be the responsibility of all community members at University X, not only carried out by certain groups, because the data entry process in the quality assurance software directly involves all community members at X according to their function, position and title. Likewise, the software can be used as a tool to monitor the quality of human resources that have been achieved by each community at University X in accordance with their respective authorities. The second goal is to facilitate the accreditation process carried out by BAN-PT as well as the EPSBED self-evaluation by the Directorate General of Higher Education, because all data and evidence of HR activities which have become national standards have been recorded in the database[11]-[13].

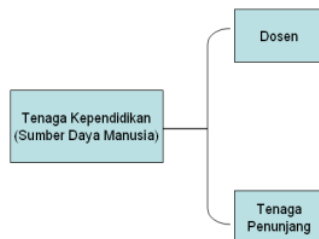


Figure 1. Indonesian Components of human resources in the college environment

RESEARCH METHODS

The development method for quality assurance system software in the HR field in this study uses a linear sequential method which consists of the stages of needs analysis, design of internal and external quality assurance process models, analysis of software requirements and design stages. At the needs analysis stage, a literature study and analysis is carried out regarding policies, procedures, quality standards used, institutions and organizations implementing quality assurance at Universitas Putra Indonesia YPTK Padang.

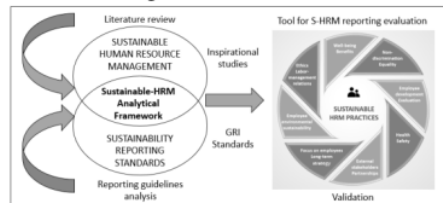
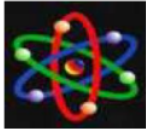


Figure 2. Mechanism for setting quality standards for human resources in tertiary institutions

RESULTS AND DISCUSSION

The quality standards for human resources at University X refer to standards set by BAN-PT and refer to University X's internal quality standards and are adjusted to the needs of each study program. In general, the referred HR quality standard elements can be broken down into several parts. First, academic qualifications, competence (pedagogic, personality, social, and professional), and





the number (ratio of student lecturers and academic positions) of permanent and non-permanent lecturers (subject lecturers, visiting lecturers, extraordinary lecturers and/or experts, in accordance with needs) to ensure the quality of academic programs. Second, lecturers' achievements in obtaining awards, grants, program funding and academic activities from national and international levels; the amount and proportion of research funding from internal and external sources. Third, the reputation and breadth of the lecturer network in the academic and professional fields. Fourth, the number, ratio, academic qualifications and competence of education staff (librarians, laboratory assistants, analysts, technicians, operators, programmers, instructors, administrative staff, and/or other support staff) to ensure the quality of study program implementation.

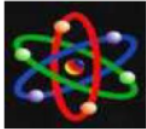
Fifth, the effectiveness of the system of selection, recruitment, placement, development, retention and dismissal of lecturers and education staff to ensure the quality of academic program implementation. Sixth, a monitoring and evaluation system, as well as a track record of lecturer academic performance and education staff performance. Some examples of human resource quality assessment matrices in tertiary institutions based on the 2008 BAN-PT standard can be seen in table I. The mechanism for achieving the quality of human resources is carried out through several stages (figure 4). The first stage is to determine the adequacy of human resources, which is the ratio between permanent lecturers and support staff and students at the study program and university levels. By setting this ratio, it can be seen the number of

lecturers and supporting staff needed. The second stage is to determine the qualifications of lecturers and supporting staff needed. The third stage, determine the recruitment system. The fourth stage, planning the development of a healthy and competitive work environment. The fifth stage is to establish a program for fostering and developing human resources. The sixth stage, monitoring and evaluating the quality/performance of human resources. The seventh stage, establishes a system of rewards, sanctions and a remuneration system. The eighth stage, improving and perfecting the quality of human resources. The process model for implementing HR quality assurance consists of four stages, namely, the HR recruitment system process model, the HR performance monitoring and evaluation process model, the reward and punishment process model, the coaching and development process model. HR recruitment system process model. X University always improves the standards for the recruitment of lecturers and support staff so that they are able to provide support for the achievement of the university's mission and vision. The need for employees is always well evaluated every year. The recruitment process is carried out by the HRD Directorate. Requests for new employees can be made by the direct supervisor by filling out a request form and submitting it to the rectorate and HRD Directorate.



Figure 3. HRM Process





Risk Assessment Matrix to ensure Acceptable Quality Standards
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SEVERITY	Catastrophic (I)	Critical (II)	Major (III)	Negligible (IV)
Frequent (A)	High	High	Medium	Medium
Frequent (B)	Teachera	Teachera	Teachera	Medium
Occasional (C)	Teachera	Teachera	Medium	Teachera
Rare (D)	Teachera	Medium	Teachera	Low
Improbable (E)	Medium	Teachera	Medium	Low
Eliminated (F)	Eliminated			

Figure 4. Hr Quality Assessment Matrix Based On Ban-Pt 2008 Standards

HR performance monitoring and evaluation process model. HR performance monitoring and evaluation is the process of identifying, measuring, reporting, analyzing and providing feedback on HR performance over a certain period of time. The results of HR performance monitoring and evaluation can be used as guidelines for the implementation of reward and punishment policies. At X University monitoring and evaluating HR performance is divided into three groups, namely, monitoring and evaluating the performance of teaching staff, monitoring and evaluating the performance of administrative staff/employees, monitoring and evaluating the performance of leaders.

Coaching and development process model. X University has a high commitment to the process of fostering and developing human resources. Lecturers are encouraged to continue their education, conduct research and write scientific papers, as well as support staff are encouraged to continue to develop expertise and professionalism in their

respective fields through activities in the form of formal education, training and others.

Human resource quality assurance information system software module in tertiary institutions. Based on the process model design above, several application modules are needed. The first module is an HR recruitment application that is used to store standard data, procedures, recruitment process policies, HR needs data, job vacancy information, applicant data, selection process results, and HR recruitment process reports for BAN-PT.



Figure 5. Recruitment Process Model



Figure 6. Model Of Employee Recruitment



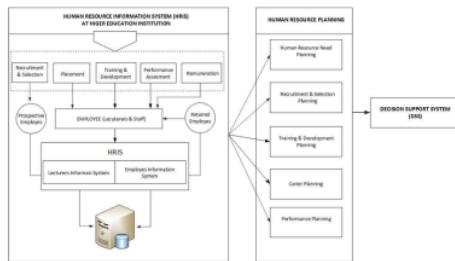
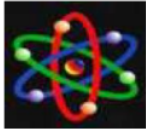


Figure 7. HRIS Planning Concept Model based at Higher Education

	Business Performance	External Customers	Investors/ Owners	Communities	Regulators	Line Managers	Employees
Employee Performance HR	44.1%	6.5%	10%	16.2%	6.1%	15.3%	19%
Integrated HR	16.9%	21.6%	30.8%	28.5%	33.6%	57.2%	56.1%
HR Analytics	17.3%	26.7%	23.3%	18.1%	31%	15.2%	13.2%
HR Information Management	21.7%	45.2%	35.9%	37.2%	29.4%	12.2%	11.7%
Total % explained by HR department activity	31	46.5	52.4	52.8	41.7	60.7	59.8

Figure 8. Results Of Analysis Of The Application Of Information Systems In Higher Education Human Resources

CONCLUSION

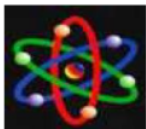
By utilizing a computer-based information system, it is possible for University X to carry out consistent and sustainable human resource quality assurance which is expected to improve organizational health so as to create a conducive learning process, develop science, technology, art and improve institutional management performance. will have an impact on increasing the quality ranking of University X in the national and international environment. In the end, the success of human resource quality assurance can also have implications for increasing University X's competitiveness in a global environment and can contribute directly to the next

national industry and can develop into a reliable global industry and contribute to increasing the nation's competitiveness.

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