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Human Resource Quality at the Gowa Regency Communication and Informatics Office

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ABSTRACT

Human Resources (HR) quality reflects how these individuals can make valuable and practical contributions in achieving organizational or societal goals. Evaluate the quality of human resources at DISKOMIFO SP Gowa Regency and factors that support and hinder these qualities. The approach used is qualitative research with a descriptive approach. Data collection techniques include interviews and documentation, while data analysis techniques include data reduction, data presentation, and conclusion drawing and verification. The results of this study show that all indicators used in the research on the quality of human resources at the DISKOMIFO SP Office of Gowa Regency are relatively good. This is evidenced by relatively relevant indicators of knowledge and skills, which are reflected in their performance. Education is classified as good because most employees have a high educational background, which aligns with the Organization's performance needs. The Understanding Indicator is good because employees understand the importance of their work, which is achieved through various organizational initiatives, such as regular training, project participation, coaching, and team collaboration. The ability indicator is classified as good because employees can adapt to changes in work, and employee performance increases. The indicator of work morale is relatively good because each employee has fluency and internal motivation to maintain working time. Planning and organizing indicators are classified as good because, before the implementation of projects or activities, it is ensured that all activities are completed with a clear and organized approach.

Keywords: Quality, Human Resources, Evaluate

INTRODUCTION

Human Resources (HR) is a key component in the success of modern organizations. In contemporary organizations, human resource management has undergone a significant transformation, from a mere administrative function to a strategic element that supports achieving the Organization's goals. These changes are triggered by various factors, including globalization, the development of information technology, and changes in the dynamics of the labor market that are increasingly complex and competitive. The development of information and communication technology, digital transformation, and increasing demands for quality and productivity require organizations to continue to develop and manage human resources effectively and efficiently (García-Hernández, 2021; Marquardt & Kearsley, 2024; Williams et al., 1995). The success of an organization is not only determined by the technology and capital it has, but also by the quality and competence of the workforce that runs its day-to-day operations (Darwis et al., 2022; Niswaty et al., 2024; Taliang et al., 2023).

Human resources are essential because they have the knowledge, skills, and experience to achieve organizational goals. The main functions of HR in the office include workforce planning, recruitment and selection, training and development, performance management, compensation and benefits, employee relations, and human resource administration (Mustafa et

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al., 2023; Niswaty et al., 2023; Suprianto & Arhas, 2022). HR is a valuable asset for the company to achieve its goals". Quality and professional human resources can improve organizational performance (Arhas, 2024; Haerul & Herman, 2025; Nasrullah, 2025; Saleh et al., 2024). All employees are required to always make their best efforts at work. Quality human resources are the main foundation for an organization that faces various challenges and changes that continue to occur.

Human resource quality affects the Organization's efficiency, productivity, and competitiveness. Organizationsearch has shown a strong relationship between the quality of human resources and organizational performance. Quality human resources tend to be more productive, innovative, and highly committed to their Organization. The Organization of human resources is a vital factor in determining the success and sustainability of the Organization. Organization of human resources in an organization is an essential factor in determining the success and sustainability of the Organization. Organizational planning in human resource management is also crucial in deciding how existing human resources can improve their competencies within the Organization. Organizational resources are the main foundation for an organization to face various challenges and changes that continue to occur. Human resources are valuable assets in achieving organizational goals in the business sector, government, and non-profit institutions. Quality human resources will be able to provide maximum contribution to achieving organizational goals, innovation, and long-term growth. Based on observations conducted at the research location in July 2023, several problems were found related to human resource development at the DISKOMIFO SP Office, Gowa Regency. Although development programs such as training, workshops, and other activities have been held routinely yearly, this development has not been evenly distributed in all areas at the DISKOMIFO SP Office, Gowa Regency. This shows that there has been no in-depth analysis of the quality of its human resources. Therefore, additional study is needed to see the extent of the quality of human resources at the DISKOMIFO SP Office, Gowa Regency

METHOD

The research entitled Human Resources Quality at the DISKOMIFO SP Office of Gowa Regency used a qualitative research approach to examine the perspective of participants using interactive strategies with employees. This research tends to prioritize analysis. As for this type of research, data can be collected to provide a complete picture of the circumstances or phenomena that occur during the implementation of the study. This type of descriptive research aims to dig up the facts.

This research focuses on the quality of human resources at the DISKOMINFO SP Office of Gowa Regency. The indicators used in this study are: 1) Knowledge and Skills, 2) Education, 3) Understanding the Field, 4) Ability, 5) Work Spirit, and 6) Planning and Organizational Skills.

This study's techniques and data collection steps are interviews and documentation. Meanwhile, the data analysis technique in this study uses the Miles & Huberman (1994) model, which consists of data *condensation*, data *display*, and *conclusion drawing*. Data analysis techniques are reduction, presentation, and conclusion drawing and verification.

RESULT AND DISCUSSION

The presentation in this study uses the interview method, and the researcher will later outline the documentation in a descriptive form. Based on the research conducted on the quality of human resources at the DISKOMINFO SP office of Gowa Regency, the researcher used six research indicators proposed by (Kasanuddin (2011), namely intellectual qualities including knowledge and skills, education, understanding the field, work ethic, and organizational planning skills. The description of the results of data analysis obtained during the research process is as follows:

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Knowledge and Skills

Knowledge includes formal education, training, certification, work experience, technical knowledge, and understanding of regulations and policies. Meanwhile, skills include technical, managerial, interpersonal, problem-solving, and adaptation skills. In the current era of globalization, human resources are a key factor in an organization or state agency. The success of organizational management is highly dependent on the effectiveness of human resource utilization, as employees play an indispensable role in ensuring that the system runs by applicable rules.

Based on the results of the interview, it can be concluded that intellectual quality, including knowledge and skill, is reviewed through an assessment of the level of knowledge and skills of employees carried out by the Personnel and Human Resources Development Agency (BPSDM) by considering the educational background of employees. This assessment includes evaluation through Employee Performance Goals (SKP) and daily monitoring through e-Performance by the heads of their respective fields. In addition, to improve the intellectual quality of employees, there are regular training and development programs carried out by the service as a whole and in each field, including special training in the field of encryption which includes network security systems, servers, applications, and aspects related to the country's cyber and password agencies.

Employee knowledge and skills that are required by the demands of the job refer to the information, abilities, and competencies needed to carry out tasks effectively. (Mooduto et al., 2022) 2022) Says, "The higher the level of knowledge of employees, the greater the impact on their performance. Good knowledge has a positive impact on the work. Knowledge is needed in every aspect of the job, including scientific, practical, and problem-solving knowledge. Employees are expected to continue to expand their knowledge and not only rely on existing systems, so each employee plays a role in achieving organizational goals. Likewise, skills have an important role in improving employee performance".

Based on the results of data analysis obtained using interview techniques, the knowledge and skills possessed by employees at DISKOMINFO SP Gowa Regency can be categorized as good because employees already have knowledge and skills relevant to their fields. The knowledge and skills possessed, namely the intellectual quality of employees in completing tasks and responsibilities, each field includes employees in special training and development, including communication systems, information, network security, servers, applications, and aspects related to the country's cyber and password agencies.

Education

Education provides a foundation for developing skills, making individuals better prepared and qualified to face future challenges. Quality education increases employment opportunities, allowing individuals to get better, high-income jobs.

Based on the interviews, it can be concluded that the education provided by the Gowa Regency Informatics and Encryption Office is mostly computer bachelors and statistics graduates, according to the needs of institutions that focus on these fields. In addition, the educational backgrounds of employees at the Gowa Regency Informatics and Cryptography Communication Office are very diverse, including 44 S-1 graduates from various fields such as Communication, Informatics, Public, Computer, Economics, and Social, as well as 7 S-2 graduates and nine high school (SMA) graduates. Formal education is vital in job placement and employee performance, especially in technical work. Employees with a high school education are placed in different duties. They are referred to as non-State Civil Apparatus (ASN) or honorary employees, although some have good technical competence. Although there is no annual budget for continuing education programs, such as scholarships, some employees have submitted scholarship proposals despite no regular budgeting.

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The level of education possessed by employees, by the demands of the job, refers to the suitability between the level of education taken by the employee and the qualifications needed for a particular position in the Organization. Organizational employees have relevant knowledge and skills, which support efficiency and productivity in carrying out their duties, as well as being more adaptable to change and committed to continuous learning. (Septarina, 2017) "The level of education affects employee performance significantly, so the higher the education, the greater the effect on employee performance".

Based on the results of data analysis obtained using interview techniques, it can be concluded that the level of education possessed by employees at the DISKOMINFO SP Office of Gowa Regency can be categorized as good because employees have educational backgrounds including S-1 graduates from various fields such as Communication, Informatics, Public, Economics, and Social and computers, several S-2 graduates, and Senior High School (SMA) so that employees understand their duties, organizational functions, as well as responsibilities can be carried out correctly.

Understanding the Field

Understanding the field means an individual can have in-depth knowledge, a comprehensive understanding of a specific area of work, and relevant skills. This includes mastery of the latest theories, concepts, practices, and developments related to the field and the ability to apply such knowledge in real-world situations to achieve organizational goals.

Based on the interview results, it can be concluded that employees understand that employee abilities and insights occur through various strategic initiatives such as periodic training, participation in projects, and team collaboration. This method includes regular training, workshops, additional certifications, performance evaluations, competency tests, and *mentoring* programs. Evaluation is carried out through a review of daily I-Performance and annual Employee Performance Goals (SKP) by superiors, as well as task mapping to ensure a deep understanding of the task field. Through direct involvement in projects and regular monitoring, employees can update and improve their knowledge and skills, supporting the efficiency and success of the tasks undertaken.

Understanding the field of work is the ability of a person to have in-depth knowledge, skills, and competencies related to their duties and responsibilities. This includes a clear and in-depth understanding of duties and responsibilities, procedures, and work processes, technical and theoretical knowledge, applicable regulations and policies, and the ability to continuously develop and adapt to changes or innovations in their field. (Anwar et al., 2023) "The basic knowledge and abilities that employees have will develop into skills that affect their performance. For government agencies to succeed, good performing human resources are needed, and to achieve such good performance, adequate skills are needed".

Based on the results of data analysis conducted using interview techniques, it can be concluded that field understanding can be categorized in terms of direct involvement in carrying out tasks and responsibilities based on task mapping. The development of employee skills at DISKOMINFO SP Gowa Regency continues to be improved through routine training, participation in projects, and collaboration with colleagues. Employee monitoring is also routinely carried out to update and enhance their knowledge and skills through training and coaching that support the efficiency and success of tasks.

Ability

Ability is an essential aspect of human resource management, which includes the capacity of individuals to perform tasks or work effectively and efficiently. These abilities are made up of various elements, including the knowledge, skills, and attitudes possessed by an individual.

Based on the results of the interviews, it can be concluded that changes in the work environment are a definite matter due to the dynamic nature of work. Assessing employees' ability to cope with these changes is difficult because they can only judge themselves. Workplace

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adaptation is key for employees. Direct competency evaluation is needed to assign tasks according to the field of expertise. Daily performance monitoring through I-Performance helps identify weaknesses. The monitoring results are used to provide special training to employees. Routine training programs, such as in the field of Information and Communication Technology (ICT), improve the quality of employees. The planning and reporting subdivision is handled through technical guidance from the Local Government Internal Control System (SPIPD).

Employee abilities by job demands include technical skills, knowledge, interpersonal skills, managerial skills, analytical capabilities, adaptation skills, creative skills, and leadership skills. (Fikri & Begawati, 2020) That "employability significantly affects employee performance, both partially and stimulantly".

Based on the results of data analysis obtained using interview techniques, it can be concluded that the ability of employees at DISKOMINFO SP Gowa Regency can be categorized well because employees can adapt to changes in the work environment. Evaluation is carried out directly through I-Performance in assessing employee competence to determine the assignment of tasks according to their field. Employees also routinely participate in special training aimed at improving the quality of employees.

Work Spirit

Work ethic indicates a person's level of involvement and commitment to their tasks and a willingness to contribute to the maximum in achieving the expected results. In the context of research, understanding an individual's morale can provide insight into the factors that affect productivity and quality of work in an organizational environment.

Based on the interview results, it can be concluded that employee morale fluctuates according to individual conditions, increases when there is *a deadline,* and decreases when bored. To maintain work morale, supervisors need to give appreciation for the results of employee work, both personally and in front of other employees. Employees are committed to working with passion, high dedication, and see challenges as opportunities to learn and grow. Employees also maintain a balance between work and rest to stay productive. Efforts to sustain work morale among employees include direct communication and continuous motivation. Work morale is assessed from implementing tasks according to the budget plan and on time, especially in collecting reports that meet performance targets. The driving factor for positive work spirit is the internal drive to complete tasks according to the plan set in the work meeting.

Employee morale is a crucial factor that affects organizational performance. High morale is reflected in a strong level of engagement in work, a clear understanding of personal and organizational goals, and recognition of their contributions. (Mafra & Turipan, 2017) "Employee morale affects their work productivity. It is evident that the level of employee morale influences changes in work productivity".

Based on the results of data analysis obtained using interview techniques, it can be concluded that the work spirit of employees at the DISKOMINFO SP Office of Gowa Regency can be categorized as good because employees get encouragement in completing tasks according to the plan set in the work meeting.

Organizational Planning Skills

Planning skills are one of the essential aspects of management. They include the process of designing goals, determining the steps needed to achieve them, and identifying the rresources required Planning ability is defined as individual skills in preparing a systematic and structured work plan, including determining priorities, scheduling activities, allocating resources, and evaluating and adjusting plans periodically according to the development of the situation.

Based on the results of the interviews, it can be concluded that individual abilities vary in managerial roles but still produce sound *output*. Evaluation of the Electronic-Based Government System (SPBE) DISKOMINFO SP is often carried out routinely with preparations through management meetings to distribute tasks, evaluate progress, and overcome obstacles. Structured

planning and project organization, including budget design, is carried out through discussions with officials and employees, ensuring that each activity runs according to the plan and budget that has been set, focusing on implementing the Government Accountability System (SAP).

Employee planning and organizational skills are crucial in achieving work effectiveness and efficiency in the organizational environment. (Wardiah, 2017) "Planning and organizing are the main steps in determining the activities or steps to be taken, to ensure that the desired goals can be achieved according to expectations".

Based on the results of data analysis obtained using the interview technique, it can be concluded that the planning and organizing skills at the DISKOMINFO SP Office of Gowa Regency can be categorized well because in the planning and Organization Organizationor activities, budget design is carried out through meetings to ensure that each activity runs according to the plan and budget.

CONCLUSION

Based on the results of the data and discussions that have been described, it can be concluded that the quality of human resources at DISKOMIFO SP Gowa Regency can be categorized as good. This can be reflected in the quality indicators of human resources, namely, Knowledge and Skills. Each employee has knowledge and skills relevant to their duties and responsibilities. This is supported by the opportunity to regularly participate in training and develop their skills given to each field, so that performance quality can be categorized as good. Education, in this case, the majority of employees have an educational background relative to the needs of the Organization. The Organization can be categorized as good. This is shown through a strong understanding of the roles and responsibilities that employees have. Understanding the field, in this case, employees and their field of duties, which various initiatives by the Organization support.

Organizational training, project participation, coaching, and team collaboration are used to carry out tasks and responsibilities properly. Ability, in this case, the ability of the employee, can also be categorized as good. This is evidenced by employees adapting to changes in the environment. Employees are given training to improve the quality of work. Work Spirit, every employee has a fluctuating work spirit that can be categorized as good. This is supported by the internal desire of employees to meet work-related deadlines. Planning and Organization, Organization project planning involves the implementation of the budget to ensure that all activities are aligned with the agreed schedule and budget so that they can be categorized well.

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