

# The Influence of Technology on Human Resource Management Functions on Volunteer Performance

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## Abstract

The purpose of the study was to evaluate how human resource management affected volunteer performance. This study's approaches combine a quantitative strategy with survey techniques. The coefficient of determination for the doubled X1, X2, X3, and X4 to (Y) volunteer performance is 0.92, which indicates that 92% of performance was influenced by the variables of recruitment, selection, job placement, and job training together, with the remaining 8% being influenced by unresearched variables. The  $F_{count} > F_{table}$  result from five (5) research variables with up to 40 data points and a 5% significance level was  $100.685 > 2.49$ , with a probability of 0.0000.05. The recruiting, selection, work placement, and job training variables, either concurrently (together) or partially, have a significant impact on the dependent variable (volunteer performance) at alpha 5% (95% confidence level). Job training variables are the independent variables that have the biggest impact on the performance of volunteers. The skills of the volunteer tutors are significantly impacted by technology. This will develop in line with the advent of the entirely digital contemporary era. It is therefore hoped that academia will keep helping through community service initiatives.

**Keywords:** *Job Placement, Job Training, Recruitment, Selection, Technology, Volunteer Performance.*

## Introduction

(1) Every citizen has the right to education, states Article 31 of the 1945 Constitution (fourth amendment in 2002). (2) The government must provide funding for every citizen to receive a basic education. According

to Law No. 20/2003's Article 31 on the National Education System (Sisdiknas), it is also confirmed that: (1) Every citizen over the age of six is eligible to enroll in the obligatory education system. (2) The Federal Government and regional governments guarantee the free

provision of mandatory education at the primary level as a minimum.

Since everyone living in Indonesia has the legal right to an education, the government must guarantee equal access to all students, regardless of their financial circumstances. All pupils at the SD-SLTP-SLTA level education units (elementary school through junior high school) shall get free education services of the same caliber. The attainment of governmental objectives may benefit from the free school policy. It might have a positive impact in addition to a negative one. Many parents assume that because everything is "free" here, there will be no cost to educate their children. The reality is that the government's plan for 9 (nine) years of free, mandatory education is out of step with the challenging existence that street children lead. Their struggle to survive becomes a dynamic in itself. Also, the reason is that education is costly for some people, so they prefer their children to earn money rather than send them to school. In addition, the reason for the absence of citizenship papers is an obstacle. It is quite a hassle for education providers in managing correspondence and diplomas. Therefore, the Master's School provides solutions to this phenomenon until activities develop to respond to the difficulties faced by the terminal community, especially education. (Setiyowati, H., et.al., 2018; Setiyowati, H., et.al., 2021)

Partially, HR management has a significant effect on service quality, and organizational culture significantly affects service quality. Together, HR management and organizational culture affect the service quality of the Tamalate District Office, Makassar City. (Dahlan, Hasim, & Hamdan, 2017; Wulandjani, H., et.al, 2019).

All managers are aware of the value of innovation in the workplace, and while they generally encourage it, they frequently stifle ideas presented by staff members and other managers. HR is constantly watching for issues that may arise when new procedures or processes are implemented across the entire organization. Innovation and human resource management are becoming more crucial in preserving an organization's "leading" competitiveness at a time of intense competition and fast change. Ongoing change necessitates continuous thought. We need to adopt a fresh perspective on things if the new approach is to be distinct from the previous one rather than merely an upgrade (Sunarto, 2020; Wulandjani, H., et.al, 2019).

HR planning already refers to the madrasa vision, but madrasas do not have full rights to carry out HR planning, so HR planning is not practical. The recruitment of competent teachers and employees has been effective, which is socialized through mass media. The selection process for teachers and employees is carried out very strictly to obtain competent human resources. The teacher/employee is then placed according to their competence. Thus the selection and placement of HR have been effective. HR training and development has been practical because it has been programmed and carried out regularly and continuously so that the motivation and performance of teachers/employees increases and manages to process wrong inputs into good outputs. Teacher performance assessments carried out by checking teacher administration and classroom supervision are not effective because, in practice, some teachers are not used to compiling teaching tools, and supervision is still a "scourge" for the majority of teachers. The compensation given is adequate because it is following the status of the teacher or employee in both material and non-material

form so that the purpose of compensation is to appreciate work performance can be achieved. 7. The implementation of the health program has been effective because it is handled by the team in a programmed and professional manner so that the health and workability of teachers and employees can improve. 8. Various programs have been prepared and implemented To establish effective HR relations to run well between teachers and employees. (Solihah, 2018; Wulandjani, H., et.al, 2019).

Implementing the planning function in the management of the Ibtidaiyah Islahul Muta'allim madrasa is carried out by a mechanism for determining the direction and goals to be achieved by the madrasa, namely by determining the vision, mission and form of activities planned in madrasa management. The personnel involved in planning the madrasa management program are the foundation's head, principal, teachers, and committees. In contrast, the planning procedures carried out in madrasa management are internal madrasas, namely between the head of the madrasa and the teacher and then coordinated to the foundation. Implementing the organizing function in the management of the madrasa Ibtidaiyah Islahul Muta'allim is carried out by a mechanism for the division of tasks and responsibilities to the entire madrasa community through task-sharing meetings teachers and staff before the new school year is implemented. (Maujud, 2018,; Setiyowati, H., Firdaus, F., & Rahman, G., 2022)

Human resource management has three functions: managerial functions, operational functions, and functions to achieve organizational goals in an integrated manner. Meanwhile, human resource management duties are staff procurement, human resource development, compensation management, occupational safety and health, worker

relations, and industrial relations. The main objective of human resource management is to increase the contribution of human resources (employees) to the organization. It can be understood that all organizational activities in achieving its goals depend on the humans who manage the organization. Therefore, employees must be appropriately managed to assist the organization in achieving predetermined organizational goals. (Husaini, Abdullah, 2017; Setiyowati, H., 2018).

Islamic HR management is an approach to human management based on four basic principles, namely, first, HR is the most important asset owned by an organization, while effective management is the key to the success of an organization. Second, this success is very likely to be achieved if the rules/policies and procedures relating to an organization's people are interconnected and contribute to the achievement of goals. Management of the Prophet Muhammad and Khulafaurrasyiddin Management at the time of the Prophet placed a person according to whether or not he was able to complete a given mandate, especially in the field of management, placing the right person in the correct position or "the right man on the right place." Placing someone according to his expertise is one of the characteristics of Islamic professionalism. And more emphasis on the professionalism of an employee. (Harmonika, 2017).

These community service activities are 1. Most MSME actors in Ilir Barat II District Palembang do not yet understand human resource management (HR). 2. SMEs in Ilir Barat II Subdistrict Palembang are very enthusiastic about training materials and activities. (Diah, Siregar, & Saputri, 2021)

The demand for efforts to improve the quality of education implies the need for schools to

have human resources, both educators and other human resources, to perform optimally. So it is necessary to develop Human Resources following formal legal demands such as qualifications and competencies and the demands of an increasingly competitive external environment in the era of globalization (Setiyowati, H., et.al., 2018; Widiensyah, 2018;).

The company follows a maximally effective Recruitment and Selection process—the role of an HR and relevant traits. The emphasis on training and upgrading the skills of recruiters needs to be more and more consistent. Performance appraisal is an effective process, but it is known as the essential human resource tool where the rater is used to evaluate the employees' job performance, and through this, the employees can be satisfied with their job description in the organization. Performance appraisal can measure the accuracy of employee performance and will help talent acquisition" that is the main determining factor of how well a performance appraisal can be done. High-quality performance appraisal is intended to increase the level of job satisfaction of an employee in an organization. (Shafie et al., 2020; Setiyowati, H., et.al., 2018) It is necessary to reorganize human health resources following their duties and functions. Immediately conduct training for the clinic's management on a regular and continuous basis. (Arifudin, Sudirman, & Andri, 2017; Setiyowati, H., et.al., 2018)

The internal control structure, the quality of human resources, the completeness of the business archive documents and the management function partially and simultaneously affect the development of MSME businesses in Banyumas Regency. The quality of human resources is the most influential variable on the development of

MSME businesses in Banyumas Regency. (Setiyowati, H., et.al., 2018; Widianingsih, Bawono, Mustafa, & Nugroho, 2019)

Quality in the institution requires a professional teacher, so a leader must properly select professional teacher teachers with the following: 1) Personal capabilities, namely teachers are expected to have knowledge, skills, and skills as well as more stable and adequate attitudes so that they can manage the learning process effectively. 2) Principals and teachers as innovators who are committed to change and information efforts. Which is the hope of a school principal, namely: Teachers are expected to have knowledge, skills, and skills as well as the right attitude towards reform and at the same time as an effective disseminator of reform ideas. 3) The principal as a developer means that he must have a solid teacher vision and broad perspective. Principals must be able and willing to look far ahead in responding to the challenges of the times faced by the education sector as a system. (Said al Kamil, 2020)

The management function in human resources is applied in CV. Kota Agung has not been appropriately implemented and must be improved. They were improving managerial functions, namely planning because it will impact the quality of company performance. Organizing must also be improved because poor organization results in the company's goals not being carried out following the organization's wishes so that they cannot work effectively and efficiently, and their work results are not good. In addition, compensation should apply the moral principle because it can result in the morale of qualified employees to stop and harm company performance. In addition, employee maintenance should be improved because it can reduce employee morale, attitudes and loyalty, absenteeism and

turnover increase, employee discipline can decrease, and company goals are challenging to achieve. Dismissal of employees should also follow the rules stipulated by Law Number 12 of 1964 to avoid problems and minimize harmful consequences. (Sofie & Fitria, 2018)

## RESEARCH METHODS

The method in this study uses a quantitative approach with a survey method—data analysis using SPSS version 25.

## RESULTS AND DISCUSSION

Yabim stands for Bina Insan Mandiri Foundation and is located near the Depok Terminal Mosque. The foundation, which was established on land owned by Pak Rohim, received grants from the Depok City Government, social services from outside or assistance from abroad (e.g., companies from Belanda). The school schedule applies a morning system for kindergarten, elementary, and junior high school, afternoon for high school students and evening for those who take package C. The teaching staff generally come from volunteers who are still studying or alumni there and other staff.

### Effect of Recruitment (X1) and Selection (X2) on Volunteer Performance (Y)

The tcount value for Recruitment (X1) is 4,492 while the ttable value for  $n = 40$  is 2,030. So  $4,492 > 2,030$ , then  $H_0$  is rejected, and  $H_a$  is accepted, it can be stated that Recruitment (X1) has a significant effect on Volunteer Performance (Y). While the Selection (X2) is 2,562 while the ttable value for  $n = 40$  is 2,030. So  $2,562 > 2,030$ , then  $H_0$  is rejected, and  $H_a$  is accepted, it can be stated that Selection (X2) has a significant effect on Volunteer Performance (Y).

### Effect of Work Placement (X3) on Volunteer Performance (Y)

The tcount value for work placement (X3) is 2,146, while the ttable value for  $n = 40$  is 2,030. So  $2,146 > 2,030$ , then  $H_0$  is rejected, and  $H_a$  is accepted, it can be stated that work placement (X3) has a significant effect on volunteer performance (Y).

### The Effect of Job Training (X4) on Volunteer Performance (Y).

The tcount value for the job training variable (X4) is 10,656, while the ttable value for  $n = 40$  is 2,030. So  $10,656 > 2,030$ , then  $H_0$  is rejected, and  $H_a$  is accepted, it can be stated that job training (X4) affects Volunteer Performance (Y).

## CONCLUSION

1) The coefficient of multiple determination  $X_1, X_2, X_3, X_4$  on the performance of volunteers is 0.92; this means that 92% of performance is influenced by the variables of recruitment, selection, job placement and job training. In contrast, the remaining 8% is influenced by other variables not examined in this study.

2) Of the five (5) research variables with a total of 40 data and a significance level of 5%.  $F_{count} > F_{table}$ ,  $100,685 > 2.49$ , it can be said that recruitment (X1), selection (X2), job placement (X3) and job training (X4) together have a positive effect on the performance of volunteers (Y) in 'Depot Master School.' With prob value. The value is  $0.000 < 0.05$ , so it can be concluded that there is a significant effect of recruitment, selection, job placement and job training variables on the volunteer performance variable.

3) Partially, recruitment variables, selection variables, job placements and job training

variables significantly influence the dependent variable of volunteer performance at alpha 5% (95% confidence level). However, the most influential independent variable on the performance of volunteers is the job training variable.

4) In The process of developing volunteer resources, from the beginning, the management needs to consider how the volunteers are recruited, selected and placed, and the existence of clear job descriptions for volunteers.

5) Volunteers have a significant role in every organizational activity because volunteers become planners, actors, and determinants of realizing organizational system goals. Organizational goals will be easier to achieve if volunteers are placed in positions that match their competencies.

## SUGGESTIONS

For foundations and school principals they must be able to carry out the HR function process, namely:

- a) Recruitment with honesty and good commitment
- b) Selection according to the standards set by the foundation without any discrimination.
- c) Placement according to the needs and according to the education and experience of the volunteers themselves.
- d) Coaching for tutor volunteers whose performance is not good and giving awards to tutor volunteers who show good performance.

Tutor volunteers, in particular, must strive to excel and develop themselves in improving their performance, such as continuing their education to a higher level and participating in various education, training, and seminars.

Technology greatly affects the skills of the volunteer tutors. This will follow the development of the modern era which is all digital. Therefore, it is hoped that academics will continue to provide assistance through community service programs. (Setiyowati, H., et.al., 2022; Setiyowati, H., Suryati, E., & Rina, R. (2022).)

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